

OZFORD

Institute of Higher Education

 (CRICOS No. 03429B)



STUDENT HANDBOOK 2026



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Student Handbook



TABLE OF CONTENTS

Table of Contents

ORGANISATIONAL CONTACTS	6
PART 1: ABOUT OIHE	6
Campus Location and Contact Details	6
Melbourne Campus: 333 Queen Street, Melbourne VIC 3000	6
OIHE MISSION, VISION AND VALUES.....	7
Our Philosophy.....	7
Our Purpose	7
Our Vision	7
Our Values.....	7
OIHE Programs	7
OIHE Facilities	7
PART 2: OZLEARN – ACADEMIC INFORMATION	11
Course Materials and Assessments.....	11
Assessment Deadlines	11
Satisfactory Course Progress	12
Special Consideration.....	12
Academic Conduct	12
Learning Management System – Moodle	14
Academic and Learning Support	15
Student Consultation	15
Academic Records.....	16
Job, Career and Further Study	17
Making the Most of Your Class	17
PART 3: OZCONDUCT.....	19
Student Code of Conduct.....	19
Change of Personal Details	21
Social Media.....	22
Use of ICT Facilities and Services	23
BUILDING REGULATIONS.....	28
PART 4: OZWAY– POLICIES AND PROCEDURES.....	29
Admissions and Enrolment	29
Teaching and Learning	30

Student Services and Administration	33
Health and Safety	34
Facilities and IT	35
Finance and Governance	36
PART 5: OZLIFE– STUDENT LIFE	38
Information Sessions and Social Events	38
Accommodation.....	38
Inspecting a private rental property	40
Applying for a private rental property	40
Student Life – Must Know Tips.....	41
Awards, Graduation and Alumni	42
PART 6: OZSAFE: SAFETY AND SECURITY	43
Campus Safety	43
Emergency, Legal and Crisis Assistance.....	43
Critical Incidents.....	44
Personal and Travel Safety	44
Understanding and Reporting Sexual Assault and Sexual Harassment (SASH)	46
Online Safety.....	52
Fire, Water and Sun Safety.....	52
PART 7: OZSUPPORT– STUDENT SUPPORT AND SERVICES.....	54
Student Services Desk.....	54
Arrival, Orientation and Transition.....	54
Health and Wellbeing Support.....	54
Personal Counselling and Psychologist Support Services.....	56
Liaison and Advocacy Support	57
Financial Support	57
ITS Services	58
Support for Students with Special Needs	58
PART 8: OZVISA – INFORMATION FOR STUDENT VISA HOLDERS	59
Character requirements.....	Error! Bookmark not defined.
Working in Australia and Fair Work Ombudsman	61
Completion within Expected Duration of Study,	12
Transfer between Registered Provider	62
PART 9: OZCONNECT – BEYOND OIHE	63
Study Melbourne Centre.....	63
Study Queensland	64

OZFORD

Institute of Higher Education

International Student Representation	64
Consumer Affairs Victoria	64
Office of Fair Trading Queensland.....	65
Melbourne Airport.....	65
Brisbane Airport.....	65
PART 10: OZSOS – EMERGENCY, HEALTH & WELLBEING, CRISIS & LEGAL SERVICES CONTACTS*	66
Emergency Contacts.....	66
Health and Wellbeing Support Contacts	67
Legal / Consumer/ Work Services	70
PART 11: OZEDGE – AROUND OIHE.....	72
Melbourne Campus	72
Brisbane Campus	72
Medical Centres near OIHE	72
Food Outlets and Shopping.....	73
Library Facilities	75
SPORTING AND Recreational facilities	75
Events and Festivals	76

ORGANISATIONAL CONTACTS

Student Official Contact:

Student Services and Administration Officer

Email: oihess@ozford.edu.au

Other Contacts below are available on Moodle:

IT Services team Email: itservicedesk@ozford.edu.au

Course Coordinator Email available on Moodle

Academic Dean Email:

academicdean@ozford.edu.au

PART 1: ABOUT OIHE

Ozford Institute of Higher Education (OIHE) is delighted to extend a warm welcome to you. We are pleased that you have chosen to study with us.

You have made an excellent decision in selecting OIHE—an innovative higher education provider located in Melbourne and Brisbane, offering quality academic programs designed to support your future career.

At OIHE, we value our Students and are committed to ensuring you have access to all the information and support you need. We strongly encourage you to read this handbook carefully, as it contains important information to help you settle in, connect with OIHE, and successfully adapt to studying and living in Australia.

As part of your transition, we offer an Orientation Program for all new Students. This is a valuable opportunity to:

- Meet fellow Students from diverse backgrounds.
- Become familiar with academic systems and support services.
- Learn about Student life at OIHE.

We wish you every success in your academic journey and once again warmly welcome you to OIHE.

CAMPUS LOCATION AND CONTACT DETAILS

Melbourne Campus: 333 Queen Street, Melbourne VIC 3000

Brisbane Campus: 433 Boundary Street, Spring Hill QLD 4000

 **Telephone:**
+61 3 8663 7188

 **Website:**
www.ozford.edu.au/higher-education

OIHE's Melbourne campus is located in Melbourne's central business district and is accessible via public transport. The Brisbane campus is located at Spring Hill, close to Brisbane's central business district and public transport.

OIHE MISSION, VISION AND VALUES

OUR PHILOSOPHY

OIHE is committed to providing quality educational programs for Students to achieve their educational and personal goals and embrace lifelong learning. OIHE fosters a personalised environment where Students can develop skills and values that enable them to participate effectively in their chosen career field and the wider community.

OUR PURPOSE

Our purpose is to create an innovative educational institution with the best possible opportunities for Students to excel academically and maximise their potential.

OUR VISION

Our vision is to provide every Student with the opportunity to practise skills attained by undertaking real life learning based on local and global needs and values. OIHE is committed to the achievement of excellence in education. A Student's success is OIHE's success.

OUR VALUES

Unity

We work together to achieve our vision, mission and objectives.

Passion

We are passionately committed to delivering quality educational experiences and expanding all learners' horizons.

Excellence

We strive for the highest quality in every aspect of our work.

Respect

We respect all our clients and stakeholders by providing a caring OIHE community based on openness, fairness and friendship.

Integrity

We act responsibly and honestly in all we do.

Diversity

We promote intercultural awareness and understanding through authentic experiences both within the OIHE community and the broader Australian and global community.

OIHE PROGRAMS

Information on the courses we provide are available on the OIHE website. See [Oxford Institute of Higher Education | Study in Australia](#)

OIHE FACILITIES

At OIHE we are proud of our accessible facilities that provide our Students with a positive and comfortable learning experience to thrive and succeed. OIHE has been fitted out with modern facilities, furnishings and fittings for Students' engagement and interactions both during and outside class times. All classrooms and other common areas are accessible for people with limited mobility.

Classrooms and Lecture Theatre

There are classrooms and a full-size lecture theatre at each campus.

The classrooms are designed to maximise the Student learning experience. All classrooms are fully heated and air-conditioned and are equipped with full-sized windows that allow natural light, whiteboards, computers, data projectors, noticeboards, and seating layouts that provide opportunities for Student interaction and effective educational delivery.

Student Resource Centre

The Student Resource Centre is a one-stop Student resource centre, well-equipped with computer workstations and printing, copying, and scanning equipment. The centre also holds a comprehensive collection of books and resources, including newspapers, magazines, CDs, and DVDs.

OIHE encourages Students to participate in academic interaction outside class. The OIHE Student Resource Centre plays a key role by providing spaces for research and assignment preparation and offering Students space to have discussions and form study groups.

The Student Resource Centre hosts the following resources and facilities:

- desktop computers that can be used by staff and Students without the need to book.
- printers; tables and chairs of various sizes and seating arrangements; and books, including fiction and non-fiction.
- journals and periodicals, available in hard copy or electronically; and CDs and DVDs.

Students also have access to the following online resources:

- information literacy resources on the OIHE Student Learning Management System (Moodle)
- Online journals and resources via the library catalogue, which is fully accessible via mobile devices.

New Students are introduced to the Student Resource Centre and the physical and electronic resources available during Orientation. These resources complement the academic writing and research skills workshops conducted by the Academic team and the Student Services team.

Opening Hours: Monday to Friday, 8.30 am to 5.00 pm

The Library catalogue is available at: <https://ozford.functionalsolutions.com.au/>

All items are available for onsite use and not to be removed from the Student Resource Centre.

Student Common Areas

The Student Common Area is a comfortable place for Students to relax, recharge and socialise with other Students. This area provides tables and desks, microwaves, refrigerators, water filters and vending machines. At the Melbourne campus, we even have a piano!

There are casual seating areas on campus for Students to use.

Refer to your campus map for more information on where common and seating areas are located. Access to these areas is available every weekday from 8:30 am to 5:00 pm.

Students are welcome to use the Student common area for food and drink consumption. To ensure a tidy and comfortable learning environment for all, we ask that:

- No food be consumed in classrooms, library, and computer labs or near the quick print stations.
- All rubbish is placed in rubbish bins provided.
- Common areas are kept clean and tidy.

Group Study/Meeting Spaces

For Students who prefer to conduct group meetings outside the library, meeting rooms are available for Students to use for group meetings and discussions every weekday from 9 am to 5 pm. The spaces are equipped with whiteboards and data projectors. Students can approach the Student Services team to make a free booking.

Room bookings can be made on the hour, and each booking is limited to 1 hour per day. Students are required to supply the names and Student IDs of group attendees and vacate the room when booking time is up. The rooms must be returned to their original condition and set up at the end of each booking.

Computing Facilities and Systems

The growing use and integration of Information Technology in teaching and learning are reflected in the availability of IT facilities at OIHE. There are four ICT computer labs on campus with high-speed internet access. Computers, printers and photocopiers connected to the network are also available in the library and Student common areas for Student use.

Learning Management System (Moodle)

Moodle is the Learning Management System used by OIHE and all Students are provided with an individual login that allows them to access Moodle on any computers with internet access both on and off campus. Moodle contains resources and functions that facilitate Student learning, including:

- Unit Outline, Learning Resources (including class notes, tutorial activities/discussions) and Assessment Information.
- Academic Support.
- General Information for Students.
- Updates and News.

Students are also able to contact staff members using Moodle and submit their assignments and other assessments on Moodle.

Computer Login, Email and Moodle access

All Students are provided with an individual secure computer login, OIHE email and Moodle accounts. Individual usernames and passwords will be provided to Students during orientation. Students are able to access OIHE email and Moodle both on and off campus. All important information, both administrative and academic, will be communicated via email and Moodle. Course notices will also be posted by lecturers on their respective Moodle pages. All official correspondence between OIHE and Students will be conducted via official OIHE email and Moodle accounts. Students should refrain from using private email accounts to contact Ozford. You must ensure that your OIHE email and Moodle accounts are checked regularly.

Wi-Fi

Free unlimited wireless internet is available on campus for learning purposes. Students are required to follow the acceptable IT use rules available in the Student Handbook.



Noticeboards

Noticeboards are located across all levels, mainly in the Student common areas and classrooms.

The “Information for OIHE Students” section on Moodle and noticeboards displays the following information:

- Trimester calendar and upcoming events including exams and graduation
- Student Newsletters
- Weekly snapshot of OIHE news and updates
- Social activities and what is happening in Melbourne and Brisbane
- Accommodation, health and safety information
- Job and career updates

Students are advised to check the noticeboards, their email and Moodle on a regular basis to ensure they are aware of what is happening in Ozford.

[Student Services and Information Desk](#)

The Student Services team is the first point of contact for all enquiries. The Student Services team can assist with a wide range of issues, including public transport guidance, street directions, and lost property.

The Student Services team can also refer you to the appropriate staff member or department to provide Students with targeted and coordinated support.

[Lockers](#)

There are lockers located on campus. A deposit and a hire fee are required for the use of lockers. See the website for details of the fees ([Fees](#)). Please email the Student Services Officer (email: oihess@ozford.edu.au) to request the use of a locker.

[Toilets](#)

There are toilets on every level of the campus. There are dedicated accessible/disabled toilets on each level.

PART 2: OZLEARN – ACADEMIC INFORMATION

COURSE MATERIALS AND ASSESSMENTS

Moodle contains resources and functions that facilitate Student learning.

All units will require Students to purchase a prescribed textbook in either an electronic or hard copy. You will be informed about required texts by your lecturers and/or through the relevant unit outlines on Moodle.

Assessment tasks are set within each unit to determine if you have achieved the learning outcomes for that unit. Assessment tasks are set by your lecturer and are detailed in individual unit outlines. They can include:

Assessment Tasks	Application
Class test	<ul style="list-style-type: none"> A written text administered during normal timetabled class times (such as in a tutorial) in the early part of a trimester (typically at the end of Module 4) Normally comprises multiple choice and short answer questions that are designed to provide early feedback on students' progress
On-line test or quiz	<ul style="list-style-type: none"> An assessment task that is administered on-line
Written assignment	<ul style="list-style-type: none"> May be in the form of a case study, or a research task, or written responses to a series of set questions, for completion outside class times
Oral class presentation	<ul style="list-style-type: none"> May be group or individual Normally part of a written assessment task
Group Assessment Task (or Assignment)	<ul style="list-style-type: none"> Submitted by a small group of students Used to address the Graduate Attribute of <i>teamwork</i>
Examination	<ul style="list-style-type: none"> Formally administered during the nominated exam period at the end of the trimester Usually three hours in duration, under supervised conditions

For more information about the different types of assessment, how a Student's work is graded and circumstances where a review of grades is permitted, please refer to our **Assessment Policy and Procedure**, which can be found at <http://www.ozford.edu.au/higher-education/policies-and-procedures/>

ASSESSMENT DEADLINES

All work is to be completed on time and to the best of your ability. If you are experiencing difficulties, you must first approach your lecturers, then the Academic Coordinator / Academic Head of Department/ Academic Dean well before the due date, for assistance.

SATISFACTORY COURSE PROGRESS

Students are encouraged to attend all classes, engage in their studies, and work towards passing all units of study.

Students must pass 50% or more of the units of study for each trimester to achieve satisfactory course progress.

This is very important as Students will be reported to Immigration and have their study visa cancelled if they do not achieve satisfactory course progress in two consecutive trimesters. The **Academic Progress Policy and Procedure**, which can be found at <http://www.ozford.edu.au/higher-education/policies-and-procedures/> sets out these requirements.

COMPLETION WITHIN EXPECTED DURATION OF STUDY,

Students are expected to complete their courses within the duration specified in their Confirmation of Enrolment (COE).

OIHE will monitor the academic progress of students to ensure they are on track to complete the course within the approved duration. OIHE can only issue a new COE to students to extend their duration of study in limited circumstances. Please refer to the **Academic Progress Policy and Procedure and the Completion within Expected Duration Policy and Procedure** for further information.

SPECIAL CONSIDERATION

Students who have experienced disadvantage while completing an assessment due to circumstances beyond their control (such as illness) may be eligible for special consideration. The Student Services Team can assist Students with completing an application for special consideration. For further information please refer to our **Special Consideration Policy and Procedure**, which can be found at <http://www.ozford.edu.au/higher-education/policies-and-procedures/>

ACADEMIC CONDUCT

A high standard of academic honesty and integrity is expected of all Students. Academic misconduct, such as cheating or plagiarism, unfairly disadvantages other Students. There are severe penalties for Students found guilty of academic misconduct. All Students should read the **Academic Integrity Policy and Procedure**, which can be found at <http://www.ozford.edu.au/higher-education/policies-and-procedures/>

Plagiarism

Plagiarism is the use of someone else's ideas or words as if they were your own. Plagiarism is one form of academic dishonesty. Students are expected to avoid it by:

- doing their own work when independent work is required;
- acknowledging all sources of information and ideas; and
- Acknowledging all group members when group assignments are required.

Students must refrain from:

- **duplication**—submitting an assignment that has been previously submitted in another unit at OIHE or at another institution.
- **copying**—copying another Student's work or using the exact words of the original text without acknowledging the source and placing direct quotes within quotation marks
- **paraphrasing another person's work without acknowledging the source**—extensive paraphrasing, even when acknowledged, is not good academic practice and will reduce the value and grade of the work.
- **collusion**—lending an assignment to other students, paying, or asking another person to perform an academic task or completing another person's work.

Cheating

Cheating refers to an attempt to gain an unfair advantage by circumventing assessment requirements and rules in examinations and other assessment tasks.

It occurs when a Student attempts to obtain academic credit in ways that are dishonest, disrespectful, or irresponsible, such as copying assignments, using unauthorized resources during exams, or having someone else complete work on their behalf including using GEN AI when it is not allowed or using a Contract Cheating service.

For further information, please refer to the **Academic Integrity Policy and Procedure**, which can be found at <http://www.ozford.edu.au/higher-education/policies-and-procedures/>

Generative Artificial Intelligence (GEN AI)

OIHE recognises the potential of GEN AI to enhance learning, teaching, and human efficiency but OIHE students must engage with GEN AI ethically and effectively. GEN AI uses generative models to produce text, images, videos, or other forms of data.

All GEN AI use must be based on the OIHE GEN AI Principles:

1. *Only Use GEN AI to enhance your work. Using GEN AI as a replacement for work breaches OIHE's **Academic Integrity Policy and Procedure**.*
2. *Use GEN AI for Academic Work only when authorised by your lecturer.*
3. *Use must adhere to OIHE's ethical use of GEN AI.*
4. *Use must include consideration of the limitations of GEN AI.*
5. *Use must protect OIHE's privacy, IP and commercial agreements.*

Teaching staff will advise Students to use one of the following approaches in Assessments:

1	NO GEN AI	<p>The assessment is completed entirely without GEN AI assistance. This level ensures that students rely solely on their knowledge, understanding, and skills.</p> <p>GEN AI must not be used at any point during the assessment.</p>
2	GEN AI ASSISTED ASSESSMENT PREPARATION	<p>GEN AI can be used in the assessment for brainstorming, creating structures, generating ideas for improving work, and/or making improvements to the clarity or quality of student created work. No new content can be created using GEN AI.</p> <p>No GEN AI generated content is allowed in the final submission.</p>
3	GEN AI ASSISTED ASSESSMENT COMPLETION	<p>GEN AI can be used to complete parts or all of the assessment tasks, with students providing inputs such as validation, discussion or commentary on the AI generated content. This level requires critical engagement with AI generated content.</p> <p>GEN AI used to complete parts or all of the assessment tasks. Any GEN AI created content must be identified.</p>

To engage with GEN AI effectively keep the following in mind:

The Do's

- Check Unit course outlines and assessment instructions for guidance and/or ask your lecturer before using GEN AI.
- Ensure all use of GEN AI upholds the Student Code of Conduct Policy and Procedure and Academic Integrity Policy and Procedure.
- Be critical of the GEN AI output, ensure it is reputable, accurate, current and ethical.
- Declare the use of all GEN AI.
- Use OIHE recommended GEN AI tools.
- Refresh your GEN AI knowledge regularly — advice on GEN AI changes frequently.

