



OZFORD
Institute of Higher Education

(CRICOS No. 03429B)

2021
Student Handbook



CONTENTS

ORGANISATIONAL CONTACTS	3
Part 1: ABOUT OZFORD	3
Ozford Programs.....	4
Ozford Facilities	5
Part 2: OZLEARN – ACADEMIC INFORMATION	8
Course Materials.....	8
Assessment.....	8
Academic Conduct	9
Learning Management Systems- Moodle.....	9
Academic and Learning Support	10
Academic Records.....	11
Part 3: OZCONDUCT– CODE OF CONDUCT	13
Use of IT Facilities and Services	15
Building Regulations	17
Part 4: OZSUPPORT– STUDENT SUPPORT AND SERVICES	18
Student Services Desk.....	18
Arrival, Orientation and Transition	18
Health and Wellbeing	18
First Aid Services.....	19
Job, Career and Further Study	20
Emergency, Legal and Crisis Assistance	20
Liaison and Advocacy Support	21
Bullying and Sexual Harassment Support	21
Financial Support	22
IT Support	22
Support for Students with Special Needs	22
Part 5: OZWAY– POLICIES AND PROCEDURES	23
Part 6: OZLIFE– STUDENT LIFE	26
Information Sessions and Social Events.....	26
Change of Personal Details	26
Accommodation	26
Safety and Security	29
Campus Safety	29
Personal Safety	29
Fire Safety	30
Family Safety.....	30
Travel Safely.....	31
Water Safety	31
Sun Safety	31
Health Insurance.....	31
Health Care	31
Student Life – Must Know Tips	32
Awards, Graduation and Alumni.....	33
Part 7: OZVISA – INFORMATION FOR STUDENT VISA HOLDERS	34
Working in Australia	34
Completion within Expected Duration of Study	35
Part 8: OZCONNECT – BEYOND OZFORD	35
Study Melbourne Centre	35
International Student Representation.....	36
Consumer Affairs Victoria	36
Fair Work Ombudsman.....	36
Problems with your education course	36
Recreational Facilities.....	37
Part 9: OZSOS – Emergency, Health & Wellbeing, Crisis & Legal Services*	38
Emergency Contacts	38
Health and Wellbeing Support.....	39
Part 10: OZEDGE – AROUND OZFORD	41
Food Outlets.....	41
Shopping.....	42
Festivals	42

ORGANISATIONAL CONTACTS

Student Official Contact:

Student Services and Administration Email: oihess@ozford.edu.au Phone: 8663 7188

Other Contacts:

Academic Dean Email: Available on Moodle	Head – Student Services & Admin Saranya Tosomran Email: saranya@ozford.edu.au
Head of Department Email: Available on Moodle	IT Services Email: itservicedesk@ozford.edu.au
Student Welfare Email: welfare@ozford.edu.au	

PART 1: ABOUT OZFORD

Ozford Institute of Higher Education (Ozford/OIHE) is delighted to extend a very warm welcome to you. We are glad you are here. You have made a great choice in coming to Ozford, an innovative institute located in the heart of Melbourne offering Higher Education programs.

New students are valued at Ozford. We want to ensure you are provided with all the information you need so we recommend you read through this handbook thoroughly to settle in and get connected with Ozford. You will find the information in this handbook useful in helping you to adjust to studying and to life at Ozford and Australia. We run an orientation program to welcome all new students. It is a great opportunity for you to meet other students, many of whom come from different parts of the world.

We wish you every success in your studies at Ozford and once again, “Welcome”!

Ozford is located in the heart of Melbourne and it is easily accessed by the public transport system. Flagstaff and Southern Cross Stations are the closest railway (train) stations.

Campus Location/Address: 310 King Street, Melbourne VIC 3000

Telephone: +61 3 8663 7188

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

OZFORD MISSION, VISION AND VALUES

Our Philosophy

Ozford is committed to providing quality educational programs for students to achieve their educational and personal goals and embrace lifelong learning. Ozford fosters a personalised environment where students can develop skills and values to 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 offered to students to excel academically and to 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. Ozford is committed to the achievement of excellence in education. A student's success is Ozford'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 Ozford 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 Ozford community and the broader Australian and global community.