The Don'ts

- Do not use GEN AI if you are struggling with your studies. Ask the Academic team or the Student Services team to assist instead.
- Do not upload class slides and documents, client or business information, or library documents to GEN AI tools. All OIHE licensed and/or published materials are provided under a licence and licences prohibit uploads.
- Personal information of any type should not be uploaded to avoid privacy violations.
- Do not simply copy and paste GEN AI output into your work. This is plagiarism.

LEARNING MANAGEMENT SYSTEM – MOODLE

At OIHE face-to-face classroom teaching is complemented by an efficient online learning management system called 'Moodle'. Moodle is an Open-Source Course Management System (CMS), also known as a Learning Management System (LMS) or a Virtual Learning Environment (VLE) that complements the face-to-face teaching and tutorial classes.

Moodle enables all teaching materials to be uploaded into Moodle 'shells' allocated for each unit of study. It supports online quizzes and other assessment tools and allows for online submission of assignments by students, online marking by Lecturers and grading of students results. Unit outlines, class schedules, assignments, lecture notes, hints, advice, and power point slides can be uploaded on to Moodle for the students to use in their learning. Students can also participate in discussion forums. Moodle also allows Lecturers to send emails to students. Students can access Moodle 24/7 from anywhere. Moodle is commonly used across the higher education sector.

[Access to Moodle](#)

As soon as a student is enrolled in a course the student receives a unique student number and a private password. This username/password combination allows students to access Moodle. Each student's Moodle site is populated with the units the student is enrolled in that semester. Moodle sites for each unit are loaded with all the relevant materials by the relevant Lecturers. The student then can access and download all learning materials from Moodle.

Moodle can be accessed on a number of ways:

1. [OIHE's on-campus computers](#)

Moodle can be easily accessed by logging on to one of OIHE's on-campus desktop Wi-Fi active computers. Authorised users need their username/password combination to log on to the computers and open a web browser, such as, Chrome, Firefox, or Safari etc. and type the following address in the address bar:

<https://oihe.ozford.edu.au/login/index.php>

Clicking this link will take the user to the Moodle site and the user need to put the Moodle username and password to log on to the Moodle site. The Moodle site for each student will show the units they are either enrolled in.

2. Any other computer or a phone or tablet/device Via a computer:

OIHE's Higher Education Moodle site can also be accessed anytime from anywhere using personal computers, smartphones or other mobile devices. The Moodle site can be accessed remotely by typing the URL (<https://oihe.ozford.edu.au/login/index.php>) on to the personal web browser and then following the steps outlined in (1) above. Remote access can also be availed by directly logging on to OIHE's main website (www.ozford.edu.au). There is a shortcut link at the top of the menu bar called 'Moodle login'. Clicking that link will take the **user to the Moodle site. The user then has to use the username and password to go to the actual site.**

Via an App on a phone/iPad:

Whether the user is using an IOS (Apple) or Android device, the Moodle app can be downloaded from the app store and installed into the mobile device. Once Moodle is downloaded, the app can be set up for Moodle using the site address: <https://oihe.ozford.edu.au/login/index.php> and username and password. Once in the Moodle site the user can navigate through the site as required.

ACADEMIC AND LEARNING SUPPORT

Students who require unit specific academic support are advised to first speak to the lecturer of the unit. The lecturer will refer students to the relevant Academic Head of Department/Academic Dean if the support is required at a course level and can provide referrals to specialist support if required.

Weekly Academic Support sessions are conducted in the library. The times of these sessions are available on noticeboards or by asking the Student Services team. These sessions will include:

- study skills;
- research and referencing skills;
- stress and time management;
- Exam preparation.
- English support session.

Support may be provided, as required, in the following areas:

Literacy

- o Essential writing tasks.
- o The use of group exercises for assessments.
- o Providing examples and models of completed tasks, such as those on Moodle in the form of video examples and skills sheets for the First Aid course.
- o Ensuring that documents and forms are written and formatted in plain English.
- o Advice on using clear headings, highlighting certain key words or phrases.
- o Providing explanations of all technical terms used.

Language

- o Presenting information in small portions and speaking clearly, concisely and not too quickly.
- o Giving clear instructions in a logical sequence.
- o Use of practical examples in assessment.
- o Encouraging students to ask questions which is sometimes not part of the educational culture of some international students.

STUDENT CONSULTATION

OIHE offers access to **student consultation** services, outside of the lecture and tutorial time, with your lecturers.

During the face-to-face consultation sessions, individually or in small groups, you can raise any issues including assessments, content learning, challenges or non-academic issues that you may be facing in the unit that you are studying.

You are encouraged to contact your lecturers (their contact details are on Moodle) to make an appointment for consultation.

The Academic Head of Department/Academic Dean can also help you or refer you to the appropriate personnel with the following:

- Academic Problems including advice about how these might be tackled
- Course transfers
- Language and Literacy issues

Please make an appointment by sending an email to the relevant Academic Head of Department/Academic Dean.

If you are experiencing any academic issues, we strongly recommend making contact with your lecturers, the Academic Head of Department/Academic Dean or the Student Services team as soon as practicable.



Many resources are available in the **Academic Support** section on **Moodle**, including:

- Database search tips
- How to use Excel and PowerPoint for your assignments
- Harvard Referencing
- Examination tips
- Ways to improve listening, reading and writing skills

ACADEMIC RECORDS

Notification of results are available at the end of each trimester. The Notification of Results will include all units completed during the trimester with a corresponding letter or number grade. Upon the completion of the students' enrolled course and qualification, eligible Students will receive a Testamur and an Academic Transcript. A letter of completion is available upon request.

Students who need to access their records or obtain a transcript at other times are advised to fill in a 'Student Services Request' Form available from the Student Services team to make an order. Fees are payable for reissue of a transcript (See [Fees](#)).

JOB, CAREER AND FURTHER STUDY

To help kick start your professional career and make sure you are OZREADY when you finish your studies, we have an online Job Ready course for you to utilise. The Student Success program in Moodle consists of a range of online Job Ready topics designed to enhance your prospects and boost your skills to prepare you for life after OIHE.

Students are guided to self-assess, set goals, and pursue industry experience or internships related to their areas of study or interest. OIHE encourages students to view their portfolios as a reflection of how they might achieve their personal and career objectives.



To get the most out of the program, Students should read and apply the available online resources by downloading the templates and taking through active engagement with the services offered. It is never too early to start planning your future. The Student Services team can help you with this process.

Students can complete a career plan, create your CV, write a cover letter, and create the Ozfolio. You will also identify and strengthen your employability skills and transfer them to your Ozfolio. You will have the opportunity to reflect on your studies and experience to then update your career plan, CV, and Ozfolio.



MAKING THE MOST OF YOUR CLASS

Class participation is a form of active learning that leads to higher quality learning outcome. It is also an essential element of course design. The most important parts of a lesson are usually the beginning and the end of the class.

[Beginning of the Lesson](#)

The first few minutes of class are critical, since this is when instructors share important administrative information such as current or future changes to classrooms and timetables, and assessment dates and times. In addition, this is also the time for your lecturer to introduce the content of the lecture or discussion and connect the contents of the current lesson to the contents of the previous lesson.

The beginning of class supplies you with critical background information necessary for deeper understanding. If you miss the foundation of learning, you may find it hard to follow the rest of the lesson.

Attending classes on time also has social benefits in that it gives you time to chat with other students, including your assignment group mates. The beginning of the class is also the best chance for you to chat with the lecturer and ask questions about earlier sessions, assessments or tasks.

During the Lesson

To get the most out of your lesson, you need to be an active learner. Students who regularly participate in class are more likely to remember the essential concepts and improve their critical thinking skills. Active participation in class can also help you to learn from each other, increasing comprehension through cooperation.

Tips for Active Participation:

- **Put your phone or other devices away.** Give the group the courtesy of your attention.
- **Listen carefully** to the discussion.
- **Make a contribution.** Raise questions or seek clarification about points not understood. If you agree with something, express it, either verbally or non-verbally (with a nod and a smile). If you disagree, instead of rejecting what you disagree with, ask polite questions and seek further discussion.
- **Take notes.** Jot down the main points, but concentrate on filling gaps in your knowledge. Note down what you find interesting, confusing or relevant.

How to Start Participating in Class

If you find it difficult to participate in class discussions, set yourself goals and aim to increase your contributions each session. An easy way to participate is to add to the existing discussion. Start by making small contributions, such as:

- agree with what someone has said;
- ask someone who has contributed an idea for an example or more information; or
- prepare a question to ask beforehand.

End of a Lesson

The end of the lesson is equally important as your lecturer will use this time to provide all students with a summary of the lesson. Your lecturer will also utilise this opportunity to check your understanding and clarify the contents that you are not totally clear with, as well as providing important tips for your upcoming assessments and exams.

PART 3: OZCONDUCT

STUDENT CODE OF CONDUCT

The ***Student Code of Conduct*** provides the framework and clarifies the standards of conduct that are expected of Students at OIHE Institute of Higher Education (henceforth 'OIHE').

The four basic principles that underpin the Code of Conduct are:

Fairness

OIHE will ensure that all dealings with students are transparent, consistent, equitable and fair, and consistent with the principles of natural justice. OIHE equally expects that student interactions with OIHE and other students and staff are held to the same standard.

Accountability

Oxford, its students and staff have rights and responsibilities to each other. Each party will be held accountable for its actions and for any breaches or infringements on these rights and responsibilities. OIHE will identify and specify responsibilities and accountabilities for decisions and processes in the resolution of any behavioural issue(s).

Appropriateness

OIHE has defined a framework of penalties which may be imposed for substantiated misconduct that is appropriate, proportionate and consistent.

Communication

The ***Student Code of Conduct Policies and Procedure*** will be communicated clearly to Students and the manner of resolution of any breach by any person will be consistent throughout.

The Student Code of Conduct does not cover all situations; it articulates the expectations and aspiration of OIHE in relation to student conduct, including strategies to address inappropriate conduct.

The Student Code of Conduct is developed as a basis for providing:

- a positive framework to promote high standards of achievement and conduct; and
- articulation of responses and consequences for inappropriate conduct.

All students are required to act in a manner that promotes a safe, positive, productive, respectful and harmonious learning environment, act ethically and responsibly, and be accountable for their actions and decisions.

All students have a responsibility to comply with legislation, terms and conditions of their enrolment, OIHE policy and procedures, and the ***Student Code of Conduct Policy and Procedure***. See: <https://www.ozford.edu.au/higher-education/policies-and-procedures/>

Alcohol, Smoking, Vaping and Drugs

OIHE is an alcohol and drug free establishment. The consumption and or possession of alcohol and illegal drugs on OIHE premises are strictly prohibited at all times.

Students are forbidden from being on OIHE property whilst under the influence of alcohol or illegal drugs. Any illegal activity will be reported to the relevant authorities.

Smoking and Vaping is prohibited on OIHE property and within 4 metres of entrances and exits.

Violence

Any form of violence in or outside the campus is **prohibited** and considered serious misconduct. The reference to violence includes not only physical assault and/or battery and gender-based violence including oral, written, electronic and online threats.

It also includes assault or threats of a sexual nature, discriminatory behaviour and/or assaults or threats on the basis of race, gender or sexual preference or any other characteristics specified under Anti-Discrimination or Human Rights legislation. Any such conduct, whether between students, directed at staff or directed by students to parties outside the campus is not acceptable and will be subject to disciplinary action.

The possession or threat of possession of weapons or objects that can be used as a weapon at OIHE is strictly prohibited and may constitute a criminal activity and be reported accordingly.

Sexual Misconduct

In Australia, any sexual activities imposed on another person without consent is a serious offence.

OIHE has a **zero tolerance** towards sexual harassment, sexual assault and any gender-based violence and will treat all reports or concerns seriously and sensitively.

Sexual harassment arises when a person makes an undesirable sexual advance or an undesirable request for sexual favours, directed at another person, or in the presence of another person, or engages in any other undesirable conduct of a sexual nature in relation to another person.

If you or someone you know have experienced or witnessed sexual harassment, assault, threatening or other sexual misconduct (sexual assault or sexual harassment - SASH) incident on campus of any form, nature or scale, even if you might think it is a minor incident, you are advised to **report the incident** to the Student Services team by email, phone or in person. This includes historical incidents, if you did not feel comfortable at the time to report the incident previously, you are still encouraged to report post incident.

Bullying and Harassment

Bullying is a repeated unreasonable behaviour directed toward another person/student, or a group of students, or staff member, that creates a risk to health and safety.

Cyberbullying is bullying that is done by means of technology - for example, using the internet or a mobile phone to hurt, harass or embarrass someone.

Harassment is a type of discrimination and can take many forms. It may involve inappropriate actions, behaviour, comments or physical contact that is objectionable or cause offence. Harassment may be seen to have occurred if the behaviour makes the victim feel offended and humiliated; intimidated or frightened; or uncomfortable.

Any form of bullying or harassment, physical, verbal or online, in all OIHE environments is **strictly prohibited** and will be subject to disciplinary action.

Discrimination

Discrimination exists if and when a person or a group of people, is/are being treated less satisfactorily than another person and/group because of race, colour, nationality or ethnic origin, sex, pregnancy or marital status, age, physical disability, religion, sexual preference, trade union activities or any other characteristics specified under the Antidiscrimination or Human Rights legislations. Discrimination and harassment in or out of class is **strictly prohibited** and will be subject to disciplinary action.

Academic Misconduct

OIHE is committed to promoting academic integrity among students and staff and ensuring all assessment of student learning is undertaken in accord with the highest levels of academic integrity.

Matters relating to Academic Misconduct is covered in the ***Academic Integrity Policy and Procedure***.

General Misconduct

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements (e.g. nonpayment of fees); misuses, damages or steals OIHE's property or the property of others; alters/defaces OIHE documents or records; prejudices the good name of OIHE, or otherwise acts in an improper manner.

The following examples indicate the kinds of general misconduct which constitute student general misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- contravenes any rules or acts;
- prejudices the good name or reputation of OIHE;
- prejudices the good order and governance of OIHE or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of OIHE;
- fails to comply with conditions agreed in the Student's contract;
- fails to comply with the Student's visa conditions;
- refuses to identify him or herself when lawfully asked to do so by a staff member of OIHE;
- refuses to identify him or herself when lawfully asked to do so by a staff member of OIHE;
- fails to comply with any penalty imposed for breach of conduct;
- misbehaves in a class, meeting or other activity under the control or supervision of OIHE, or on OIHE premises or other premises to which the student has access as a student of OIHE;
- obstructs any member of staff in the performance of their duties;
- acts dishonestly in relation to admission to OIHE;
- knowingly makes any false or misleading representation about things that concern the student as a student of OIHE or breaches any of OIHE rules;
- alters any documents or records;
- harasses or intimidates another student, a member of staff, a visitor to OIHE, or any other person while the student is engaged in study or other activity as an OIHE student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- breaches any confidence of OIHE;
- misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from OIHE premises while acting as an OIHE student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- Steals, destroys or damages a facility or property of OIHE or for which OIHE is responsible. See also: ***Occupational Health and Safety Policy and Procedure.***

CHANGE OF PERSONAL DETAILS

It is a visa requirement that all international students must ensure their contact details are kept up to date and any changes must be reported to OIHE. You are required to complete a 'Change of Contact Details Form' at the Student Services Desk **within 7 days** of changing your home address, phone number, email address and other personal/contact details.

All Students must confirm their current residential address, mobile number, email address and emergency contact details with OIHE **every six months and must notify OIHE of any changes within 7 days of the change.**

SOCIAL MEDIA

OIHE recognises the importance of social media as a communication tool that is regularly used by Students to connect with each other and the broader community. OIHE requires that those who use social media as part of their professional role, in a personal capacity, study, or association with OIHE do so consistently with OIHE guidelines for acceptable use set out in the ***Social Media (Students) Policy and Procedure.***

The following five principles apply to the use of social media:

- Show respect for human dignity and adhere to OIHE's mission and values;
- Do not use social media to bring OIHE, staff or students into disrepute;
- Do not imply OIHE endorsement of personal views;
- Ensure confidentiality of information obtained through OIHE is maintained; and
- Do not use social media to the detriment of OIHE's academic and professional activities.

Personal, academic and professional use of social media by Students must not:

- ***Bring OIHE into disrepute;***
- ***Compromise the effectiveness of OIHE;***
- ***Defame individuals or organisations;***
- ***Imply OIHE endorsement of personal views; or***
- ***Disclose, without authorization, confidential information.***

When accessing internal social media networks, Students must use the ICT facilities in an acceptable manner. This should not interfere with the performance of their work.

In addition to this, when using social media, students must:

- be polite and respectful of the opinions of others at all times;
- be mindful that others may not share the same sense of humour;
- Not access or engage with any material that is inappropriate or unlawful. This may include posts that are fraudulent, threatening, bullying, embarrassing, of a sexual nature, obscene, racist, sexist, defamatory or profane, whether obscured by symbols or not;
- not use OIHE ICT resources to post explicit or sexually suggestive messages
- Not infringe another person's, or OIHE's, intellectual property rights.

When using social media, it is not acceptable for students at any time to:

- post comments or images that are obscene, offensive, threatening, harassing or discriminatory in relation to work, another staff member or OIHE stakeholder;
- post inappropriate images that reference or involve OIHE in some way;
- engage in comments that breach anti-discrimination law;
- use an OIHE email address, or anything else that connects the student to OIHE, when making public comment;
- Use external social media tools for study related internal communications, this excludes corporate networks such as SharePoint and Skype.