Ozford Programs

Bachelor of Business (Accounting) (CRICOS: 088193C)

The Bachelor of Business (Accounting) course prepares students for a career in a variety of accounting and finance related positions in accounting practices large and small, from small businesses to large corporations to financial institutions and government agencies.

Bachelor of Business (CRICOS: 088192D)

The Bachelor of Business allows students to complete specialisation from either **Management, Accounting or Marketing** to increase their employability potential. Each of the programs have been designed to provide essential knowledge and skills while preparing graduates for a variety of career opportunities.

Diploma of Business (Higher Education sector) (CRICOS: 088194B)

The Diploma of Business program is designed to provide a range of study options for student who either do not seek or are unable to commit the time required to complete a full undergraduate Bachelor degree. Alternatively students might use the diploma as a pathway into the Bachelor of Business and Bachelor of Business (Accounting) degrees as the diploma program comprises the 'core' units of the Bachelor programs.

For more information on the courses we provide please visit the Institute's website.

Ozford Facilities

At Ozford we are proud of the various accessible facilities that help provide our students with a positive and comfortable learning experience to thrive and succeed. Ozford has been fitted out with modern facilities, furnishings and fittings for students' engagement and interactions – both during and outside class times.

Classrooms and Lecture Theatre

There are more than 10 classrooms and a full size Lecture Theatre on campus. The classrooms are designed to maximise 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 projector, noticeboards and seating layouts that provide opportunities for interactions and effective educational delivery.

Library

Ozford Library is the one-stop student resource centre. It is well-equipped with computer workstations, equipment for printing, copying and scanning, as well as a comprehensive collection of books and resources, including newspapers, magazines, CDs and DVDs.

Ozford encourages students to participate in academic interaction outside class. The Ozford library plays a key role in this by providing quiet spaces for research and assignment preparation and offering students to have discussions and form study groups.

Within the library are the following resources and facilities:

- Desktop computers that can be used by staff and students without the need to book.
- Printers.
- Laptops.
- Tables and chairs of various sizes and seating arrangements.
- Electronic equipment such as calculators, projectors, and cameras for students to use within the library.
- Books, including fiction and non-fiction.
- Journals and periodicals, available in hardcopy or electronically.
- CDs and DVDs

Online, students have access to the following:

- Information literacy resources on the Ozford Student Learning Management System (Moodle)
- Articles from Business Source Complete and Regional Business News databases through *EBSCO*host.
- The library catalogue, which is fully accessible via mobile devices.

During orientation, new students are introduced to the library, the physical and electronic resources and the databases that are available. This is in addition to the academic writing and research skills workshops conducted by the Academic Skills Advisor.

The Librarian is always happy to direct you down the path of individual learning. This includes guiding students to the prescribed or recommended reading for the units enrolled, understanding assessment requirements, recommending reading materials to expand your learning horizons and teaching you the effective use of your database and essay referencing styles.

Library Opening Hours: Monday to Friday, 8:30am – 5:00pm

You can search for Ozford library items at <https://ozford.functionalsolutions.com.au/>

Higher Education students can borrow up to two items at a time. You will need to return them within 7 days. All prescribed textbooks need to be returned within three hours.

Student Common Areas

The Student Common Area on Level 9 is a comfortable place for students to relax, recharge and socialise with other students. This area provides couches, tables and desks, microwaves, refrigerators and games. We even have a piano! There are also other casual seating areas on campus for students to use. Please keep these areas clean and tidy at all times. Refer to your campus map for more information on where common and seating areas are located. Access to these areas are available every weekday 8.30 am to 5.00 pm.

Group Study/Meeting Spaces

For students who prefer to conduct group meetings outside the library group study and meeting spaces are available for students to use for group meeting and discussions every weekday from 9am to 5pm. The spaces are equipped with whiteboards and data projectors. Students are free to approach Student Services and the Information Desk to make a free booking. Room bookings can be made on the hour and each booking is limited to 2 hours per day. Students are required to supply names and student IDs of group attendees and vacate the room when booking time is up. The rooms must be kept in its original condition and set up after 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 the Institute. There are 4 IT 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 the Institute 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.