Before deciding to post something, Students must be mindful that:

- comments posted online are available immediately to a wide audience;
- material posted online effectively lasts forever and may be copied without limit;
- others may view material posted online out of context or use it for an unintended purpose;
- a site's security settings cannot be relied on to protect or keep material private;
- anything posted can be traced back and used to identify the poster as a student;
- Anonymity or a pseudonym cannot be relied on to protect against identification.

USE OF ICT FACILITIES AND SERVICES

Information and Communication systems are an integral part of OIHE. OIHE has made a substantial investment to create and protect these systems. The OIHE ICT facilities and services including the email accounts are provided for academic and study related communications. Any personal use of ICT facilities and services should be incidental and not interfere with the work or study of others or the operation of OIHE.

Students must take responsibility for using ICT facilities and services in an ethical secure and legal manner; having regard for the objectives of OIHE and the privacy, rights and sensitivities of other people.

While OIHE desires to provide a reasonable level of privacy, Students should be aware that the data they create or store on OIHE resources, or while using OIHE resources, is the property of OIHE.

Students are responsible for exercising good judgment regarding personal use of OIHE resources.

- The use of OIHE resources for conducting business, which is not the business of OIHE, is strictly prohibited.
- The use of personal data storage devices to transfer stored data to or from the OIHE ICT resources is strictly prohibited unless undertaken with the full knowledge and written approval of the ITS Services Manager and meets the OIHE ICT security requirements.
- Personal profile images uploaded to OIHE systems must be appropriate and respectful.
- Students must not copy, duplicate (except for backup purposes), disclose, or allow anyone else to copy or duplicate any confidential information.
- The use of personal data storage devices to transfer stored data to or from the OIHE ICT facilities and services is strictly prohibited.

Students who are alleged to have misused OIHE ICT facilities and services are subject to investigation and, if misuse is established, action will be taken, as detailed in the ***Use of Information Technology Facilities and Services) Policy and Procedure (Student)***. See: <https://www.ozford.edu.au/higher-education/policies-and-procedures/>

Costs incurred by OIHE due to a Student's excessive personal use may be recovered directly from the Student and may lead to further disciplinary or legal action.

ITS Security

Students must take all reasonable precautions for the safety and protection of OIHE data and information assets from unauthorised access or disclosure by adhering to OIHE ITS security requirements.

Students are responsible for the security of their passwords and the use of OIHE resources via their accounts.

- Passwords chosen by students must not be easily guessed or predicted. Where possible, two factor identification must be used.
- Passwords must remain secure and students should refrain from disclosing their password to any person and, from sharing accounts.

- Students must change their password regularly (and immediately if it becomes known by another person)
- All PCs, laptops, tablets, mobile devices and workstations should be secured by logging off or locking the workstation when the system is unattended.
- Students must protect the security of data held on mobile systems (eg phones, laptops, memory sticks and other storage mediums), including by maintaining reasonable virus control measures where possible.

OIHE email accounts are provided for academic and study related communications. Students may provide their OIHE email address to known friends, family and associates. Students must not copy, duplicate (except for backup purposes), disclose, or allow anyone else to copy or duplicate any confidential information.

OIHE may monitor users' use of OIHE resources including the equipment, systems and network traffic of users at any time.

OIHE can access and audit networks and systems (including electronic mail systems and information stored in the network) on a periodic basis for any business purpose including but not limited to:

- security, network and maintenance purposes;
- assessing the level of personal use;
- accessing or retrieving email or data that may have been deleted;
- ensuring that there is no illegal or improper use of email or the internet;
- monitoring potential breaches of confidential information;
- assessing any violations that may constitute harassment or discrimination;
- investigating complaints of users, clients or suppliers;
- obtaining all data about the use of email and the internet for strategic purposes; and,
- Assessing whether this policy is being adhered to and identifying any possible breaches.

Electronic Mail Guidelines

OIHE email accounts are provided for academic and business-related communications of OIHE. The contents and size of student email accounts will be defined by the ITS Services team.

Email is an official method of communication for staff and students. An email signature should be present on all email correspondence.

Students may provide their OIHE email address to their friends, colleagues and family.

Electronic communications are moderated. Some types of emails and attachments will be blocked by OIHE's systems to help secure the environment from spam, viruses, worms or other harmful software.

Cloud services and solutions

The accessing, storing and working on 'Cloud' services must abide by the **Records Management Policy and Procedure** and the **Privacy Policy and Procedure**. See: <https://www.ozford.edu.au/higher-education/policies-and-procedures/>

Personal Mobile Phone, Hand Devices and Computers

Any external or personal equipment that students wish to be connected to the OIHE networks must first be approved by the ITS services team. Approval will be dependent on an assessment of ICT security including that there is an active antivirus program running on the equipment within current antivirus definitions.

Personal mobile phone, hand devices and computers are the personal belongings of students. It is the student's responsibility to ensure they are kept secured and safe. Students are expected to use them in a safe, responsible and ethical manner at all times. This includes:

- keeping the device on silent during class times; only making or answering calls or messages outside of lesson times (except for approved learning purposes);
- respecting others and communicating with others in a supportive manner, never verbally or in writing participating in bullying (for example, harassing phone calls/text messages, forwarding messages and supporting others in harmful, inappropriate or hurtful online behaviours);
- protecting own privacy; not giving out any personal details, including name, telephone number, address, passwords and images;
- protecting the privacy of others; never posting or forwarding their personal details or images without their consent - carefully considering the content before uploading or posting online;
- Investigating the terms and conditions (e.g. age restrictions, parental consent requirements). If unclear seek further explanation from a teacher/manager;
- not bringing to OIHE or downloading unauthorised programs, including games;
- respecting the privacy of others; only taking photos or recording sound or video when formal consent has been given or when recording is part of an approved lesson; and,
- Obtaining appropriate (written) consent from individuals who appear in images or sound and video recordings before forwarding them to other people or posting/ uploading them to online spaces.

Prohibited ITS Activities

Under no circumstances is a student authorised to engage in any activity that is illegal under local, state, federal or international law while using OIHE resources.

The following activities are expressly prohibited:

- violations of the rights of any person or OIHE protected by confidentiality, copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including but not limited to the installation or distribution of "pirated" or other software products that are not appropriately licensed for use, or the duplication or transmission of copyrighted or otherwise protected materials. This prohibition also applies to materials that are considered "Confidential";
- sending spam using OIHE resources;
- the use of any peer-to-peer file sharing software or websites, including but not limited to Bit Torrent, eMule, LimeWire or Ares;
- the use of any IRC or messenger software or websites, including but not limited to Facebook Messenger or other "Messengers", IRC or "chat" clients (except that, for the avoidance of doubt, Voice Over IP products are allowed for OIHE business purposes only, where the employee has first registered the name and service with the ITS Services team and obtained his or her consent to such use);
- unless specifically for the OIHE academic or business purposes, posting or subscribing to newsgroups, online discussion boards or email list groups;
- using OIHE resources to actively engage in procuring or transmitting material that is in violation of sexual harassment, privacy, discrimination or workplace laws including but not limited material which is offensive, obscene, threatening, pornographic, defamatory, discriminatory, insulting, inappropriate, disruptive, intimidating or in violation of a person's privacy;
- effecting disruptions to, or interfering with, any other computer or network;

- using any form of network monitoring which will intercept data not specifically intended for the employee, unless this activity is a part of the employee's normal job responsibilities;
- circumventing user authentication or security of any host, network or account;
- providing information about, or lists of, the OIHE users, customers or potential customers to any third party; or outside the Institute;
- activities which discredit OIHE or its users;
- using electronic mail or the internet for political, religious, private commercial, personal profit making, gambling or personal advertising purposes;
- unauthorised use, or forging, of email header information;
- connecting to the internet, or sending email through, an anonymous proxy server or similar conveyance designed to obfuscate the user's identity;
- creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type;
- installing any software that is not approved by the ITS Services team;
- unauthorised accessing, copying of OIHE information to a personal USB memory stick, hard disk or removable storage device/cloud (whether it is a to mobile phone, tablet, music player, cloud storage or otherwise);
- the 'ripping', copying or storage of music for any purpose; and,
- The use of third-party email accounts for carrying on OIHE business (with the exception of the use of a third-party email server to send an email, where the return address is OIHE provided email address).

For further information, please refer to the ***Use of Information Technology Facilities and Services Policy and Procedure***.

Termination of Access

Student access will be removed after graduation, on notification of withdrawal by a student or when an enrolment is terminated by OIHE.

ICT Loss or Damage

Students are expected to report any wilful damage, suspected breaches of legislation, regulations and any actions specified in this policy. Students must also report any lost or stolen OIHE owned or managed computing devices immediately.

Students who become aware any misconduct by any student or staff member that infringes the rights of another person, or that the effect of any use of any facilities is to infringe such rights, must notify the Student Services team.

All ICT facilities and resources are covered by a manufacturer's warranty. The warranty covers manufacturer's defects and normal use of the device. It does not cover negligence, abuse or malicious damage.

Students will be held responsible for all actions including any infringement carried out by a third-party given access to their accounts. To the extent allowed by law, OIHE is not liable for loss, damage, or consequential loss or damage, arising directly or indirectly from:

- use or misuse of any facilities;
- loss of data or interference with data stored on any facilities;
- interference with or damage to equipment used in conjunction with any facilities; or
- any acts taken or decisions made not in accordance with the OIHE Policies and Procedures

Non-compliance and Disciplinary Measures

Students may be subject to disciplinary measures if any allegation of misconduct is verified and upheld as set out in the ***Student Code of Conduct Policy and Procedure***. See: <https://www.ozford.edu.au/higher-education/policies-and-procedures/>

In ensuring that fairness is exercised throughout the process of implementation of disciplinary action, OIHE will take into consideration the following:

- the nature of the behaviour;
- the student's age;
- the circumstances surrounding the inappropriate conduct;
- the interest, health, safety and wellbeing of the student(s);
- the impact on the student's engagement;
- a duty of care to the student(s); and
- the family circumstances of the student(s)

The outcome of a substantiated breach of the OIHE policies and procedures may include, is not limited to the following:

- an initial verbal warning;
- temporary restrictions to access to specific facilities or services;
- written warning(s);
- a financial penalty in accordance to the Student's Acceptance Agreement;
- requiring the Student to pay for the cost of any damage;
- time limited suspension of enrolment;
- suspension and/or possible expulsion for a period of time from OIHE; or
- a permanent expulsion and a possible referral to the relevant authority or authorities in the event that the conduct constitutes a severe misconduct.

Suspension is a serious disciplinary action and as such will only be utilised in the event that other disciplinary measures have failed to result in a satisfactory outcome.

Expulsion is a severe form of sanction and should be exercised only in the most serious circumstances. Students may appeal against the penalties imposed. Students wishing to appeal should refer to the ***Student Grievances and Appeals Policy and Procedure***. See: <https://www.ozford.edu.au/higher-education/policies-and-procedures/>

Severe Misconduct

OIHE has the right to cancel the student's enrolment where Student misconduct is severe and the Student is seen to be a threat to the safety other students and/or staff and/or the OIHE facilities.

Severe misconduct includes but not limited to

- harasses or intimidates another student, a member of staff, a visitor to OIHE, or any other person while the student is engaged in study or other activity as an OIHE student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason.

- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from OIHE premises while acting as an OIHE student, in a manner which is illegal, or which is or will be detrimental to the rights or property of others.
- steals, destroys, or damages a facility or property of OIHE or for which OIHE is responsible.

BUILDING REGULATIONS

Students are required to comply with the regulations of the building, including:

- No smoking or vaping in the building.
- No smoking or vaping within 4 meters of building entrance.
- Not pressing the emergency button in the lift unless there is an emergency.
- Not using or interfering with emergency equipment, such as fire extinguishers and fire alarms, unless in the case of a genuine emergency.

Penalties apply to any Students found to have not complied with the building regulations.



PART 4: OZWAY– POLICIES AND PROCEDURES

The OIHE Policies set out the principles, and the Procedures describe in detail the process to implement a policy.

It is important that Students read the OIHE policies and procedures that are relevant to enrolment and study at Ozford.

The following overview is to give you a basic knowledge of the OIHE policies and procedures. Detailed information is available on our website, at: <https://www.ozford.edu.au/higher-education/policies-and-procedures/>

ADMISSIONS AND ENROLMENT

Admissions

The **Admissions Policy and Procedure** sets out the OIHE principles, admission standards and decision-making framework for admission to courses offered at Ozford Institute of Higher Education.

Deferring, Suspending or cancelling a Student's Enrolment Policy and Procedure

The **Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure** outlines OIHE deferment, suspension and cancellation of enrolment processes.

Students are able to initiate deferral or suspension of their studies only in compassionate and compelling circumstances such as a serious illness, injury or accident of the students or their close family members.

Students may have their enrolments suspended or cancelled by OIHE due to misconduct, a failure to pay fees or non-compliance with Student visa conditions including the need to maintain satisfactory academic progress.

Students have the right to appeal a decision by the OIHE to suspend or cancel their studies. OIHE will not notify the Immigration until the internal appeals process is completed.

A student who stops attending a course or does not return from leave for the commencement of a new trimester, and is not contactable by OIHE, has "inactively" advised OIHE of their failure to continue studying. In these cases, OIHE will cancel the enrolment.

Credit Transfer and Articulation Policy and Procedure

The **Credit Transfer and Articulation Policy and Procedure** provides the principles and criteria for awarding course credit towards an OIHE accredited course.

Credit transfers 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.

Engaging, Managing and Monitoring the Performance of Education Agents

The **Engaging, Managing and Monitoring the Performance of Education Agents Policy and Procedure** sets out the processes for engaging, managing, monitoring and evaluation of education agents and ensuring regulatory compliance.

Students are encouraged to provide feedback on their education agents' advice and support during their enrolment.

Marketing and Advertising Materials

The **Marketing and Advertising Materials Policy and Procedure** sets out how OIHE ensure all marketing and advertising materials and methods which promote courses and services provided by Ozford Institute of Higher Education are professional, accurate, timely ethical, not false or misleading and is consistent with Australian Consumer Law and readily accessible by prospective students to assist in their decision-making process and to support current students.

TEACHING AND LEARNING

Academic Integrity

The **Academic Integrity Policy and Procedure** outlines the obligations of Students to conduct themselves in an ethical and proper manner in all academic matters and to ensure the Integrity of teaching, learning, and related activities and the actions OIHE will take where academic integrity is not maintained.

Assessment Policy and Procedure

The **Assessment Policy and Procedure** provides the framework for the design, delivery and implementation of assessment of students designed to contribute to high quality learning by students, and to allow for quality assurance and the maintenance of high academic standards to ensure that the academic standards of OIHE are maintained and safeguarded.

Work Integrated Learning

The **Work Integrated Learning Policy and Procedure** provides the framework to support and incorporate work integrated learning in all OIHE courses.

It is one of the principal strategic goals of OIHE to integrate Students' classroom learning with its applications in the workplace to broaden their learning experience and enhance their career development and work readiness.

WIL is designed to provide students an opportunity to meaningfully interact with business and community organisations in a real work context and to learn and experience by applying and demonstrating skills and knowledge relevant to their course of study, their career or profession. WIL helps students to develop work-readiness and employability skills. WIL is offered as a component of units in a course. WIL is optional and accessible to all students.

When the professional accreditation of a course requires students to satisfactorily complete a particular type of WIL and related assessment, the WIL is included in the course in such a way as to meet these requirements.

Moderation of Assessment

The **Moderation of Assessment Policy and Procedure** sets out the OIHE standards for moderation in respect of all assessment tasks in respect of grading students' performance against assessment tasks. Moderation is used to ensure that assessment tasks have been appropriately designed, marking standards are consistently applied and that student performance is assessed fairly and consistently across all courses and units delivered.

English Language Support

The **English Language Support Policy** sets out how OIHE provides English language support to students to improve their opportunity for academic success and employability.

OIHE recognises the importance of English language proficiency in the academic success and employability of its graduates. OIHE has a responsibility to ensure that prospective and current students are sufficiently competent in English language to effectively participate in their studies. English Language proficiency and communication skills are important skills which underpin the course learning outcomes and are integral to learning activities and assessment tasks and are demonstrated through a variety of methods. (Refer **Assessment Policy and Procedure**).

OIHE supports Students to acquire, maintain or improve their English language proficiency, where necessary, and provide opportunities to improve proficiency.

Student Consultation

The ***Student Consultation Policy and Procedure*** sets out how OIHE ensures that ensure that the Academic team are accessible to students seeking individual assistance with their studies, at a level consistent with the learning needs of the student cohort.

Free Intellectual Enquiry in Learning and Teaching

The ***Free Intellectual Enquiry in Learning and Teaching Policy*** ensures that Academic staff and students are able to pursue lines of enquiry and to express views relating to their area of academic expertise **or** academic studies without fear or favour.

Academic Appeals Policy and Procedure

The ***Academic Appeals Policy and Procedure*** outlines the grounds on which Students can appeal academic decisions and sets out appeal handling processes.

Students can appeal against academic issues such as:

- the outcome of a review of grade;
- penalty for academic misconduct and plagiarism;
- refusal of an application for course credit; and/or
- failure to maintain satisfactory academic progress.

All other grievances and complaints are considered under ***Student Grievances and Appeals Policy and Procedure***.

Academic Progress Policy and Procedure

The ***Academic Progress Policy and Procedure*** outlines the obligations for Students to maintain satisfactory academic progress and the consequences for not doing so.

OIHE has an obligation to monitor academic progress by setting appropriate standards, workloads and continuous assessments for students to complete their courses. Students are expected to attend classes and maintain a satisfactory level of academic performance to be permitted to progress through a course.

Students who do not meet the required levels of academic performance will be identified and offered advice and support. This may involve 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 needs.

'At-risk students' are defined as:

- Students who, at enrolment, are considered potentially at risk of non-completion without an academic support program.
- Students in their first study period who have been identified as at risk of non-completion of a unit through the failure or non-submission of an assessment item.
- Students who fail more than 50% of a study load (equivalent full-time study load) in any study period for the first time or Students who fail the same unit for the second time.
- Students who have experienced 'educational disadvantage' (because of illness, disability, disrupted education, family problems or misadventure).
- Students are referred for support by an Academic staff member.

Unsatisfactory Progress is when Students in two consecutive compulsory study periods fail more than 50% of the units of study in which the student has been enrolled.