Computer Login, Email and Moodle access

All students are provided with an individual secure computer login, Ozford email and Moodle accounts. Individual usernames and passwords will be provided to students during orientation. Students are able to access Ozford 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 Ozford and students will be conducted via official Ozford email and Moodle accounts. Students should refrain from using private email accounts to contact Ozford. You must ensure that your Ozford email and Moodle accounts are checked regularly.

Wi-Fi

Free unlimited wireless internet is available on campus for learning purpose. Students are required to follow the Acceptable IT Use rules available in Student handbook.



Printing

Printers are available on each level of the campus. The cost of printing is \$0.10 per page in black and \$0.50 per page in color. Credit can be purchased at the Student Services Front Desk.

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

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 display the following information:

- Trimester calendar and upcoming events including exams and graduation
- Student Newsletters
- Weekly snapshot of Ozford news and updates
- Social activities and what's happening in Melbourne
- 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 Officers are the first point of contact for all enquiries. They can assist wide range of issues including public transport guidance, street directions, lost property etc. They can also refer you to the appropriate staff/department to provide students with coordinated support.



Lockers

There are lockers located on campus. Please email Student Services Officer (email: oihess@ozford.edu.au) to request the use of a locker. A deposit and a hire fee is required for the use of lockers.

Food and Drinks

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.

Students are welcome to utilise the student common area for food and drink consumption. Ozford provides access to microwaves and refrigerators in student common area.

Course Materials

Moodle contains resources and functions that facilitate student learning.

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

Assessment

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 in week 5) • 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 teamwork
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 AND GRADES POLICY on <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 Course Coordinator well before the due date, for assistance. Students are expected to maintain at least a minimum level of a pass in all units to meet satisfactory course progress.

Special Consideration

Students who have experienced disadvantage in completing assessments due to circumstances beyond their control (such as illness) may be eligible for special consideration. Student Services staff are available to assist student to submit an application for special considerations.

Academic Conduct

A high standard of academic honesty and integrity is expected of all students. Academic misconduct such as cheating or plagiarism will unfairly disadvantage another student. There are severe penalties for students found guilty of academic misconduct.

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, and 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 which has been previously submitted in another unit at the Institute or at another institution
- Copying: copying another student's work or using the same 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

Finding ways to get around assessment requirements and rules to gain an unfair advantage is also a form of academic dishonesty.

For further information, please refer to the Academic Integrity Policy on our website.

Learning Management Systems - Moodle

At Ozford 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 by student and staff

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 particular 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. Accessing via Ozford's on-campus Intranet:

Moodle can be easily accessed by logging on to one of Ozford's on-campus desktop Wi-Fi active computers. Authorised users need their username/password combination to log on to the computers. It takes the user to Ozford's Intranet. Under the Higher education drop box there is a link 'OIHE Moodle login'. Clicking this link will take the user to the Moodle site and the user need to put the username and password again to open the Moodle site. The Moodle site for each student will show the units they are either enrolled in.

2. Accessing via Ozford's on-campus computers:

The second option is to log on to an on-campus computer and open a web browser, such as, Chrome, Firefox, or Safari etc. and type the following address in the address bar:

<http://helms.ozford.edu.au/login/index.php>

This will take the user to Ozford's intranet site and then it is a matter of following the steps in (1) above to access the Moodle site.

3. Remote Access either on a computer or a phone or device

Via a computer:

Ozford'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 (<http://helms.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 Ozford'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: <http://helms.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 of the unit will refer students to the Head of Department if the support is required at a course level.

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

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

Ozford conducts weekly English support session. Students who require language support are advised to attend the English support session. Referrals to specialist support will be provided, if required. Support may be provided, as required, in the following areas:

Literacy

- Essential writing tasks.
- The use of group exercises for assessments.
- 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.
- Ensuring that documents and forms are written and formatted in plain English.
- Advice on using clear headings, highlighting certain key words or phrases.
- Providing explanations of all technical terms used.

Language

- Presenting information in small portions and speaking clearly, concisely and not too quickly.
- Giving clear instructions in a logical sequence.
- Use of practical examples in assessment.