If an international student is assessed as having Unsatisfactory course progress, OIHE must report the student to Immigration for breaching the visa obligation to maintain satisfactory course progress. Immigration acts on this by cancelling the Student's visa.

The **Academic Appeals Policy and Procedure** sets out the process for monitoring academic progress, supporting at risk students and if necessary reporting students who do not maintain satisfactory academic progress in their course.

Completion within Expected Duration

The **Completion within Expected Duration Policy and Procedure** outlines how OIHE monitors and supports Students to complete their study within the period stipulated in their CoEs.

Students' academic progress will be monitored to ensure that Students will be able to complete their course within the expected duration. Unsatisfactory academic progress will be handled as set out in the **Academic Progress Policy and Procedure**.

Study duration will only be extended where it is clear that the course cannot be completed in the expected duration as a result of:

- compassionate or compelling circumstances - see Deferring, Suspending or Cancelling a Student's Enrolment Policy & Procedure.
- a student undergoing an academic counselling or remedial program to address unsatisfactory progress;
- An approved deferment or suspension of study under Deferring, Suspending or Cancelling a Student's Enrolment Policy & Procedure.

An application to extend the duration of a student's enrolment must be discussed with the Academic Head of Department/Academic Dean and the Student Services team.

Time limit for the Completion of an Academic Award

The **Time limit for the Completion of an Academic Award Policy** outlines the maximum time limits for Students to complete their course.

Unit Credit Points and Unit Coding

The **Unit Credit Points Policy and Unit Coding Policy** set out the principles for setting Unit of Study Codes and Points allocated to each Unit of Study.

Conferral of Academic Qualifications

All Students who satisfactorily complete their courses will be entitled to graduate.

The **Conferral of Academic Qualifications Policy and Procedure** sets out principles for the issue of academic certification to students who have completed their studies and ensures integrity of the process of awarding qualifications. The purpose of this policy is to:

- define who is eligible for the conferral of a qualification
- define who is responsible for managing conferral and graduation, and to
- ensure the integrity of awards conferred.

The policy also sets out when Testamurs may be replaced, withdrawn or revoked.

Learning and Teaching Resources

The **Learning and Teaching Resources Policy and Procedure** outlines the guiding principles for collection, acquisition, and management of all learning and teaching resources including books, periodicals, journals, databases and ICT infrastructure for students and staff.

STUDENT SERVICES AND ADMINISTRATION

Student Support and Services Policy and Procedure

This ***Student Support and Services Policy and Procedure*** is designed to ensure that OIHE provides the necessary services, staff and resources to support students in achieving their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

This is consistent with the TEQSA Compliance Frameworks requirements that OIHE must provide students with information, support and equitable treatment, access study support and welfare-related services to assist students to adjust to study and life in Australia.

Student Code of Conduct

The ***Student Code of Conduct Policy and Procedure*** outlines the values of OIHE and the conduct expected of all Students.

The Student Code of Conduct articulates the expectations and aspiration of OIHE in relation to Student conduct, including strategies to address inappropriate conduct. The Student Code of Conduct is developed as a basis for providing:

- a positive support to promote high standards of achievement and conduct; and
- articulation of responses and consequences for inappropriate conduct.

Special Consideration

The ***Special Consideration Policy and Procedure*** outlines the basis on which special consideration may be granted to students.

OIHE recognises that there are occasions where a Student has been disadvantaged in their assessment tasks due to circumstances beyond their control. OIHE will offer special consideration to Students if they meet the requirements of this policy.

Student Feedback

The ***Student Feedback Policy and Procedure*** sets out how OIHE monitors and improves the quality of Student learning experience through the collection, use and reporting of Student feedback about teaching and the learning environment. OIHE ensures there is openness, anonymity and comprehensiveness in the collection, processing, reporting and use of student feedback about units, courses and teaching quality.

Student Grievances and Appeals

The ***Student Grievances and Appeals Policy and Procedure*** outlines the grounds on which Students can have their complaints and appeals heard and outlines the processes and procedures to be followed for resolution.

Students may make a complaint or lodge an appeal on any matters of concern relating to teaching and assessment, the quality of the teaching, student amenities, administration, student support, bullying, discrimination, sexual harassment and any other areas of perceived inappropriate or unfair treatment. OIHE will carefully and respectfully consider all complaints and appeals in a fair and judicious manner.

Transfer Between OIHE Campuses and Courses

The ***Transfer Between Campuses and Courses Policy and Procedure*** outlines the requirements for the transfer of students between Institute campuses. Transfer requests between campuses and/or courses will be granted by OIHE if the transfer is determined to be in the Student's best interest and satisfies the grounds set out in the policy.

For international students, a change of campus in Australia is treated as an enrolment change that must be reported in PRISMS. This Policy should be read in conjunction with the ***Admissions Policy and Procedure***.

Transfer between Registered Providers Policy and Procedure

The ***Transfer between Registered Providers Policy and Procedure*** outlines the requirements for the transfer of Students to other registered providers from OIHE and from other registered providers to OIHE.

All Students seeking to transfer to other educational providers in the first 6 months of their principal course need to apply for transfer and obtain OIHE's approval, to be able to enrol in another institution. OIHE will assess whether the transfer request should be refused or granted based on:

- whether there are compassionate and compelling grounds, e.g. illness, family emergency and natural disaster;
- whether there are any issues with the capacity of OIHE to meet the student's requirements;
- whether the transfer may have a negative impact on your future study options;
- whether there are outstanding course fees;
- Whether the student has failed to meet satisfactory academic progress.

The ***Transfer between Registered Providers Policy and Procedure*** also covers transfers from other providers to OIHE. For internal transfers, this Policy should be read in conjunction with the ***Admissions Policy and Procedure***.

HEALTH AND SAFETY

Anti-Bullying and Harassment

The ***Anti-Bullying and Harassment Policy and Procedure*** provides a fair and supportive environment free from all forms of bullying and harassment, that promotes personal respect and respect for others, as well as providing physical and emotional safety for all.

Everyone has a right not to be bullied or harassed. OIHE considers such behaviours unacceptable, and they will not be tolerated.

Legally, OIHE has a positive duty to eliminate discrimination, sexual harassment, and victimisation as far as possible. This means that, instead of simply reacting to complaints of discrimination or sexual harassment, OIHE is proactive about discrimination and take steps to prevent it from occurring.

Anti-Discrimination

The ***Anti-Discrimination Policy and Procedure*** ensures OIHE provides a fair and supportive environment, free from all forms of racism, discrimination, discriminatory practice and beliefs, that promotes personal respect, values diversity, and provides physical and emotional safety.

OIHE believes that all Staff and Students should be able to work and study in an environment free from racism, discrimination, victimisation, sexual harassment, vilification and the seeking of unnecessary information on which discrimination might be based. OIHE considers such behaviours unacceptable and they will not be tolerated.

Sexual Assault And Sexual Harassment (SASH)

The ***Sexual Assault And Sexual Harassment Policy and Procedure*** outlines the principles for supporting, preventing, monitoring and responding to Sexual Misconduct or Gender Based Violence occurring at or connected with OIHE.

OIHE will not tolerate any form of sexual harassment/sexual assault (SASH) or gender-based violence and expects all Staff and Students to treat each other with respect, politeness and consideration. OIHE is committed to providing a respectful, safe and inclusive environment that is free of sexual assault, sexual harassment or any form of gender-based violence.

Diversity and Equity

The ***Diversity and Equity Policy and Procedure*** articulate and support the ongoing commitment of OIHE to promoting and providing all current and prospective students and staff with conditions of access to and participation in higher education based on equal opportunity, cultural diversity and academic freedom.

OIHE is an equal opportunity workplace and learning environment for all Staff and Students. OIHE believes that all staff and students should be able to work and study in an inclusive environment.

OIHE celebrates diversity and does not discriminate against people (Staff or Students) on the basis of age, race, colour, religion, ancestry, national origin, age, gender, sexual orientation, marital status, veteran status or physical or intellectual disability, in the recruitment of Staff or Students or the implementation of its policies, procedures and activities.

Critical Incident Policy and Procedures

The ***Critical Incident Policy and Procedure*** outlines how OIHE will support Students, manage and report on critical incidents.

A critical incident is defined as *'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'*. It includes but is not limited to incidents that may cause physical or psychological harm. Critical incidents are not limited to, but could include:

- missing students;
- severe oral, written or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster;
- issues such as domestic violence, sexual assault, drug or alcohol abuse, and
- Signs of physical and/or sexual abuse, and neglect.

OIHE recognises that providing effective support to Students through a critical incident is essential to enabling the Students to recover from the critical incident and successfully pursue their studies.

Please ensure you read and understand the ***Critical Incident Policy and Procedure*** and please proactively make a report to the Student Services team if you or someone you know is or has been involved in a critical incident.

Occupational Health and Safety (OH&S) Policy and Procedure

The ***Occupational Health and Safety Policy*** supports the provision of a working and learning environment which protects the health and safety of all Staff, Students and visitors. Measures implemented to manage safety risks on campus include:

- Emergency Management Plan for each campus
- Critical Incident Policy and Procedure
- Use of IT Facilities and Services Policy and Procedure
- Social Media Policy and Procedure

FACILITIES AND IT

Use of Information Technology Facilities and Services (Students)

The ***Use of Information Technology Facilities and Services Policy (Students) Policy and Procedure*** provides Students with guidelines for the appropriate use of Use of Information and Communication Technology Facilities and Services. This information is also supplied in the ***Student Code of Conduct Policy and Procedure***.

Social Media

The ***Social Media Policy (Students) Policy and Procedure*** provides Students with guidelines for the appropriate use of media and social media. OIHE recognises the importance of social media as a communication tool that is regularly used by its staff and students to connect with each other and the broader community. OIHE requires that those who use these media as part of their professional role, in a personal capacity, study or association with OIHE do so consistently with OIHE guidelines for acceptable use.

FINANCE AND GOVERNANCE

Terms and Conditions (International Students)

The ***Terms and Conditions (International Students)*** sets out the terms and conditions of enrolment for Students on a student visa.

International Student Fee Refund

The ***International Student Fee Refund Policy and Procedure*** sets out the conditions for fee refunds to Students on a student visa.

Terms and Conditions (Domestic Students)

The ***Terms and Conditions (Domestic Students)*** sets out the terms and conditions of enrolment for Australian Students and Students on other visa types accepted by OIHE.

Domestic Student Fee Refund and Remission

The ***Domestic Student Fee Refund and Remission Policy and Procedure*** sets out the conditions for fee refunds Australian Students and Students on other visa types accepted by OIHE.

Privacy Policy

The ***Privacy Policy and Procedure*** outlines how OIHE collects, uses, discloses and otherwise manages personal information supplied by its students. OIHE takes the privacy of our students very seriously and complies with all legislative requirements.

Other OIHE Policies and Procedures

The other OIHE policies and procedures include:

- Business Continuity Management
- Policy Development and Review
- Procedure Development and Review
- Benchmarking
- Compliance
- Registering course on CRICOS
- Course and Unit Development Approval and Review
- Changes to Registered Provider
- Course Discontinuation, Termination and Teach out
- Records Management
- Human Resources
- Staff Code of Conduct

OZFORD

Institute of Higher Education

- Academic and Professional Staff Professional Development
- Use of Information Technology Facilities and Services (Staff)
- Social Media (Staff)
- Conferral of Academic Titles

PART 5: OZLIFE– STUDENT LIFE

Student life at OIHE is much more than attending classes and completing assessments. It is the first step toward becoming an independent lifelong learner. It is about making new friends, adjusting to a new environment, developing life skills that enable you to live a meaningful and successful life. This section covers some aspects to help you to adjust to student life at OIHE and living in Australia in general.

INFORMATION SESSIONS AND SOCIAL EVENTS

Regular information sessions and workshops are held at OIHE every trimester. Topics can range from health, wellbeing, exam preparation to Student transitions.

There are also monthly social events and excursions for students including BBQ, visits to various Melbourne iconic locations and day tours out of Melbourne.

These events are advertised on noticeboards and Moodle. Please refer to noticeboards or Moodle “Information for Students” section for regular updates. Students are invited to participate in these events. Fees may apply to some of the events.

ACCOMMODATION

Students who require Accommodation support can speak to the Student Services team. Students will be provided with a list of accommodation options, and the Student Services team can help Students to make accommodation arrangement in consultation with students.

Below are some of the common accommodation options available for students:

[Private Rental \(Price guide: \\$200-\\$400/week\)](#)

This is true independent living – renting an apartment or a house either alone or with housemates. Living with others is ideal for meeting new people and reducing your costs. However, if you decide to go alone you will have to pay for everything. Rentals come either furnished or unfurnished. Both will require you to buy the basic necessities such as kitchen appliances.

[Homestay \(Price guide: \\$400-\\$600/week\)](#)

A homestay is staying with a family in their home with meals, internet and utilities covered by the family. OIHE can arrange for you to live with a homestay family if you complete a Homestay application form at the Student Services Desk.

[Student Apartment \(Price guide: \\$400-\\$600/ week\)](#)

These large centres are full of apartments of varying sizes (1 to 5 bedrooms). You will get a fully furnished bedroom with 24-hour support, internet included and private ensuites are available.

Generally, they are conveniently located, safe and secure. Many have a social calendar so you can make friends. The downside to this is the internet can slow down at peak times, and the rooms can be quite small.



SEARCH TIPS:

Try search terms like 'student accommodation in Melbourne' or 'student accommodation in Brisbane' or look at websites such as <https://www.realestate.com.au/rent> and <https://flatmates.com.au>.

Consumer Affairs Victoria

Consumer Affairs Victoria has a dedicated renting section for Students and has produced a resource toolkit that can help students with renting problem. The toolkit includes sample social media posts for posting on your Facebook or Twitter channels; short and longer article for publishing on your website or newsletter;

Visit: <https://www.consumer.vic.gov.au/internationalstudents>

Tenants Victoria

Tenants Victoria is a not-for-profit organisation working to promote and protect renter rights.

For Melbourne renting information, phone the Tenants Victoria Advice Line on (03) 9416 2577 or refer to the TUV website (<http://www.tuv.org.au>)

Residential Tenancies Bond Authority

A bond is a payment that rental providers (landlords) can request from renters at the start of a rental agreement (lease). It acts as financial protection for the rental provider and can be used to cover some costs they may have to pay when the renter moves out. Bonds are held in trust by the Residential Tenancies Bond Authority (RTBA), a statutory authority.

[Bond - Consumer Affairs Victoria](#)

Queensland Residential Tenancies Authority

The Queensland Residential Tenancies Authority (RTA) provides tenancy information and support, bond management, dispute resolution, compliance and enforcement, and education services.

For Brisbane and Queensland renting information, Students can contact RTA on 1300 366 311 or visit <https://www.rta.qld.gov.au/>.

QSTARS

The Queensland Statewide Tenant Advice and Referral Service (QSTARS) is a free statewide advice and referral service for Queensland tenants.

QSTARS aims to provide all Queensland renters with high quality, free, independent tenant advisory services that assist tenants to manage and sustain their tenancy. Students who need tenancy advice and advocacy can also contact QSTARS on 1300 744 263 or visit <https://qstars.org.au/>.

INSPECTING A PRIVATE RENTAL PROPERTY

It is very important that you check a property and make sure you are happy with the property before you sign anything or pay any money. When you inspect a property, it is very important to check the property thoroughly both inside and out. Do not assume that the landlord or agent will attend to any repairs unless you specifically ask that they do so. If they agree to carry out the repairs, get their agreement in writing.

As you look around the property, test the light switches, exhaust or overhead fans, stove, oven, smoke alarms, taps and shower (for water pressure) and any heaters and/or air conditioning to make sure everything is working. Ask if the phone is connected. Test the strength of fittings such as mantelpieces and curtain pelmets to make sure they are safe and secure.

Also, make sure you can open and close all the windows and lock and unlock all the doors. Check what kinds of locks are installed, as many insurance companies will not provide household contents insurance unless the windows have key locks and the external doors have deadlocks. If any part of the property or its fittings or fixtures are damaged or not working properly, you should ask the landlord to repair them.

APPLYING FOR A PRIVATE RENTAL PROPERTY

After you have inspected the property and decided that you want to move in, you will need to fill in an application form provided by the real estate agent (if the landlord is using an agent).

You can be asked questions about:

- Income and bank details.
- Previous rental history.
- Employment details and history.
- References - you may be asked for two.

If a real estate agent insists that they want to check your credit history, contact the Tenants Union. It is illegal for them to conduct a credit reference check.

The agent or landlord may ask for an application deposit. If you have to pay a deposit, make sure you obtain a receipt. Your deposit must be refunded to you or put towards your bond or first month's rent.

It is illegal for agents and landlords to charge fees for the following:

- Letting you inspect a property.
- Issuing a rent payment card.
- Establishing and using direct debit facilities.

STUDENT LIFE – MUST KNOW TIPS

At OIHE we want all Students to excel in their studies. Here are some useful guidelines and suggestions to get you started.

1. Set some goals

Being a Student is when most structured and mind opening learning of your life will happen. It is important to set clear goals for each course you wish to take. At the same time, do not over burden yourself. Use the SMART principle below when setting goals and believe in yourself that you can do it.

2. Attend classes

Make a commitment to attend all classes and strive for excellence in all your course work. Remember when you apply for a job or a course in the future, your grades and attendance will reflect your abilities and dedication.

3. Get involved

Studies shows that Students who engage and participate in extracurricular activities have higher indicators of academic and career success.

Your academic transcript may be what gets your foot in the door, but employers look for candidates with relevant experience when making hiring decisions. The biggest challenge is showing relevant experience, which employers say is one of the most important factors they look for in applications from graduates. This is not limited to professional work experience. School and community activities and volunteering also qualify as relevant experience and can be included in your resume as well. In other words, extra-curricular activities help you gain the key skills and experiences to help you land that job.

4. Make new friends and develop positive friendships

Networking with other people is important. Friends can support you in your efforts to maximise the benefits of a student life. Get to know people who express high social, academic, and personal values.

On the other hand, friends who set on having a good time at the expense of a good education can be seriously detrimental so choose your friendship carefully.

5. Seek help

Problems will often get worse if they are not directly addressed in a timely fashion. Procrastination in any of its many forms can lead to a small problem getting much worse. Get help when you need it.

Speak to your lecturers, your Academic Head of Department, or Student Services staff about your problem.

6. Budget

Living on a Student budget can be tricky, especially when you're still adjusting to life in a new country.

If required, start keeping a record of all your savings and expenditures.

Stop spending on things you don't need. Buy your books and supplies only if it is very necessary. Try borrowing resources from the library or rent them. It will save a lot of money and effort in case you decide later on to drop a class.

Some resources on the Money Smart website to help you to live on a student budget:

<https://www.moneysmart.gov.au/life-events-and-you/under-25s/studying/living-on-a-student-budget>

<http://www.studiesinaustralia.com/news/study-tips/10-student-budgeting-tips>



7. Look after your health and wellbeing

Students who come to Australia are living away from home and their family for the first time. With your family overseas, it is very important for you to look after your health. Most Students find that they study better when they are feeling happy, healthy and active.

8 hours of sleep a night is what most students should aim for. Try to avoid napping during the day and reduce your caffeine intake, particularly up to 4 hours before bedtime, so that you can get a full night's sleep.

Research says that physical exercises result in increased blood flow to the brain which indirectly improves mood and sleep; reduces stress and anxiety. Exercising a few hours every week will help you increase alertness and attentiveness which leads to faster learning. It's very important that you eat right, exercise regularly and stay fit.



8. Share and help

Share your experiences with other newcomers and help those who are in need. Your emotional wellbeing plays a large part in your overall health, so it is important that you are feeling happy and maintain an active social life in addition to attending classes and studying. Balancing your study commitments with your social life is an important part of being a Student. Attend events on campus (such as movie screenings and markets), make friends with your classmates and join a Student club or a sporting team. As long as you manage your time effectively and keep up with your studies, social activities can provide a nice break from study and can help to reduce stress.

AWARDS, GRADUATION AND ALUMNI

At OIHE we love to recognise and celebrate students' success. Every trimester, students with outstanding academic achievement are selected and awarded with a Certificate of Academic Excellence.

Graduation is a milestone that calls for recognition and celebration. All graduates have the opportunity to invite family and friends to the Graduation Ceremony to celebrate this important milestone.

We love to keep in touch with all our alumni. This is the reason we have set up a dedicated Facebook group to connect with all alumni. All OIHE Students are invited to join the group to network with other graduates.

Graduates job opportunities will be posted on the group when they become available.

We also have an annual Graduate dinner where you can get together with your friends and other Students who have graduated.

Please join us at: <https://www.facebook.com/groups/OzfordAlumniNetwork/>

PART 6: OZSAFE: SAFETY AND SECURITY

Maintaining a safe physical and virtual learning environment is important in providing high quality education programs and positive learning experience to the students. OIHE acknowledges that student safety is paramount to student success and implements preventative measures to monitor and enhance student safety and has developed and implemented measures below to address student safety both on campus and online. There is also a suite of policies, procedures, programs, information including the Student Handbook and the Code of Conduct addressing safety matters.

CAMPUS SAFETY

OIHE is committed to providing and maintaining a safe and healthy learning and teaching environment for its Staff and Students. OIHE will take all reasonable and practicable steps available to ensure the safety of all its Staff and Students on campus with an emphasis on the **prevention of accidents, injury and unacceptable conduct**.

OIHE is a drug, alcohol, smoking and vaping free place.

All Staff must wear the OIHE identification badges or staff ID, which displays the name of the Staff member. Students are required to carry their student ID cards with them at all times on campus. The Student ID cards must be presented for **identity verification** upon request. For safety and security reasons, building occupants may be asked to leave the building if their identity cannot be verified.

Staff and Students have an obligation to **conduct** themselves in a safe manner and **promptly report** any potential or actual incidents of injuries, harassment behaviour or unsafe working conditions or equipment to the reception as soon as practicable.

For the safety of the Campus community and the protection of assets and property, some areas of the campus are under constant **camera surveillance**. All cameras are monitored and supported by recordings that are kept for incident investigations, in recognition of the Workplace Video Surveillance Act.

There are **Emergency exits** and an **Emergency Evacuation plan** is available for each floor. Fire warden(s) are allocated to each floor.

You will be guided through the Emergency exit and the plan during orientation and at the beginning of every trimester. Please ensure you are familiar with the Emergency exits and the Emergency Evacuation plan. The Emergency Evacuation plan is available next to the Emergency exit and in the Emergency Management Plan for the Campus. See : <https://www.ozford.edu.au/higher-education/policies-and-procedures/>

If you feel unsafe or threatened on campus, speak to a staff member immediately or approach the Student Services team.

EMERGENCY, LEGAL AND CRISIS ASSISTANCE

Guidelines for Emergency Situations:

- In an emergency, please call **triple zero (000)** or 106 for those who have speech or hearing impairment and ask for Police/Fire Department/Ambulance.
- If your friends are in danger, help them, please call **triple zero (000)**
- If you feel you are in a risky situation, find a crowded and well-lit area, then call **triple zero (000)** for help.
- If you are victim of a crime (e.g. online/ phone scams, assault, theft), then call **triple zero (000)** for help.



- Don't be scared to call **triple zero (000)** - Reporting a crime (e.g. online/phone scams, assault, theft) or making a complaint by calling for help will not affect your visa, police checks, job applications, studies or grades.
- If you see a crime in public (e.g. assault, robbery), and are not in danger, call 1300 333 000 or report to www.crimestoppersvic.com.au. They are 100% confidential.'
- You can get free, independent and confidential legal advice for your troubles (e.g. landlord issues, work and employment issues) from your local Community Legal Centre (call 1300 792 387 or visit www.fclc.org.au)'

Melbourne Emergency Services

Study Melbourne is committed to ensuring that you feel safe and confident while living and studying in Victoria and the friendly team at the [Study Melbourne Hub](#) is available if Students need advice and support. Students can also get [free legal advice](#) on your accommodation and employment arrangements. See:

[Help in tough times | Study Melbourne](#)

Victoria State Emergency Service (VICSES) provides emergency assistance. Call 132 500 from anywhere in Victoria for flood, storm, landslide, tsunami and earthquake emergency. [When to call 132 500 - Victoria State Emergency Service - VICSES](#)

VICSES may undertake emergency temporary repairs if required. For minor leaks, superficial damage, removal of debris and cutting down of trees that are still standing, please contact a professional tradesperson.

Brisbane Emergency Services

For storm and flood assistance that is not life-threatening, call Queensland SES on 132 500 or visit <https://www.ses.qld.gov.au/>.

For Queensland emergency and disaster information, visit <https://www.qld.gov.au/emergency>.

Brisbane campus international students can also call 1800 QSTUDY on 1800 778 839 for 24/7 Queensland international student support, including after-hours support, accommodation, public transport, health and wellbeing referrals, legal referrals and complaint referrals.

For Queensland legal and consumer support, contact Legal Aid Queensland on 1300 65 11 88 or visit <https://www.legalaid.qld.gov.au/>.

For consumer rights and complaints, use Queensland Office of Fair-Trading information at <https://www.qld.gov.au/law/fair-trading> or call 13 QGOV on 13 74 68.

For renting and bond matters, contact the Residential Tenancies Authority on 1300 366 311 or visit <https://www.rta.qld.gov.au/>. For tenant advice and advocacy, contact QSTARS on 1300 744 263 or visit <https://qstars.org.au/>.

CRITICAL INCIDENTS

All Students must read and understand the **Critical Incident Policy and Procedure** and report to OIHE if you or someone you know is involved in a critical incident. OIHE will endeavour to provide support to the people involved.

If you require any other crisis assistance or legal services, please speak to the Student Services team or refer to Part 10 of the Student Handbook. These organisations can provide help and support counselling in an emergency or urgent situation, and many offer a 24-hour helpline.

PERSONAL AND TRAVEL SAFETY

Although Melbourne and Brisbane have low rates of crime, it is important that Students are aware of the potential risks and the steps to be taken to maintain safety. **Personal Safety** Tips include:

- Never leave any personal belongings such as handbags, phone or wallet unattended both on and off campus.

- Students are advised not to carry large amounts of money in cash and to keep important documents (especially passports) in a secure place at all times.
- If you need to use ATMs to withdraw cash, use it during the day, when there are people around and immediately safeguard the cash.
- Do not lend your keys, bank cards or items with personal information to anyone.
- Do not be afraid to act assertively if you are uncomfortable or if you think someone is acting inappropriately.
- No matter where you are, it is a good idea to stay in populated, well-lit areas such as main streets and restaurant districts. If you can, avoid walking alone in quieter areas when it's dark, such as public parks or low-lit laneways. This may help you feel safer and more comfortable navigating the city on your own at night.
- When possible, keep an eye on your beverages - alcoholic or otherwise. Although it's rare, drink spiking can happen so it's important to take steps to protect yourself against this risk. If you need to leave your drink for any reason, consider asking a trusted friend to hold onto it.
- When you're going out in Melbourne at night, you may feel more secure by going out with a group of trusted friends. It is always advised to explore the city in a group and to share your location on your phone using the Find My Phone app or privately on socials., .
- Your safety on the road is very important. Make sure you understand our road rules if you are driving, cycling, or working in jobs such as food delivery.

You can refer to the following resources for information about living safety in Melbourne or Brisbane:

- [Your safety | Study Melbourne](#)
- <https://www.studyqueensland.qld.gov.au/live/safety-and-support>

Public Transport

There are a number of things that you can do to make your public transport journey safer and more secure.

- Before your journey, it is recommended that you top up your Myki (in Melbourne) or Go Card (In Brisbane) . This will save you time and ensure you do not miss your ride when you arrive at the station.
- Before you begin your train journey, check timetables and any connecting train, tram or bus services.
- After 7pm, travel in the front carriage of the train so you are close to the driver.
- If there are other passengers on the train, sit near them, not by yourself.
- Always be alert to your surroundings and the people around you For more information

[Public transport tickets and myki | Victoria - Transport Victoria](#) (Melbourne)

<https://translink.com.au/tickets-and-fares/go-card> (Brisbane)

TRANSPORT Victoria

To use public transport in Melbourne, Students will need a myki card which is used on all Melbourne trains, trams and buses, as well as on some regional services. To plan your journey and manage your myki Students can use the PTV App.

You can purchase a myki card from train stations, ticket machines and some convenience stores. Once you have your myki card, you'll be able to use this by tapping it to the readers on buses, trains and trams.

[Travel tips and resources - Transport Victoria](#)

[Guide to public transportation | Study Melbourne](#)

[Mobile apps for public transport - Transport Victoria](#)

Translink

For Brisbane public transport, use Translink for buses, trains, ferries and route planning: <https://translink.com.au/>.

The free Spring Hill Loop bus (route 30) links the Brisbane City and Spring Hill precincts, including Central station and stops near the Brisbane campus area. Students should plan journeys before travelling, use well-lit stops and stations, and follow Translink safety advice.

Brisbane Airport is connected to Brisbane City by Airtrain. Airtrain is a non-Translink operator, so students should check current fares, payment options and operating hours before travelling from the airport.

<https://translink.com.au/tickets-and-fares/go-card> (Brisbane)

UNDERSTANDING AND REPORTING SEXUAL ASSAULT AND SEXUAL HARASSMENT (SASH)

Respectful Relationships

Spending time with someone you like should be fun, enjoyable and something that makes you feel good. However it is important to know that not all relationships you experience will necessarily be healthy ones.

A **respectful relationship** is one of mutual respect, trust, good communication, understanding and honesty. Being in a relationship should be a positive experience for both people. We each have the right to feel safe, valued and cared about in our relationships, and this is particularly important when starting a closer, intimate relationship.

A respectful relationship includes:

- Being able to have fun together
- Having respect for yourself and for your partner
- Feeling comfortable
- Being able to say 'no'
- Being able to make your own decisions
- Feeling accepted and free to be yourself
- Listening and being heard
- Being able to express your thoughts and feelings honestly with each other
- Being able to talk things through together and make compromises
- Supporting each other through the good times and bad

Visit the link for more information about Respectful Relationships:

<https://bodytalk.org.au/relationships/respectful><https://bodytalk.org.au/relationships/respectful-relationships/relationships/>

Consent Matters! Understanding Consent

Sexual consent means that both people actively and verbally agree to sexual activity. Sexual activity means many things to different people and is generally a lot more than just oral, anal or vaginal sex. It can include kissing, hugging, touching, rubbing and many other behaviours that people might find pleasurable. If both people do not say "yes," then consent has not been given.

If you have partner, it is important for you and your partner to understand that you have the right to change your mind about what you do or do not want to do at any time. This means that even if you are engaging in sexual acts with a person and you or the other person changes mind, you must stop whatever you are doing and respect the other party's wishes. Not respecting those wishes could be crossing the line into illegal behaviour (sexual misconduct).

Trying to persuade someone into saying “yes” when they are not sure or do not want to have sex is not consent. It is called sexual coercion.

If a person is under the influence of drugs or alcohol, they cannot legally give consent. Engaging in sexual activity with someone who is under the influence of drugs or alcohol is considered rape.

A person must be a certain age in order to be able to legally give consent. This age is called the “age of consent,” and age of consent laws vary from state to state. In Victoria, the age of consent is 16. A person can be charged with a sexual offence if they perform a sexual act that breaks these age limits, even if the younger person agrees to it.

In Australia, any sexual activities imposed on another person without consent are serious offences! The offenders have committed a criminal offence regardless of whether the victim is drunk, drug affected, asleep or unconscious or submits because of force or fear, or if the person is under the legal age of consent. Consent is explained in full at the following website:

<https://sydney.edu.au/students/sexual-health-consent.html>

<https://aifs.gov.au/cfca/publications/age-consent-laws>

Sexual Harassment & Sexual Assault

Sexual harassment makes a person feel offended, humiliated or intimidated. It is any unwanted or unwelcome sexual behaviour, which is not mutually agreed upon or consensual. Sexual harassment can be written, verbal or physical, and can happen in person or online. Both men and women can experience sexual harassment. It is important to know that sexual harassment does not need to be repetitive – one incident is enough to constitute sexual harassment and should be reported.

Information adapted from: [Sexual harassment | Victorian Equal Opportunity and Human Rights Commission](#)

Here are some examples of sexual harassment, and some that may seem relatively harmless but what matters is how they make you feel.

- Someone discussing your body and expressing interest in touching you without your consent.
- Receiving emails or text messages containing ‘dirty jokes’, pornography or other content of a sexual nature without your consent.
- Someone asking you about your sex life without your consent.
- Someone sharing lewd jokes or talk about their own sexual experiences with you without your consent

Sexual assault is commonly described as being forced, pressured or tricked into doing sexual things when you don’t want to. It is any unwanted sexual behaviour that makes a person feel uncomfortable, threatened or scared. It covers a wide range of unwanted sexual behaviours that are often used by offenders as a way to assert power and control over their victims. There are many myths around what constitutes sexual assault, for e.g.:

- Rape: forced, unwanted sex or sexual acts.
- Child sexual abuse: using power over a child to involve that child in sexual activity.
- Indecent assault: indecent behaviour before, during or after an assault.

Information adapted from: <https://au.reachout.com/articles/what-is-sexual-assault>

Click [here](#) to find out more about sexual assault and examples.

(Information adapted from: www.1800respect.org.au/violence-and-abuse/sexual-assault-and-violence/) The Victoria Police website (<https://www.police.vic.gov.au/sexual-offences>) provides more information on what constitutes as **sexual offences**.

If you don’t feel right about something that has happened to you, it is OK to ask for help.

Reporting SASH Incidents

The *Change the Course* report which was released by the Australian Human Rights Commission (AHRC) in 2017, the prevention of, and response to sexual assault and sexual harassment (SASH) is an area of national focus across Australian universities.

Key findings of the *Change the Course* report included:

- the prevalence of sexual harassment and sexual assault in University settings is unacceptably high
- There is significant underreporting of sexual harassment and sexual assault to universities, and
- Universities need to do more to prevent incidents from occurring and respond appropriately.

Following the release of the report, OIHE has undertaken significant work to improve the processes for the prevention of and response to sexual assault and sexual harassment on campus.

Sexual Assault and Sexual Harassment (SASH) SASH Support

If you or someone you know have experienced or witnessed sexual harassment, assault, threatening or other sexual misconduct (sexual assault or sexual harassment - SASH) incident on campus of any form or nature, even if it is a minor incident, you are advised to **report the incident** immediately to the Student Services team by email, phone or in person. If you did not report the incident previously, you are still encouraged to report the incident.

We value your input and we will listen to you and discuss appropriate support options and take further actions to further enhance the safety of the campus. With your permission, cases of sexual misconduct will be **investigated**. You will be required to engage with the complaints process, and to provide sufficient details of their complaint to permit OIHE to conduct an assessment and investigation of the case.

The outcome of the case will be determined by the findings of any investigation and the seriousness of the case. Where appropriate and with your consent, the matter will be referred to the Police. You will be supported by the Student Services team in your dealings with both internal and external parties during the process.

If the incident did not happen on campus, you are still encouraged to report and seek support from OIHE.

Bullying and Harassment Support

Have you ever done, seen or experienced the following behaviours?

- Excluding someone from workplace/learning activities
- Giving someone the majority of unpleasant tasks
- Verbal abuse
- Abuse using electronic formats such as text messages, phone calls or posting messages or video recordings on websites
- Humiliating someone through sarcasm or insults
- Intimidation
- Initiation practices
- Sabotaging someone's work
- Practical jokes

Bullying can threaten wellbeing, health and safety. Any form of bullying will not be tolerated.

Sexual harassment is a form of bullying that is focused on a person's appearance, body parts, sexual orientation or sexual activity. It can be in the form of comments, gestures or actions that is intended to hurt, offend or intimidate another person.

Bullies may make comments about someone or use technology to harass someone sexually (like sending inappropriate text messages, pictures, or videos).

SASH Support

If you have been sexually harassed or assaulted, you might experience a range of emotions, and it is important to know there are support services available at OIHE and outside that can help you. It is not something you have to live with on your own. Below are some things you can do straight away. Remember – the sexual harassment or assault you have experienced was not your fault and the no one can judge you as you are a victim of someone else's actions.

At any time, if you need to talk to someone urgently you can call the following numbers:

- SARC - 1800 199 888 / 08 6458 1828
- National Sexual Assault and Domestic Family Violence Counselling Service - 1800 737 732
- Lifeline - 13 11 14
- Beyond Blue - 1300 22 4636

1. In an emergency, ensure that you're safe and seek immediate help

If you or someone you know is in immediate danger of sexual misconduct or violence, or you're worried about your safety, contact the Police on **triple zero (000)** immediately and try to get to somewhere safe.