- Encouraging students to ask questions which is sometimes not part of the educational culture of some overseas students.

Student Consultation

Oxford offers access to **student consultation** services, outside of the lecture and tutorial time, with your lecturers or tutors. 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 **Head of Department** 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 Head of Department.

If you are experiencing any academic issues, we strongly recommend making contact with your lecturers, the Head of Department or the Student Success Coach/Course Coordinator 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 at the Student Services Desk to make an order. Fees are payable when you lodge the order.

Making the most of your class

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 one another, 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– CODE OF CONDUCT

The Student Code and Conduct provides the framework and clarifies the standards of conduct that are expected of students at Ozford Institute of Higher Education (henceforth 'the Institute'). The four basic principles that underpin the Code of Conduct are:

- **Fairness**

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

- **Accountability**

Ozford, 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. Ozford will identify and specify responsibilities and accountabilities for decisions and processes in the resolution of any behavioural issue(s);

- **Appropriateness**

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

- **Communication**

The Code of Conduct and Policies and Procedures will be communicated clearly to the students and the manner of resolution of any breach by any person will be consistent throughout.

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

The 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 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, the Institute policy and procedures, and the Code of Conduct.

The Code of Conduct can be found at: <https://ozford.edu.au/higher-education/policies-and-procedures/>

3.1 Alcohol and Drugs

Ozford is an alcohol and drug free establishment. The consumption and or possession of alcohol and illegal drugs on Institute premises are strictly prohibited at all times. Students are forbidden from being on Institute property whilst under the influence of alcohol or illegal drugs. Smoking is prohibited on Institute property and within 4 metres of entrances and exits. Illegal activity will be reported to the relevant authorities.

3.2 Violence

Any form of violence in or outside the campus is prohibited and considered a serious misconduct. The reference to violence includes not only physical assault and/or battery but oral, written, electronic and online threats. It also includes assault or threats of a sexual nature and 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 the Institute is strictly prohibited and may constitute a criminal activity and be reported accordingly.

3.3 Bullying

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. Any form of bullying physical, verbal or online in or outside class is strictly prohibited.

3.4 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 Anti-Discrimination or Human Rights legislations. Discrimination and harassment in or out of class is strictly prohibited and will be subject to disciplinary action.

3.5 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. non-payment of fees); misuses, damages or steals Institute's property or the property of others; alters/defaces the Institute documents or records; prejudices the good name of the Institute, 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 the Institute;
- prejudices the good order and governance of the Institute or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the Institute;
- fails to comply with conditions agreed in the contract;
- fails to comply with the overseas student visa conditions;
- wilfully disobeys or disregards any lawful order or direction from the Institute personnel;
- refuses to identify him or herself when lawfully asked to do so by a staff member of the Institute;
- 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 the Institute, or on Institute premises or other premises to which the student has access as a student of the Institute;
- obstructs any member of staff in the performance of their duties;
- acts dishonestly in relation to admission to the Institute;
- knowingly makes any false or misleading representation about things that concern the student as a student of the Institute or breaches any of the Institute rules;
- alters any documents or records;
- harasses or intimidates another student, a member of staff, a visitor to the Institute, or any other person while the student is engaged in study or other activity as an Institute 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 the Institute;
- 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 the Institute premises while acting as an the Institute 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 the Institute or for which the Institute is responsible.

See also: Occupational Health and Safety Policy and Procedures

3.6 Academic Misconduct

The Institute 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 Procedures.

For further information, please refer to Student Code of Conduct Policy and Procedures.

Use of IT Facilities and Services

Information systems and computer networks are an integral part of the Oxford Institute of Higher Education's (the Institute's) business. The Institute has made a substantial investment to create and protect these systems. IT facilities and services are provided to users to support the strategic objectives of the Institute

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

3.1 Privacy

- 3.1.1 While the Institute desires to provide a reasonable level of privacy, users should be aware that the data they create or store on the Institute resources, or while using the Institute resources, is the property of the Institute.
- 3.1.2 Students are responsible for exercising good judgment regarding personal use of the Institute resources.
- 3.1.3 The use of the Institute resources for conducting business, which is not the business of the Institute, is strictly prohibited.
- 3.1.4 The use of personal data storage devices to transfer stored data to or from the Institute's IT resources is strictly prohibited unless undertaken with the full knowledge and written approval of the IT Services Manager and meets the security requirements specified in 4.2
- 3.1.5 The Institute may monitor users' use of the Institute resources.
- 3.1.6 The Institute may monitor the equipment, systems and network traffic of users at any time.
- 3.1.7 The Institute 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.