Police in Australia are safe and can be trusted. **Triple zero (000)** is the Australian National Emergency number for life threatening or time critical emergencies and can be used throughout Australia.

2. Trust yourself

Remember no matter where you are from, where you work or study, who you are, your religion or your beliefs, you never have to put up with uncomfortable sexual-based behaviour. If you feel like you are on the receiving end of sexual harassment, it is important that you speak up as soon as possible and demand the appropriate person to stop the unwelcome conduct. Explain that it makes you feel uncomfortable and that his or her advances are unwelcome. If you are unable to stop the behaviour and someone harassed or assaulted you, you may not feel confident about what to do next. Trust your instincts. Remember that it's never okay for someone to harass or assault you for any reason.

3. Seek medical and police help if required

If you have been sexually harassed or assaulted physically, medical support is essential. If you can, try to get to a hospital or health centre where they can give you appropriate medical care.

Sexual assault may or may not begin with sexual harassment. Sexual assault is a serious crime and police intervention is necessary.

4. Report/Disclose the Incident to OIHE

OIHE has **zero tolerance** towards sexual harassment, sexual assault and any violence and treats all reports or concerns seriously and sensitively.

If you or someone you know have experienced or witnessed sexual harassment, assault, threatening or other sexual misconduct (sexual assault or sexual harassment - SASH) incident on campus of any form or nature, even if it is a minor incident, you are advised to **report the incident** immediately to the Student Services team by email, phone or in person. If you did not report the incident previously, you are still encouraged to report the incident.

If the incident did not happen on campus, you are still strongly encouraged to report the incident to the Student Services team.

5. Seek Support at OIHE

OIHE provides a range of support to students affected by SASH. We value your input and we will listen to you and discuss appropriate support options, suggestion on strategies with coping with the incident and steps to further enhance your safety. Private and confidential personal counselling service to get help and support will be offered to affected students. OIHE will also support student to make contact and liaise with any internal unit or external agencies if necessary.

If the incident happened on campus, OIHE will take further actions to further enhance safety of the campus. With your permission, cases of sexual misconduct on campus will be **investigated**. You will be required to engage with the complaints process, and to provide sufficient details of their complaint to permit OIHE to conduct an assessment and investigation of the case. The outcome of the case will be determined by the findings of any investigation, the seriousness of the case and your wishes and decision. Where appropriate and with your consent, the matter will be referred to the Police. You will be supported by the Student Services team in your dealings with both internal and external parties during the process.

6. Talk to someone

You can also find someone you can talk to, such as a friend, family member, [counsellor](#) or [youth worker](#). Contact [an organisation in your state or territory](#) that can give you relevant information on seeking help.

7. Seek external confidential professional help and support

If you feel you would like to speak to someone external for support or information, call 1800RESPECT on 1800 737 732 or visit 1800RESPECT.org.au. The organisation provides free and confidential counselling 24-hours a day, 7 days a week. If you need a free interpreter, call 131 450.

If you have experienced sexual harassment, you can also make a complaint to the Australian Human Rights Commission by calling the Infoline on 1300 656 419 (local call).

For more information about a service in your state or local area download the DAISY App in the App Store or Google Play.

Other Support services available for victims of assault including Sexual Assault Crisis Line – 1800 806 292 and National Sexual Assault Domestic Violence Counselling Service – 1800 737 732.

8. Know your legal rights

The laws relating to sexual assault vary from state to state. To find out about your rights, check out the [Lawstuff](#) website.

OIHE will support students to make a report to the police for any criminal matter. When required, OIHE and the Police can work together to enable us to support you more effectively and respond to any processes (such as use of restraining orders) that the Police may assist you in putting in place.

[Victoria Police](#)

For information about reporting sexual offences to Victoria Police, please refer to:

Victoria Police investigate all reports of sexual offences, sexual assaults, and sex crimes. To report a sexual offence:

- Call [Triple Zero \(000\)](#) in an emergency
- contact your [local police station](#)
- contact your local [Sexual Offences and Child Abuse Investigation Team \(SOCIT\)](#).

When you contact your local police station, they will then refer your report to a Sexual Offences and Child Abuse Investigation Team (SOCIT) detective.

The SOCIT detective will then investigate and make referrals for you to access a support service.

For information on reporting family violence in Victoria

To report family violence to police:

- in an emergency or life-threatening situation, call [Triple Zero \(000\)](#)
- if there is no immediate danger, call or visit your [local police station](#) during their opening hours.

Victoria Police investigate all reports of family violence. You can make a report if you are experiencing family violence yourself, concerned about someone you know, or if you work for a support service.

You can contact police at any time to talk about family violence – even if it happened a long time ago and you have not told anyone about it before.

[Report family violence to Crime Stoppers](#)

You can also report family violence to Crime Stoppers Victoria.

Please note: reports to Crime Stoppers will not receive an immediate police response.

You should always call [Triple Zero \(000\)](#) if you need help straight away.

[Queensland Police](#)

For information about reporting sexual offences to Queensland Police, please refer to:

[Sexual violence](#) (including sexual abuse and assault) is any unwanted sexual behaviour towards another person. All sexual violence is unacceptable, and many kinds of sexual violence are a crime in Queensland.

If you've just been sexually assaulted, or are in immediate danger, get to a safe place and phone [Triple Zero \(000\)](#).

Once you are out of immediate danger, you can contact the [Sexual Assault Helpline](#) on [1800 010 120](#) for counselling and referral.

If you do not want to make a formal report to the police, but you do want to tell them about your assault, you can use the [Alternative Reporting Option](#) (ARO). This will not result in an investigation, but the information may be used to help identify repeat offenders and prevent them from assaulting others in future.

Read more about [reporting sexual violence to the police](#).

For reporting domestic violence in Queensland:

Phone [Triple Zero \(000\)](#) if DFV is happening or a life is threatened.

If there is no immediate emergency, you can report to the police by phoning [Policelink](#) on [13 14 44](#).

You can also make a non-urgent report of DFV by [submitting an online form](#).

Phone [DVConnect](#) on 1800 811 811 if you are escaping DFV and need a place of safety.

Find information and support for DFV on the [Domestic and family violence support website - Need to Know](#).

For other emergency, health, support and legal services contact, please refer to Part 10: OZSOS of this Student Handbook.

[Family Safety – Reduce Violence against Women & Children](#)

Australia has well defined laws concerning domestic and family violence. Domestic and family violence can occur at home between partners, housemates or family members. It includes behaviours that cause fear or threaten safety, such as hitting, choking, denying essential money and insulting or constantly criticising the partner.

Domestic violence – refers to acts of violence that occur in domestic settings between two people who are, or were, in an intimate relationship. It includes physical, sexual, emotional, psychological and financial abuse.

Emotional/psychological violence – can include a range of controlling behaviours such as control of finances, isolation from family and friends, continual humiliation, threats against children or being threatened with injury or death.

Family violence – is a broader term than domestic violence, as it refers not only to violence between intimate partners but also to violence between family members. This includes, for example, elder abuse and adolescent violence against parents. Family violence includes violent or threatening behaviour, or any other form of behaviour that coerces or controls a family member or causes that family member to be fearful. In Indigenous communities, family violence is often the preferred term as it encapsulates the broader issue of violence within extended families, kinship networks and community relationships, as well as intergenerational issues.

The Australian Government has developed a Family Safety Pack for men and women coming to Australia. It includes information on Australia's laws regarding domestic and family violence, sexual assault and forced marriage, and a woman's right to be safe.

The pack includes eight factsheets on the following topics:

[Domestic and family violence Sexual assault](#)

[Forced and early marriage](#)

[Family violence and partner visas](#)

[Dowry abuse](#)

[Female genital mutilation/cutting LGBTIQ relationships](#)

[Trafficking and slavery.](#)

No one should have to endure an abusive relationship. Whether it is physical violence, emotional abuse, neglect, or something else, there is help available. Read about the types of abuse, how to spot an abusive relationship, and where you can get help. <https://au.reachout.com/tough-times/abuse-and-violence>

ONLINE SAFETY

eSafety helps Australians prevent and deal with harm caused by serious online abuse or illegal and restricted online content. It provides a wide range of online safety programs and resources aim to empower all Australians to have safer, more positive experiences online. For more information, go to:

<https://www.esafety.gov.au/report>

FIRE, WATER AND SUN SAFETY

Fire Safety

If there is a fire or explosion, immediately **call triple zero (000)** and ask for the Fire Brigade

- It is compulsory to have a working smoke alarm in your house. Check that batteries are still good. They save lives. A smoke alarm senses smoke and can alert you to a fire to give you time to escape. If your smoke alarm does not work, we strongly recommend that you contact your estate agent or your landlord immediately. Landlords are required by law to install and maintain working smoke alarms in all rental properties.
- You must be able to escape from your home in the event of a fire. When at home, keep a key in the inside any deadlock to ensure that you can leave quickly.
- Just in case of fire, make sure you have a running away plan where you live. Draw a floor plan of your home and identify two ways out from each room. If you live in a two-storey home, find a way to escape from the



upper level. Check that the windows and flyscreens open freely. Display the escape plan in a central area of your home—such as the fridge or a notice board. Practise your escape plan at least twice a year.

- Do not leave your cooking alone – cook your food, not your house.
- Always extinguish candles and other open flames and never leave them unattended.
- Never use an electrical item if the cord is frayed or damaged.
- Only use chargers and cords that are originally supplied with that device. Using chargers with incorrect power delivery (voltage and current) can cause damage to the battery or overheating that can lead to fires.
- Only use batteries that are designed for that device.
- Avoid charging LEV batteries overnight or leaving devices unattended while charging. Once the indicator shows that a device or battery has been fully charged, disconnect it from the charger.
- Devices should always be charged on non-combustible surfaces.
- Avoid locations such as couches, beds and carpets.
- Check that chargers have the Regulatory Compliance Mark, to show that they meet the relevant Australian Standards:

Water Safety

In Australian waterways a significant number of lives are lost to drowning. Many of the deaths occurs at the beach and to international students. Here are some **beach safety hints**:

- Always swim under supervision or with a friend. The best place to swim is at a beach patrolled by lifesavers.
- Swim between the red and yellow flags, they mark the safest areas to swim. Read and obey the safety signs.
- If you are unsure of conditions, ask a lifesaver.
- Don't swim directly after a meal.
- Don't swim under the influence of alcohol or drugs
- Don't run and dive in the water.
- Check that it is okay to swim before you enter the water, conditions change regularly.

The best way to check is to ask someone who knows the area like a shopkeeper, caravan park owner or someone who lives nearby. They are most likely to know the dangers and direct you to a safe swimming spot. Remember to enter the water carefully. Always enter the water **feet first**. Submerged objects can be very dangerous. Keep watch for trees, branches, rocks and rubbish.

Visit:

[Water safety | vic.gov.au](https://www.vic.gov.au)

[Water safety - Translated information | vic.gov.au](https://www.vic.gov.au)

[Water safety | Emergency services and safety | Queensland Government](https://www.qld.gov.au)

Sun Safety

In Australia, the high level of the **sun's ultraviolet** (UV) radiation makes people more vulnerable to sunburn, skin cancer and heat stroke than in many other countries. Visit the Sun smart website: [Protect your skin - SunSmart](https://www.sunsmart.com.au)

PART 7: OZSUPPORT– STUDENT SUPPORT AND SERVICES

OIHE provides support to students to assist all students achieve their full potential. We offer more than just high-quality academic courses; we also provide comprehensive support services to help you to adjust to study and life in Australia. Whatever your needs are, we are here to help.

STUDENT SERVICES DESK

Come and see us at the Student Services Desk at your campus from 8:30am to 5pm, Monday to Friday.

Students are free to ask for any help or make general enquiries.

We will always do our best to help you with any questions, including directions, public transport and other day-to-day needs.

ARRIVAL, ORIENTATION AND TRANSITION

We conduct a mandatory Orientation session that is designed to help all new Students with their transition into study at OIHE. If you are new to OIHE, or to Australia, you will be guided through the campus and introduced to different staff members.

You will be given a manual that guides your access to Moodle. Moodle provides lots of great information about how to get the most out of your learning experience with OIHE, including:

- Course related information such as exam preparation and timetable
- Information related to adjusting to study and life in Australia
- Upcoming social events organised by OIHE or other organisations in Melbourne and Brisbane
- Upcoming information sessions and workshops on campus
- Survival guides for international students such as Australian culture, renting and working in Victoria or Queensland

We will regularly update you about happening at OIHE, Melbourne and Brisbane in **Moodle**, under the “**Orientation and Transition**” and ‘**Information for OIHE Students**’ section. So stay tuned!

For ongoing support, Transition Workshops are held on topics such as: Living in Melbourne or Brisbane, Australian Culture, Safety and Security and Budgeting. These topics will also be explored further under the **E-Orientation** Section in **Moodle**, along with all the essential information that will ease your transition into studying at OIHE in Melbourne or Brisbane.

New students are also invited to participate in the Peer-Support Program where a current student will act as the mentor for the new student during their first trimester of enrolment.

HEALTH AND WELLBEING SUPPORT

We care about your health and wellbeing, so we provide students with information and workshops to teach you about things like:

- Positive lifestyle habits.
- Importance of physical activities.
- Recognising signs of physical and mental health issues.
- Drug and substance misuse.

- Sexual health.
- And many more.

In a Medical Emergency:

- In an emergency, immediately call **triple zero(000)** and ask for Ambulance. The service will ask for details of the injured/ill person and need assistance to direct them to the scene.
- During an emergency, please ask any staff member for help and they will contact the First Aid staff.
- Be aware of your own safety and any present danger, such as fire, electricity or toxic emission.
- If safe, help the injured/ill person by making them feel comfortable and removing them from the source(s) of danger.
- Do not move the injured/ill person or leave them unattended, where possible.

First Aid Services

OIHE has staff trained in basic First Aid and is equipped to provide first aid where required during working hours. Please advise any staff member or approach the Student Services Desk at your campus for any support.

Serious injuries or illnesses will be referred to appropriate medical service which can provide more comprehensive medical assistance.

During an emergency, please ask any staff member for help and they will contact the First Aid staff.

Medical Services

There are many medical centres close to our campuses.

Brisbane campus students can also use Queensland health and wellbeing services. For non-emergency health advice, call 13 HEALTH on 13 43 25 84 to speak with a registered nurse. For Queensland health information, visit <https://www.health.qld.gov.au/>. For mental health access to Queensland public mental health services, call 1300 MH CALL on 1300 642 255. In an emergency, call Triple Zero (000).

Please approach the Student Services Desk at your campus if you need assistance with making a medical appointment. Alternatively, you can ring any of the medical centres listed In Part 10 of this Handbook to make an appointment.

- Know your OSHC (Overseas Student Health Cover) and what it pays for Use their websites or call them to know your health insurance benefits
- For better health (physical, mental, emotional, sexual) click here: <https://www.betterhealth.vic.gov.au/>
- Your OSHC website and app will list international student friendly Doctors you can seek help from. The insurance provider will pay these doctors on your behalf.
- If you are feeling unwell, unusual, stressed or unhealthy, it is ok to talk to a Health Professional. OIHE has free services that are confidential
- If you care about sexual health (e.g. diseases, pregnancy), see Melbourne Sexual Health Centre (<https://www.mshc.org.au/>) for more information. Their services are confidential
- If you are feeling unwell, unusual, nervous, lonely, stressed or depressed, there is free confidential help (e.g. Counselling) available from Beyond Blue (call 1300 224 636 or visit [24/7 Support for Anxiety, Depression and Suicide Prevention. - Beyond Blue](#))
- If someone is in crisis or needs suicide prevention, use Lifeline, call 13 11 14 or visit <https://www.lifeline.org.au>

Online Health and Wellbeing Information

Better Health Channel (<https://www.betterhealth.vic.gov.au/>) is a Victorian Government's website that provides health and medical information to improve the health and wellbeing of people and the communities they live in. This information aims to help people understand and manage their health and medical conditions and help them make lifestyle choices based on their needs.

PERSONAL COUNSELLING AND PSYCHOLOGIST SUPPORT SERVICES

Students who are encountering difficult circumstances or critical events in their personal life that may impact on their wellbeing and have an adverse effect on their study are welcome to approach OIHE. Students can make an appointment to see the Student Services team.

During the meeting, Students are provided with the opportunity to discuss any issues in a relaxing and confidential setting. If required and with student permission, students will be referred to an appropriate external organisation which can provide the help the student may need. This referral service is free however you are expected to pay for any fees charged by the external providers.

Professional counselling is a safe and confidential collaboration between qualified counsellors and clients to promote mental health and wellbeing, enhance self-understanding, and resolve identified concerns. Clients are active participants in the counselling process at every stage.

Counselling can be broad or focused. Clients may explore aspects of identity, spirituality, relationships with self and others, past experiences, parenting, grief and loss, trauma, domestic violence, child abuse, use of alcohol and other substances, depression, anxiety, and other experiences.

Melbourne campus

The external counselling practice we use is:

Stephy Yu Counselling Services

Address: Ground Floor, 69 Canterbury Road, Canterbury, VIC
3126

Ph.: 0425884437

[Email: stephycounselling@gmail.com](mailto:stephycounselling@gmail.com)

Stephy Yu is a registered counsellor with the Australian Counselling Association (ACA).

The external Clinical Psychologist we use is:

Cherie Lacis

Address: Mediclinic Clayton

Website: <http://www.mediclinicclayton.com.au/>

Cherie Lacis is a registered clinical psychologist with the Australian Health Practitioner Regulation Agency (AHPRA) and a member of the Australian Psychological Society (MAPS).

Brisbane Campus

The psychologist and counsellor we use is

Larissa Souza

Brisbane Counselling Centre

Address: Level 7, 87 Wickham Terrace BRISBANE QLD 4000

Telephone: 07 3831 4452

Website: [Brisbane Psychologists That Care & Listen](#) | [Brisbane Counselling Centre](#)

LIAISON AND ADVOCACY SUPPORT

At times, Students may require help to understand or clarify the OIHE policies and procedures. The Student may feel that they have been treated unfairly or inequitably or unsure of their rights in a particular situation or need assistance with application for various procedures or appeals such as deferral application or academic progress appeal.

Students are free to approach the Student Services team to raise concerns or provide feedback at any time.

After listening to the Student's concern, the Student Services staff will explain the OIHE policies and processes in detail and help students navigate these processes in order to resolve their issue. Students also have access to free and confidential advice and support from the Academic Head of Department to ensure that they are fairly represented and understand their rights and responsibilities.

Any students with a complaint may raise the matter with staff and attempt an informal resolution. Students can seek the support and assistance of the Student Services team as part of this process. The ***Student Grievances and Appeals Policy and Procedure*** will be implemented if an informal resolution cannot be reached.

If the problem or complaint with OIHE cannot be resolved after accessing the policies and procedures established to resolve the complaints, you will be advised to contact:

- **National Students Ombudsman** (<https://www.nso.gov.au/>) – to make a complaint about the actions of OIHE
- **Overseas Students Ombudsman** (<https://www.ombudsman.gov.au/about/overseas-students>) - For international students on student visa to make complaints
- **Tertiary Education Quality and Standards Agency** – (<https://www.tegsa.gov.au/about-us/contact-us/raising-complaint-or-concern>) – to make a complaint about the actions of OIHE
- **Resolution Institute** - : <https://www.resolution.institute/contactus> - For general complaints not covered by the National Students Ombudsman
- **Administrative Appeals Tribunal (AAT)** - <https://www.aat.gov.au/> - For complaints in respect to a Refund or Remission of FEE-HELP
- **Victoria Police** ([Victoria Police | Home](#)) or **Queensland Police** ([Queensland Police Service](#)) – For reporting criminal matters
- **Victorian Equal Opportunity and Rights Commission** ([Victorian Equal Opportunity and Human Rights Commission | Victorian Equal Opportunity and Human Rights Commission](#)) – to resolve complaints of discrimination, sexual harassment, vilification (hate speech and hateful behaviour) and victimisation.
- **Queensland Human Rights Commission** - [QHRC | Queensland Human Rights Commission](#) – for complaints relating to discrimination in work, education and other specific areas of public life or sexual harassment or vilification
- **Australian Human Rights Commission (AHRC)** - humanrights.gov.au for a human rights or discrimination complaint

FINANCIAL SUPPORT

Students are not eligible to access Australian FEEHELP government funding for their study must pay the Tuition fees charged by OIHE.

Any Students who are faced with financial difficulties and unable to make their fees, are welcome to make an appointment with the Accounts team to discuss the option of a payment plan. The Student Services team can assist with the appointment.

Students are encouraged to access the financial guidance website (www.moneysmart.gov.au) for tips to improve financial literacy. You can also undertake an online learning module on money management to understand budget better.

Visit: <https://moneysmart.gov.au/>

ITS SERVICES

The ITS Services team provide Information and Communications Technology support to both staff and students both on site and off site. Staff and students who require ICT support are advised to lodge an ITS service ticket via email or phone.

The ITS Services team recognise it is important to respond quickly and will work with students to resolve service requests within 2 business days.

Email: its servicedesk@ozford.edu.au

SUPPORT FOR STUDENTS WITH SPECIAL NEEDS

OIHE will provide assistance with various processes which a person with a disability may require. Amongst other things, OIHE will:

- Assist students who have difficulty with the application and enrolment process.
- Assist with accessing results, course advice and course transfers.
- Provide or refer students to student counselling services and intensive literacy and numeracy support when required.

The Student Services team will liaise on behalf of the Student with special needs if requested.

The support can include:

- Organise and allocate appropriate internal and external disability support staff.
- Provide student/teaching staff liaison on delivery, assessment and learning support issues.
- Provide advocacy and conflict resolution services if any grievance arises.
- Assess the student's learning support needs in consultation with each student (and/or an associate of the student).
- Recommend reasonable adjustments to delivery and assessment to appropriate teaching staff.
- Recommend tutor and assist students with understanding tasks, including the planning and reviewing of assignments, editing and proof reading.
- Provide appropriate disability support, e.g. Auslan interpreter, note taker, participation assistant, special equipment.
- Supervise and scribe for tests.
- Review reasonable adjustment arrangements as required to allow for changing needs of students.
- Ensure adequate physical access and facilities.

PART 8: OZVISA – INFORMATION FOR STUDENT VISA HOLDERS

This section is applicable to students holding a student visa. Your visa is subject to a number of visa conditions that you must comply with. Different visa conditions apply to you and members of your family unit.

Breaching a visa condition may result in the cancellation of your visa.

SUBCLASS 500 STUDENT VISA

The SUBCLASS 500 STUDENT VISA allows a Student to visit Australia to participate in a course of study.

What you can do when you have this visa

- participate in an eligible course of study in Australia
- travel in and out of Australia
- meet all visa conditions and obey Australian laws.
- stay in Australia for the length of the visa. This is a temporary visa to study up to 6 years. The Student visa grant period will depend on the type of course and its length. To see when you must leave, use [VEVO](#).

You cannot stay in Australia longer by extending this visa. To continue studying in Australia, you must apply for a new Student visa.

If your Student visa will expire before your graduation, you might be able to apply for another visa that meets your circumstances such as a visitor visa. You will need a letter from OIHE which states the date of your graduation.

Students who wish to extend their stay in Australia for further study, graduation, a holiday, work or migration are advised to contact Immigration directly. For further information, visit: [Your visa is expiring or has expired](#)

[Visa Condition 8104 and 8105 Work Limitations](#)

Students holding student visa received the visa based on your declaration that you have sufficient funds to cover your living and tuition expenses in Australia. You must continue to have sufficient funds to support yourself and accompanying family members while you are in Australia. You should not rely on work to support yourself or family while in Australia.

Working while the course is in session:

- student visa holders and their family members can work up to 48 hours a fortnight while the course is in session.
- if the Student is studying a Master's degree by research or Doctoral degree, they and their family members can work more than 48 hours a fortnight.
- if the Student is studying a master's degree by coursework, or a master's degree (Extended), their family members can also work more than 48 hours a fortnight. However, the Student can still only work up to 48 hours a fortnight while their course is in session.
- You can work more than one job as long as the total hours are not more than 48 hours in a fortnight.

Working when the course is not in session:

- Student visa holders can work unlimited hours when their course is not in session
- their family members still have limited work rights.

You must also be aware that under all state and territory laws, students might have other restrictions on their ability to work.

Work experience is included in a student's work restriction of 48 hours a fortnight whether it is paid or unpaid. The exception to this is if a work experience unit forms a mandatory component of a student's course and is included in the CRICOS registration of that course. In this circumstance, the work experience will not be included in the student's work restriction of 48 hours a fortnight. Any work experience/work placement that is not a mandatory course requirement, or that is in excess of the period required in the course registration, is included in a student's work limitation of 48 hours a fortnight.

The Fair Work Ombudsman website has more information on workplace rights and entitlements for [visa holders and migrant workers](#).

It is important to check your visa conditions regularly, including your work rights.

Visit: [Subclass 500 Student visa](#)

[Visa Condition 8202 Meet Course Requirements](#)

Students must:

- remain enrolled in a registered course (if you are a Foreign Affairs or Defence sponsored student or a secondary exchange student you must maintain full-time enrolment in your course of study or training)
- maintain enrolment in a registered course that is the same [Australian Qualifications Framework \(AQF\) level](#) or higher for which we granted your student visa, unless changing from AQF level 10 to level 9. See: [Change in study situation](#).
- maintain satisfactory academic progress for each study period.

Some examples of the conditions are:

- You cannot work more than 40 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 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).
- 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 5 days of the change.

Please refer to Immigration website for more details on Student Visa conditions: [Check visa details and conditions](#)

[Visa Condition 8203 and 8204 – Limited Study Change](#)

You must not change your course of study, thesis or research topic without the approval of Immigration.-This approval can only be given after an assessment from the competent Australian authorities that you are not likely to be directly or indirectly a risk to Australian national security.

[Visa Condition 8303 – Not be disruptive](#)

You must not become involved in activities disruptive to, or violence threatening harm to, the Australian community or a group within the Australian community.

For example, engaging or promoting extremist views and interrupting the operation of the Australian community.

[Visa Condition 8501- Mainatin health Insurance](#)

You must have and maintain [adequate health insurance](#) for the whole of your stay in Australia.

Criminal Activity - Mandatory cancellation of visa

If you engage in criminal activity in Australia, your visa may be cancelled.

By law, Immigration must cancel your visa if you are serving a sentence of imprisonment, on a full-time basis in a custodial institution, for an offence against an Australian law because you have:

- been sentenced to death, imprisonment for life or imprisonment for 12 months or more
- been convicted of a sexually based crime involving a person aged under 18 years by an Australian or foreign court
- had a charge proven for a sexually based crime involving a person aged under 18 years, even if you were discharged without conviction.

More information is available at [Character requirements for visas](#)

WORKING IN AUSTRALIA AND FAIR WORK OMBUDSMAN

Legal Services & How to Access

Students have access to free, confidential and independent legal services in Australia.

- Workplace issues (underpayment, unfair treatment)
- Rental and accommodation disputes
- Consumer rights and contracts
- Visa-related concerns

There is no cost for initial advice. Confidential and independent. Accessing legal help does NOT affect your visa status. See Part 10 for the contact details.

Fair Work Ombudsman

International students have the same workplace rights as all other workers in Australia.

The Fair Work Ombudsman (FWO) is an independent government agency that provides free advice and assistance to all workers to help them understand these rights. Contact details is available at Part 10 of this Student Handbook.

For more information on working in Australia as an international student, visit:

www.fairwork.gov.au/internationalstudents

Below are links to the FWO tools and resources most relevant to international students:

This short video on YouTube provides information about working in Australia. It's available in many languages:

<https://www.youtube.com/playlist?list=PLu9hkBtGA1TswFouDgVkJFsp7GC-v4OxT>

Download the free Record my Hours app to keep track of your working hours. It is available for both Apple and Android and developed with young visa workers in mind. You can also keep other work-related information such as your roster using the app. This app is also available in 18 different languages: <https://www.fairwork.gov.au/app>.

Use the PACT Calculator (Pay and Conditions Tool) to find your correct pay rate and other entitlements at work:

<https://calculate.fairwork.gov.au/findyouraward>

The Anonymous Report is an online interactive form that allows you to report a workplace concern anonymously:

www.fairwork.gov.au/tipoff

TRANSFER BETWEEN REGISTERED PROVIDERS

If you are thinking about changing your course and education provider, you need to ensure that you continue to meet the conditions of your student visa. In some cases, you will need to apply for a new student visa.

Student Visa Condition 8202 states that you must:

- remain enrolled in a registered course (if you are a Foreign Affairs or Defence sponsored student or a secondary exchange student you must maintain full-time enrolment in your course of study or training)
- maintain enrolment in a registered course that is the same [Australian Qualifications Framework \(AQF\) level](#) or higher for which we granted your student visa, unless changing from AQF level 10 to level 9. See: [Change in study situation](#).
- maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

If you are holding a student visa, you must stay enrolled at the same or higher course level (unless you are dropping from a Doctoral degree - PhD to a Master's degree), or you may be breaching condition 8202 of your visa and your visa might be cancelled.

[The Australian Qualification Framework \(AQF\)](#) sets course levels.

You will generally need a new student visa if you want to change your main course of study to:

- a lower AQF level course
- a non-AQF course

This is the case even if the new course is with the same education provider.

You would need to apply for a new visa in these example situations:

- You are studying a Bachelor of Science (AQF Level 7). You want to change to a Diploma of Accounting (AQF Level 5) at the same institution.
- You are studying a Certificate IV (AQF Level 4). You want to transfer to an ELICOS course (non-AQF course) at a different institution.

Visit: <https://immi.homeaffairs.gov.au/change-in-situation/study-situation>

Further information about the impact of changing courses or education institutions is available on the Department of Immigration and Border Protection's website at <https://immi.homeaffairs.gov.au/change-in-situation/study><https://immi.homeaffairs.gov.au/change-in-situation/study-situationsituation#>

Before you consider enrolling at another institution, refer to ***Ozford's Transfer between Provider Policy and Procedure*** to learn how your request will be processed. It is also advisable to meet with the Student Services team to discuss your options.

PART 9: OZCONNECT – BEYOND OIHE

Students from all over the world come to Melbourne and Brisbane to study. Study Melbourne and Study Queensland provide services, advice and support for international students. There are also other external organisations that provide help, support and opportunities for students to engage with the community and enrich their study experience.

STUDY MELBOURNE CENTRE

The Study Melbourne Student Centre is a free and confidential support and welfare service for international students studying in Victoria. Call its 24-hour phone line on 1800 056 449 (free call from landline phones) or visit

[Study Melbourne | Study Melbourne](#)

[Living here | Study Melbourne](#)

There is a range of services that Study Melbourne can provide to students, including a quiet study space with Wi-Fi and free printing, caseworkers to help with personal and welfare issues, job seminars and resume check, free legal advice and information sessions about accommodation, health, work rights and legal problems.

You are welcome to drop in between 9am and 5pm (excluding public holidays), Monday to Friday to access free support, information and contacts to help you enjoy living and studying in Victoria.



Address: 17 Hardware Lane, Melbourne, VIC 3000.

Phone number: 1800 056 449

[Our Hub | Study Melbourne](#)

[City of Melbourne](#)

The City of Melbourne welcomes students from all over the world to Melbourne to study. City of Melbourne provides a range of programs, events and support for international students.

The Couch is dedicated to providing international students with a safe place to make friends, learn new skills, have fun, access free cooked meals, give back through volunteering, and connect with the local community through events and activities. The Couch is an initiative of the City of Melbourne and the Salvation Army Melbourne Project 614.

Address: The Salvation Army Melbourne Project 614, 69 Bourke Street, Melbourne 3000

Opening hours: 6pm to 8.30pm, Monday to Thursday.

Cost: Free for international students. A free meal is provided.

Follow The Couch - International Student Centre on [Facebook](#)^{External link} and [Instagram](#)^{External link} for updates.

The Lord Mayor's Student Welcome is a free, yearly event that welcomes new and returning students to the city and celebrates international students' contributions to Melbourne's cultural life and diversity. Each year the event takes place at a different iconic location in Melbourne at the start of the semester. Previously the event has been held at the Sidney Myer Music Bowl, Immigration Museum, Queen Victoria Night Market and Moomba festival.

Follow us on Instagram and Facebook and subscribe to our newsletter for more updates.

[International students | City of Melbourne](#)

[What's on in Melbourne](#)

What's on in Melbourne provides things to do, things to eat, shopping, and other information about Melbourne.

[What's On - City of Melbourne](#)

STUDY QUEENSLAND

Study Queensland provides information and resources for international Students studying in Queensland, including support for Student life, wellbeing, accommodation, work rights and settling into Brisbane.

Visit: <https://www.studyqueensland.qld.gov.au/> and [Safety and Support](#)

[1800QSTUDY International Student Support Hotline](#)

If you have questions about living in Brisbane and don't know who to ask, call 1800QSTUDY (1800 778 839). This 24/7 hotline has been set up to assist international students in Queensland.

The hotline can help answer questions about things like employment, the local health system, and it offers after-hours support and translation services. Note: This is not an emergency number – if you require the police, fire or ambulance, please dial Triple Zero (000).

[What's on in Brisbane](#)

The website provides Brisbane's lineup of events and activities each week - from arts and culture to festivals, sports, and family fun!

[What's on this week in Brisbane](#)

INTERNATIONAL STUDENT REPRESENTATION

Australian Federation of International Students (AFIS) and the Council of International Students Australia (CISA) are two Australia's peak representative organization for international students. Students are welcome to sign up with CISA and AFIS to get involved with the activities and programs organised by CISA and AFIS to enrich their study experience in Australia.

[AFIS - Australian Federation of International Students | Melbourne VIC | Facebook](#)

[\(7\) Council of International Students Australia Inc.: Overview | LinkedIn](#)

CONSUMER AFFAIRS VICTORIA

Knowing your consumer rights will help you avoid problems when you buy products or services. View our information on:

- [Products and services](#) - your rights when buying in a store, online, at your door, or by phone
- [Mobile phone contracts](#) - read our tips before you sign a contract
- [Cars](#) - buying a new or used car
- [Scams](#) - how to identify and avoid common scams.

Contact details is available at Part 10 of this Student Handbook.

OFFICE OF FAIR TRADING QUEENSLAND

Knowing your consumer rights will help you avoid problems when you buy products or services. View our information on:

[Your rights | Your rights, crime and the law | Queensland Government](#)

[Consumer rights, complaints and scams | Your rights, crime and the law | Queensland Government](#)

MELBOURNE AIRPORT

Melbourne Airport, sometimes called Tullamarine by locals, is the city's primary international airport. It's a convenient gateway for international and domestic travellers.

Melbourne Airport is conveniently located 20 kilometres north-west of Melbourne's Central Business District (CBD), making it the closest airport to the city. The airport is well-connected to the city centre and Metropolitan airport through the Tullamarine Freeway, offering quick and easy access by bus, taxi, ride-share, or car.

Bus services

1. **SkyBus:** Offers a seamless bus connection to Melbourne city with frequent services between Melbourne Airport and Southern Cross train station in Melbourne's city centre.
2. **Free Shuttle Bus:** 24/7 service between the Value Car Park and airport terminals.
3. **Private Shuttles:** Connect passengers to the surrounding off-airport car parks and hotels.
4. **Public Buses:** Timetabled services operated by Public Transport Victoria (PTV).
5. **Regional and Charter Buses:** Direct services to regional destinations like Geelong.

For detailed bus schedules, fares and ticket information, visit the [Melbourne Airport website](#).

[Flying into Melbourne | Study Melbourne](#)

BRISBANE AIRPORT

Students arriving in Brisbane can use Airtrain from Brisbane Airport to Brisbane City stations or other transport options such as taxi and rideshare.

The Brisbane Airport Visitor Information Centre and airport ambassadors can assist with general arrival information. Students should check current Airtrain fares, payment options and service times before travel:

<https://translink.com.au/travel-with-us/airport-services>



PART 10: OZSOS – EMERGENCY, HEALTH & WELLBEING, CRISIS & LEGAL SERVICES CONTACTS*

EMERGENCY CONTACTS

Fire/Ambulance/Police

In case of emergency requiring fire brigade, police or ambulance, dial: **triple zero 000**.