3.2 Security

- 3.2.1 Students are responsible for the security of their passwords and the use of the Institute resources via their accounts.
- 3.2.2 Passwords must remain secure and students should refrain from disclosing their password to any person and, from sharing accounts.
- 3.2.3 All PCs, laptops, tablets, mobile devices and workstations should be secured by logging off or locking the workstation when the system is unattended.
- 3.2.4 Institute email accounts are provided for academic and study related communications
- 3.2.5 Students may provide their Institute email address to known friends, family and associates.
- 3.2.6 Students must not copy, duplicate (except for backup purposes), disclose, or allow anyone else to copy or duplicate any confidential information.

3.3 External IT Equipment / Cloud services and solutions

- 3.3.1 Any external or personal equipment that students wish to be connected to the Institute's networks must first be approved by the Institute's IT services division. Approval is dependent on there being an active antivirus program running on the equipment within current antivirus definitions.
- 3.3.2 The accessing, storing and working on 'Cloud' services must abide by the same legislations and the Institute policies with regards to access, privacy, security and data breach.

3.4 Electronic Mail Guidelines

- 3.4.1 A signature should be present on all email correspondence.
- 3.4.2 The contents and size of student email accounts will be defined by the Institute's IT services division.
- 3.4.3 Some types of emails and attachments will be blocked by the Institute's systems to help secure the environment from spam, viruses, worms or other harmful software.

3.5 Personal Mobile Phone, Hand Devices and Computers

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 the Institute 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.

3.6 Prohibited 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 the Institute resources.

The following activities are expressly prohibited:

- violations of the rights of any person or the Institute 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 the Institute 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 the Institute business purposes only, where the employee has first registered the name and service with the Institute's IT services division and obtained his or her consent to such use);
- unless specifically for the Institute academic or business purposes, posting or subscribing to newsgroups, online discussion boards or email list groups;
- using the Institute 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 Institute's users, customers or potential customers to any third party; or outside the Institute;
- activities which discredit the Institute 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 IT department;
- unauthorised accessing, copying of the Institute 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 the Institute business (with the exception of the use of a third-party email server to send an email, where the return address is the Institute provided email address).

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

Building Regulations

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

- No smoking in the building.
- No smoking 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 those caught breaking the building regulations.



Ozford 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

Confused? Not sure where to go?

Come and see us at the Student Services Desk on Level 10, 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 orientation to help all new students. If you are new to Ozford, 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 Ozford, 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 Ozford or other organisations in Melbourne
- Upcoming information sessions and workshops on campus
- Survival guides for international student such as Australian culture, renting and working in Victoria

We'll regularly update you about happening at Ozford and in Melbourne 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, 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 Ozford and in Melbourne.

Health and Wellbeing

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.

There are many medical centres close to Ozford. Please approach the Student Services Desk if you need assistance with making a medical appointment. Alternatively, you can ring any of the medical centres listed at the back of this handbook to make an appointment.

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 the Institute. Students can make an appointment to see the HOSSA or Student Welfare Officer who has extensive experience with student support. 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.

Tuberculosis (TB)

According to Department of Home Affairs, international students from Asia, Africa, and the Indian sub-continent, South America or Eastern Europe are at a higher risk of being infected and getting sick from tuberculosis (TB).

Seek medical advice if you have any of these symptoms:

- cough or fever for more than two weeks
- excessive tiredness
- night sweats
- poor appetite and weight loss
- Coughing up blood.

International students who are diagnosed with TB while in Australia will not have to pay for medication to treat it as it will be covered by Overseas Student Health Cover (OSHC).

Personal Counselling and Psychologist Services

If necessary and with your consent, you will be referred to external counselling or psychological services free of charge. However, you are expected to pay for any fees charged by the external providers.

The external counselling practice we use is:

<p>Stephy Yu Counselling Services Ground Floor, 69 Canterbury Road, Canterbury, VIC 3126 Ph.: 0425884437 stephycounselling@gmail.com</p>	<p>Stephy Yu is a registered counsellor with the Australian Counselling Association (ACA)</p>
---	---

The external Clinical Psychologist we use is:

<p>Cherie Lacis Mediclinic Clayton W: http://www.mediclinicclayton.com.au/</p>	<p>Cherie Lacis is a registered clinical psychologist with the Australian Health Practitioner Regulation Agency (AHPRA) and a member of the Australian Psychological Society (MAPS).</p>
---	--

First Aid Services

Oxford is equipped to provide first aid where required during working hours. Whilst the Institute has staff trained in basic first aid and provides first aid supplies, it can provide basic first aid only. Serious injuries or illnesses will be referred to appropriate medical services which can provide more comprehensive medical assistance.

Our first aid-trained staff members are equipped with first aid kits, and are located on Level 10. They can administer some emergency treatment of injuries and illnesses, as well as assist with access to other medical facilities and services, if required.

Please approach the Student Services Front Desk on Level 10 if you require any first aid services. If this is not possible during an emergency, please notify any of our staff member.

Medical Emergency Procedures:

1. Be aware of your own safety and any present danger, such as fire, electricity or toxic emission.
2. If safe, help the injured/ill person by making them feel comfortable and removing them from the source(s) of danger.
3. Contact the nearest first aid officer to attend to the emergency.
4. Do not move the injured/ill person or leave them unattended, where possible.
5. If instructed by a staff member, dial 000 and advise Ambulance of details of the injured/ill person and direct them to the scene.

Job, Career and Further Study

At Ozford, we have a comprehensive Job Ready Program prepared and led by our Student Success Coach. The Student Success Coach collaborates with staff on curriculum and assessment, and supports students to create and maintain their success portfolios (OZFOLIO). Students are guided to self-assess, set goals and gain industry experience or internships related to their areas of study or interest and encourages them to view their portfolios as a reflection of how they might achieve their personal and career objectives.



Using the portfolio approach, The Student Success Coach will guide students through the entire process of gaining work experience – from preparing a resume to practising interview skills, and then applying for appropriate positions. Regular work related seminars are available.

Students can sign up for the work ready program and work coaching sessions by contacting the Student Success Coach directly.

Student Success Program on Moodle

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 Ozford.

Get involved

To get the most out of the program you should keep active through reading the available online resources; downloading the Oz templates, and taking action by actively engaging in the number of services offered by the Institute. It is never too early to start planning your future.

Together with support from your Success Coach you can complete a career plan, create your CV, write a cover letter, and create your 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.



Emergency, Legal and Crisis Assistance

In an emergency, please ring 000 for Police/Fire Department/Ambulance.

Please ensure you read and understand the Critical Incident policy and procedures and report to Ozford if you or someone you know is involved in a critical incident. We will endeavour to provide support to the people involved.

There are also other organisations that provide help, support counselling in an emergency/ urgent situation. Many of these organisation offer 24 hour helpline, please refer to Part 9 of the Student Handbook.

If you require any other crisis assistance or legal services, you can either refer to the Section 9 of the Student Handbook or speak to the Student Services Officer.



Liaison and Advocacy Support

At times, students may require help to understand or clarify the Institute's policies and procedures. They 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' issues will usually relate to one of the following three broad areas:

- academic issues
- administrative issues;
- Issues involving discrimination and harassment.

Students are free to approach Student Services to raise their concern. After listening to the student's concern, the Student Services staff will explain the Institute's policies and processes in detail and help students navigate these processes in order to resolve their issue. Students may receive free and confidential advice and support from the HOSSA to ensure that they are fairly represented and understand their rights and responsibilities within the Institute by contacting the HOSSA.