This telephone number should only be called in life threatening or emergency situations and is not for general medical assistance. When the operator answers, the following information should be provided:

- type of emergency service needed (Police, Ambulance or Fire)
- your location (State, Suburb, Street and nearest Cross Street)
- your house number and location
- Any other information requested of you.

Other Emergency Contacts - 24 Hour Helpline

Organisation Name	Phone	Website/Email
Poisons Information Centre		
Victoria	131 126	www.austin.org.au/poisons
Queensland	131 126	About us Queensland Poisons Information Centre
Nurse on Call (health advice from a registered nurse)	1300 606 024	W: NURSE-ON-CALL: 1300 60 60 24 healthdirect
13 HEALTH—Health advice over the phone (Queensland)	13 HEALTH (13 43 25 84)	13 HEALTH—Health advice over the phone Health Queensland Government
Victoria State Emergency Services (SES – control agency for flood, storm, tsunami and earthquake in Victoria)	132 500	W: www.ses.vic.gov.au
Emergency services and safety in Queensland		Emergency services and safety Queensland Government
Vic Emergency Hotline (provides information during and after major incidents in Victoria)	1800 226 226	W: emergency.vic.gov.au/respond/
Translating and Interpreting Services (TIS National)	131 450	W: https://www.tisnational.gov.au/
Victoria Police or Queensland Police		Victoria Police Home Queensland Police Service

24 Hour Counselling / Helpline

Organisation Name	Phone	Website/Email
Lifeline Australia (Crisis Support & Suicide Prevention)	13 11 14	W: www.lifeline.org.au
Beyond Blue (Support for anxiety or depression)	1300 22 4636	W: www.beyondblue.org.au
Kids Helpline (counselling for young people aged 5 to 25)	1800 55 1800	W: www.kidshelpline.com.au
1800 RESPECT (National Sexual Assault, Domestic Family Violence Counselling Service)	1800 737 732 Interpreter: 131450	W: www.1800respect.org.au
Counselling Online (Free Drug and Alcohol Counselling)	1800 888 236	W: https://www.counsellingonline.org.au/

HEALTH AND WELLBEING SUPPORT CONTACTS

Organisation Name	Phone	Website/Email
National Home Doctor Service (after hours medical care)	137425	W: https://homedoctor.com.au/
Headspace (Information and support for young people)	(03) 9027 0100	W: https://headspace.org.au/
Head to Health (digital mental health resources)		W: https://headtohealth.gov.au/
SANE (support for mental health)	1800 187 263	W: www.sane.org/
Quit line (to help people give up smoking)	13 78 48 (8am to 8pm Mon to Fri)	W: www.quit.org.au/
Child Protection (Advice or to	13 12 78	W: Report an incident or crime Victoria Police

Organisation Name	Phone	Website/Email
report concerns about child abuse after hours)		
Safe Steps Family Violence Response Centre	1800 015 188	W: www.safesteps.org.au
Sexual Assault Crisis Line Victorian Centres Against Sexual Assault Brisbane	03 9635 3610/ 1800 806 292	Sexual Assault Crisis Line » Sexual Assault Crisis Line Sexual Assault Services Information – WWILD – SVP Brisbane Sexual Assault Helpline Queensland - DVConnect
Sexual Health Centre Melbourne Brisbane	03 9341 6200	W: https://www.mshc.org.au Sexual health services in Queensland Queensland Health
WIRE (Women’s Information and Referral Exchange)	1300 134 130	W: https://www.wire.org.au
Mensline (support, information and referral service for men with family and relationship concerns).	1300 789978	W: https://mensline.org.au
Queerspace (support for the LGBTIQ+)	03 9663 6733	Our Services - drummond street
QLife (counselling and referral service for LGBTIQ+ people)	1800 184 524	QLife - Support and Referrals

Organisation Name	Phone	Website/Email
Support for LGBTQIA+ young people in Brisbane		Support for LGBTQIA+ young people Youth Queensland Government
Eating Disorders (help with eating disorder) Victoria Queensland	1300 550 236	https://eatingdisorders.org.au/ Eating Disorders Queensland - Home
The First Stop (Alcohol & drug support)	1300660068	W: https://thefirststop.org.au/
Direct Line (Victoria alcohol & drug support)	<ul style="list-style-type: none"> use an OIHE email address, or anything else that connects the student to OIHE, when making public comment; 	W: https://www.directline.org.au/
ADIS – 24/7 Alcohol and Drug Support Queensland	1800177833	Adis QLD Homepage Adis
Gambling Help Online	1800 858 858	W: www.gamblinghelponline.org.au/
Road Trauma Support Services	1300 367 797	W: https://rtssv.org.au/
Child Abuse Prevention	02 9716 8000	W: https://childabuseprevention.com.au/

Organisation Name	Phone	Website/Email
ARCAP (ACA & PACFA registered counsellors & psychotherapist)	1300 784 333	W: https://www.arcapregister.com.au/ W: https://www.theaca.net.au/find-registered-counsellor.php https://www.theaca.net.au/find-registered-counsellor.php
Psychotherapy and Counselling Federation of Australia (PACFA)		W: https://www.pacfa.org.au/

LEGAL / CONSUMER/ WORK SERVICES

Organisation Name	Phone	Website/Email
Victoria Legal Aid (free information about the law and legal help)	1300 792 387	W: https://www.legalaid.vic.gov.au/
Youth Law – At Frontyard (free legal advice for under 25)	03 9611 2412	W: http://youthlaw.asn.au
Community Legal Centres Victoria Queensland		www.fclc.org.au Community Legal Centres - Legal Aid Queensland
1800 QSTUDY	1800 778 839	1800QSTUDY 24/7 Student Support
Legal Aid Hotline Queensland		Home - Legal Aid Queensland
Court Network (support and referral to people going to court)	1800 681 614 or 1800 267 671	W: https://courtnetwork.com.au/
Fair Work Ombudsman	13 13 94	W: https://www.fairwork.gov.au/
Consumer Affairs	1300 55 8181	W: https://www.consumer.vic.gov.au/
Office of Fair Trading Queensland		Your rights Your rights, crime and the law Queensland Government
Tenants Victoria	03 9416 2577	W: https://www.tuv.org.au/
Queensland Residential Tenancies Authority (RTA)	1300 366 311	https://www.rta.qld.gov.au/ .

Organisation Name	Phone	Website/Email
Queensland Statewide Tenant Advice and Referral Service (QSTARS)	1300 744 263	https://qstars.org.au/ .
National Students Ombudsman		https://www.nso.gov.au/
Overseas Students Ombudsman		https://www.ombudsman.gov.au/about/overseas-students
Tertiary Education Quality and Standards Agency		https://www.teqsa.gov.au/about-us/contact-us/raising-complaint-or-concern
Resolution Institute		https://www.resolution.Institute/contactus
Administrative Appeals Tribunal (AAT)		https://www.aat.gov.au/
Victorian Equal Opportunity and Rights Commission		Victorian Equal Opportunity and Human Rights Commission Victorian Equal Opportunity and Human Rights Commission
Queensland Human Rights Commission		QHRC Queensland Human Rights Commission
Australian Human Rights Commission (AHRC)		humanrights.gov.au
Fair Work		Visa holders and migrants - Fair Work Ombudsman
ESOS Act and National Code		The ESOS legislative framework - Department of Education, Australian Government

PART 11: OZEDGE – AROUND OIHE

MELBOURNE CAMPUS

OIHE Melbourne campus is located in Melbourne CBD.

Melbourne is a welcoming city with venues, services and facilities designed to make your trip into the city accessible, easy and enjoyable. Find out more about Melbourne's Accessible amenities. Visit:

<https://whatson.melbourne.vic.gov.au/visitors/accessibility/Pages/Accessibility.aspx>

BRISBANE CAMPUS

The Brisbane campus is located at 433 Boundary Street, Spring Hill QLD 4000, close to Brisbane CBD, Central station, bus services and the free Spring Hill Loop bus. Brisbane students should use Translink for public transport planning and Study Queensland for state-based student information and support.

MEDICAL CENTRES NEAR OIHE

Healthcare facilities are abundant throughout Melbourne and international students are able to access facilities with through their health insurance provider. Here are a list of some medical centres close to the CBD.

Melbourne Campus:

<p>William Angliss Medical Centre</p> <p>Address: L2, 555 La Trobe Street Melbourne VIC 3000</p> <p>Phone: 03 9606 2208</p> <p>Hours: 8.30am to 5.00pm Monday to Friday excluding public holidays</p> <p>Fees: Local (Medicare) full time students' bulk billed, no gap fee for OSHC students</p>	<p>La Trobe Street Medical Centre</p> <p>Address: Shop 152, Level 1 Melbourne Central</p> <p>Phone: 9650 0023</p> <p>Hours: Monday to Friday, 8.30am – 5.00pm, Saturday, 10.00am – 6.00pm, Sunday, 11.00am-6.00pm.</p> <p>Fees: Local (Medicare) full time students' bulk billed, no gap fee for OSHC students</p>
<p>Melbourne City Medical Centre</p> <p>Address: 68 Lonsdale St, Melbourne VIC 3000</p> <p>Phone: (03) 9639 9600</p> <p>Hours: 8:30am–6pm Monday to Saturday Closed Sunday and Public Holidays</p> <p>Fees: General Consultation Fee \$70-\$120, International students \$40 gap fee applies.</p>	<p>QV Medical Centre (Located in QV)</p> <p>Address: Level 7, 1 Elizabeth St Melbourne VIC 3000</p> <p>Phone: 9662 2256</p> <p>Hours: Monday to Friday, 9am-8pm; Saturday 10-4.00pm and Sunday 10.30-4.30pm</p> <p>Fees: Local (Medicare) fulltime students bulk billed, International Students \$65 (no gap).</p>

<p>Swanston Street Medical Centre</p> <p>Address: Level 3, 255 Bourke St., Melbourne</p> <p>Phone: 9205 7500</p> <p>Hours: Monday to Thursday 8.30am – 6.00pm, Friday 8.30am – 5.00pm, Saturday 9.00am - 1.00pm</p> <p>Fees: Local students bulk-billed, International students \$20 gap fee applies.</p>	<p>NATIONAL Home Doctor- DOCTOR TO YOUR DOOR **</p> <p>Address: Melbourne VIC 3000</p> <p>Phone: (03) 94295677 or 137425</p> <p>Hours: Monday to Friday 4.00pm to 8.00am. Saturday 10.00am onwards, 24 hours on Sunday and Public Holidays</p> <p>Fees: No gap fee. Bulk billed</p>
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Brisbane Campus:

<p>Royal Brisbane and Women’s Hospital Emergency and Trauma Centre:</p> <p>Butterfield Street, Herston QLD 4029.</p> <p>Website: https://metronorth.health.qld.gov.au/rbwh/healthcare-services/emergency</p>	<p>Mater Hospital Brisbane</p> <p>Adult Emergency:</p> <p>Raymond Terrace, South Brisbane QLD 4101.</p> <p>Phone: 07 3163 8484. Website: https://materonline.org.au/services/emergency</p>
<p>St Andrew’s War Memorial Hospital Emergency Centre:</p> <p>North Street, Spring Hill QLD 4000.</p> <p>Website: https://qfinder2.health.qld.gov.au/HealthServiceProvider/Index/e70d62bd-7637-e611-80d2-00505601056f</p>	

FOOD OUTLETS AND SHOPPING

Melbourne Campus

Melbourne city is renowned for its diverse, affordable and quality food offerings. There are many food outlets in close proximity to Ozford, opening at various hours with different variety and price range that suites your preference. Below are some popular places that students like to frequent:

<p>VN Wrap and Roll Café-Take Away Restaurant</p> <p>Address: 324 King St, Melbourne, VIC 3000</p> <p>Open: breakfast and lunch</p>	<p>Sbriga Espresso Bar</p> <p>Address: 3/280 King St, Melbourne VIC 3000</p>
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	Open: breakfast and lunch
<p>Frescatis Fine Foods</p> <p>Address: 469 La Trobe St, Melbourne VIC 3000</p> <p>Open: breakfast and lunch</p>	<p>Biryani House</p> <p>Address: 343 King St, Melbourne VIC 3000</p> <p>Open: lunch</p>
<p>Gangnam Pocha</p> <p>Address: 1/270 King St, Melbourne VIC 3000</p> <p>Open: lunch and dinner</p>	<p>The Worker Food Room</p> <p>Address: 472 Little Lonsdale St, Melbourne VIC 3000</p> <p>Open: breakfast and lunch</p>

Brisbane Campus

Spring Hill and the nearby Brisbane CBD have a range of cafes, takeaway food, supermarkets and restaurants within walking distance or a short public transport trip from the Brisbane campus. Examples near Boundary Street include Sisco BCL, Shop 1, 500 Boundary Street, Spring Hill, and Bishamon Japanese Restaurant in Spring Hill. Students should check current opening hours, menus, prices and dietary information before visiting.

For groceries, daily essentials and shopping, Brisbane students can use supermarkets and retail precincts in Spring Hill and Brisbane CBD, including Queen Street Mall and nearby city shopping centres. For local events, dining and activities, students can refer to Visit Brisbane and Brisbane City Council information.

[Visit Brisbane | Start planning your trip.](#)

[Things to see and do | Brisbane City Council](#)

Melbourne Campus

There are plenty of websites and apps to help you feel like a Melbourne local in no time.

Free public Wi-Fi is available outdoors in the Melbourne central business district (CBD) including Bourke St Mall, Queen Victoria Market, Melbourne Convention and Exhibition Centre, Melbourne Museum and on platforms at CBD train stations.

Melbourne is famous for its fantastic food, coffee, and nightlife. With so many places to enjoy our world-class hospitality, it can be hard to know where to choose! Zomato helps you find good bars, restaurants, and cafes across the city. It provides user-generated reviews and ratings on things like food, service, and atmosphere, and includes photos and menu listings.

Queen Victoria Market is the perfect place to stock up on all your fruits, vegetables, meats and fish. There are also loads of stalls with general merchandise at bargain prices. The cheapest deals on food happen just before closing hours when stall holders sell the last of their goods for a fraction of the cost.

Other outstanding shopping experiences include The Emporium, Melbourne Central, Bourke St Mall and The District Docklands for all the biggest local and international brands. South Wharf DFO (Direct Factory Outlets) is where you get the best bargains in town.

Student discount is available at some retailers, including some online stores, so it is always worth to check out if discount is available before you make a purchase. Some discounts available for students are published on the following links:

[Living here | Study Melbourne](#)

<https://www.myunidays.com/AU/en-AU> <https://studentedge.org/>

Apps and information for Brisbane

For Brisbane, students can use Translink, Study Queensland, Visit Brisbane, Brisbane City Council information and common map or review apps to find transport, events, services, cafes and restaurants. Students should check venue accessibility, opening hours and safety information before travelling.



LIBRARY FACILITIES

City of Melbourne Libraries has six branches across the municipality, located in the central city, Carlton, Docklands, East Melbourne, North Melbourne and Southbank. Visit:

<https://www.melbourne.vic.gov.au/community/libraries/locations/Pages/locations.aspx>

Visit: <https://www.melbourne.vic.gov.au/community/sports-recreation/Pages/sports-recreation.aspx>

Brisbane City Council Libraries operate across Brisbane and provide library spaces, collections, computers, Wi-Fi and study facilities. Brisbane students can search for nearby libraries and opening hours at

<https://www.brisbane.qld.gov.au/things-to-see-and-do/council-venues-and-precincts/libraries>.

SPORTING AND RECREATIONAL FACILITIES

Melbourne City Baths

There is an extensive range of services - from gym, group fitness classes, cycle studio and squash courts to reformer Pilates beds, stretching areas and more. They also have massage services to help you relax and recover. If you prefer lapping up your fitness in the water, the Melbourne CBD's largest 30 metre indoor pool, spa and sauna are open year round.

Address: 420 Swanston Street, Melbourne, VIC 3000.

Opening Hours:

Monday to Thursday: 6am to 10pm

Friday: 6am to 8pm

Saturday and Sunday: 8am to 6pm

North Melbourne Recreation Centre

North Melbourne Recreation Centre runs social basketball throughout the week and swimming lessons in the warmer months. If you are looking for serious results and maximum fun, then you should consider joining boot camp run by expert personal trainers who will help you reach your health and fitness goals. **Address:** 204-206 Arden Street, North Melbourne, VIC 3051 **Opening hours:**

Monday to Friday: 6am to 9pm

Saturday and Sunday: 8am to 6pm

Carlton Baths

If you enjoy social sports, join in on one of their weekly stadium sports competitions, including netball, basketball and badminton or you can swim or work out at the gym. You can register your interest by contacting the customer service team on (03) 9347 3677 or sending an email to carltonbaths@ymca.org.au.



Address: 248 Rathdowne Street, Carlton, VIC 3053

Opening Hours: Monday to Friday: 6am - 10pm

Saturday to Sunday: 8am - 8pm *Pool closes at 7.45pm

Pools and Water parks in Brisbane

Brisbane City Council has 22 swimming pools across the city which provide opportunities for fun, fitness and recreation. Visit a Council pool to cool off, relax, enjoy water play, or improve your fitness with lap swimming or a group fitness class.

[Find pools and water parks | Brisbane City Council](#)

Active and healthy activities in Brisbane

Discover free and low-cost ways to get moving, meet new people and feel great across Brisbane. Whether you're into paddleboarding, Pilates or boxing, there's something for every pace and every person.

[Active and healthy activities | Brisbane City Council](#)

EVENTS AND FESTIVALS

Melbourne

Find out [what's on in Melbourne](#) with all the latest events, restaurants, shopping destinations and things to do. Visit: <https://whatson.melbourne.vic.gov.au/Pages/Home.aspx>

Internationally renowned events include the Australian Open Tennis in January, International Comedy Festival in April and International Film Festival in August. White Night in February is when the whole city is bathed in light, colour and sound from dawn to dusk. Lunar New Year is the reason for much excitement in Melbourne including feasts, parades and festivals.

Brisbane

For Brisbane events, festivals, restaurants, shopping and things to do, visit <https://visit.brisbane.qld.au/> and Brisbane City Council event information.

*The information is provided by OIHE and whilst we endeavour to keep the information up-to-date and correct, we make no representations or warranties of any kind with respect to the information contained on the list for any purpose.