Any students with a concern or complaint may raise the matter with the staff of the Institute and attempt an informal resolution of the question or concern. Students are free to seek the support and assistance of the Institute's student services staff as part of this process. Student Grievances and Appeals policy and procedures will be implemented if an informal resolution cannot be reached.

Bullying and Sexual 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).

Sexual Assault Offences

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 websites:

- www.plannedparenthood.org/learn/sex-and-relationships/sexual-consent
- <https://aifs.gov.au/cfca/publications/age-consent-laws>
- <https://sydney.edu.au/students/sexual-health-consent.html>

Who to talk to?

For 24-hour support in relation to sexual harassment and assault, call **1800RESPECT** on **1800 737 732** or visit **1800RESPECT.org.au**. In an emergency, call **000**.

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

<https://www.legalaid.vic.gov.au/find-legal-answers/sex-and-law/sexual-assault/reporting-sexual-assault-to-police>

For other emergency, health, support and legal services contact, please refer to Part 9: OZSOS of this Student Handbook.

Financial Support

International students are not eligible to access a Higher Education Loan Program (HELP) loan for their study, and must pay the overseas student fees charged by their provider. International students who are faced with financial difficulties are welcome to make an appointment to discuss a payment plan with the Accounts Office on Level 10.

We encourage you to access the financial guidance website (www.moneysmart.gov.au) to improve your financial literacy. You can also undertake an online learning module on money management to understand budget better. See link below:

<https://www.moneysmart.gov.au/teaching/teaching-resources/teaching-resources-for-vet/module-delivering-asics-be-moneysmart>

IT Support

The IT Support Officers from the IT Department provide support to both staff and students both on site and off site.

Staff and students who require IT support are advised to lodge an IT service ticket via email or phone.

The IT Department will respond to all service request ticket.

Support for Students with Special Needs

Oxford will provide assistance with various processes which a person with a disability may require. Amongst other things, the Institute 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 Institute will liaise on behalf of the student with special needs if requested. This includes:

- 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 5: OZWAY– POLICIES AND PROCEDURES

Ozford policies state principles that guide Ozford in its operation. Procedures describe in detail the process to implement a policy.

It is important for you to familiarise yourself with Ozford policies and procedures that are relevant to your enrolment and study at Ozford.

The following overview is to give you a basic knowledge of the policies and procedures of the Institute. Detailed information is available on our website, at:

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

Privacy Policy

Ozford takes the privacy of our students very seriously and complies with all legislative requirements. The Privacy Policy outlines how the Institute collects, uses, discloses and otherwise manages personal information supplied by its students. For more information, please refer to the Privacy Policy.

Deferring, Suspending or cancelling a Student's Enrolment Policy & Procedures

Students are able to initiate deferral, suspension or cancellation of their studies at Ozford 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 overseas student visa conditions.

Students have the right to appeal a decision by the OIHE to defer, suspend or cancel their studies. OIHE will not notify the relevant government department of a change to the enrolment status until the internal complaints and 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 the Institute, has "inactively" advised the Institute of their failure to continue studying. The Education Services for Overseas Students Act 2000 states that the student's enrolment can be cancelled without having access to the appeals process.

Credit Transfer & Articulation Policy

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

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

Academic Progress Policy and Procedures

Ozford monitors the academic progress of students to ensure they complete the course within the duration specified in their Confirmation of Enrolment (CoE). 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 & Procedures
- 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 & Procedures.

An application to extend the duration of a student's enrolment must be discussed with the Head of Department.

Student Grievances and Appeals Policy & Procedures

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. Ozford will carefully and respectfully consider all complaints and appeals in a fair and judicious manner.

Transfer between Registered Providers Policy

All current students seeking to transfer to other educational providers in the first 6 months of their principal course need to apply for transfer and obtain our approval, to be able to enrol in another institution.

The Institute 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 the Institute 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.

Critical Incident Policy and Procedures

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.

Ozford recognises that planning for the management of a critical incident is essential to enable the Institute and its staff to meet the duty of care owed to its students.

Please ensure you read and understand the Critical Incident policy and procedures and report to Ozford if you or someone you know is involved in a critical incident. We will endeavour to provide support to the people involved.

Student Support and Services Policy and Procedures

This policy 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 Higher Education Standards Framework (Threshold Standards) 2015 that specifies that the higher education provider provides information, support and equitable treatment, and the National Code 2018 which states that education providers must help students' access study support and welfare-related services and assist students to adjust to study and life in Australia.

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

The OH&S policy and principle is created to support the provision of a working and learning environment which protects the health and safety of employees, contractors, students and visitors. Currently, the Institute has an OH&S policy and measures are implemented to manage safety risks on campus.

- Ozford Emergency Procedures
- Critical Incident Policy and Procedures
- Use of IT Facilities and Services Policy and Procedures

Student access to the Institute's IT network and Moodle are controlled by username and secured passwords. Students are informed that they are not allowed to share their passwords with others. The internet service is filtered and monitored for security purposes. Malicious emails and software, as well as spams are blocked.

Social Media Policy and Procedures

Oxford Institute of Higher Education (herein after referred to as 'the Institute') recognises the importance of social media as a communication tool that is regularly used by its staff, students and associates to connect with each other and the broader community. Accordingly, and in recognition of the rapid growth and application of social media, the Institute has recognised the need for a policy to ensure that those who use these media as part of their professional role, in a personal capacity, study or association with the Institute do so consistent with Institute guidelines for acceptable use.

The following five principles apply to the use of social media for Institute staff and students:

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

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

- bring the Institute into disrepute;
- compromise the effectiveness of the Institute;
- defame individuals or organisations;
- imply the Institute endorsement of personal views; or
- Disclose, without authorization, confidential information.

When accessing internal social media networks, students must use the Institute's 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 the Institute's ICT resources to post explicit or sexually suggestive messages
- Not infringe another person's, or the Institute'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 Institute stakeholder;
- post inappropriate images that reference or involve the Institute in some way;
- engage in comments that breach anti-discrimination law;
- use an Institute email address, or anything else that connects the student to the Institute, 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.

Where inappropriate use under this policy constitutes a breach of any law, action may also be taken in accordance with that law by the Institute or concerned third parties

Student life at Ozford 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 Ozford and living in Australia in general.

Information Sessions and Social Events

Regular information sessions and workshops are held at Ozford 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.

Change of Personal Details

You are required to complete a ‘Change of Contact Details Form’ at the Student Services Desk within 5 working days of changing your home address, phone number, email address and other personal/contact details.

It is a visa requirement that all international students provide their up-to-date contact details to their Education Providers.

Accommodation

Students who require Accommodation support can speak to the Student Services staff. Students will be provided with a list of accommodation options and Student Services staff 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: \$300-\$350/week)

A homestay is staying with a family in their home with meals, internet and utilities covered by the family. Ozford can arrange for you to live with a homestay family if you complete a Homestay application form at the Student Services Desk on Level 10.

Student Apartment (Price guide: \$350-\$500/ 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 a search term like 'student accommodation in Melbourne' or look at websites such as <https://www.realestate.com.au/rent> and <https://flatmates.com.au>.

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;
- video links to short animated [renting videos on YouTube](#) - available in 12 different languages.

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

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.

For more information, phone the Tenants Victoria Advice Line on (03) 9416 2577 or refer to the website:

<http://www.tuv.org.au>

Maintaining a safe physical and virtual learning environment is important in providing high quality education programs and positive learning experience to the students. The Institute 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

Oxford is committed to providing and maintaining a safe and healthy learning and teaching environment for its staff and students. Oxford 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 and injury**. Oxford is a drug and alcohol free place.

All staff are required to wear the Institute's identification badges or staff ID, which displays the names of the staff members. 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 by the Institute's staff members. 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 evacuation plan** available on each level. A fire warden is allocated to each floor of the premise. 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 evacuation plan is available next to the emergency exit.

If you or someone you know have experienced or witnessed assault or threatening conduct on campus and did not report the incident previously, you are still encouraged to report the incident to the Head of Student Services and Administration. 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. Support services are available for victims of assault including Sexual Assault Crisis Line – 1800 806 292 and National Sexual Assault Domestic Violence Counselling Service – 1800 737 732.

For other emergency, health, support and legal services contact, please refer to Part 9: OZSOS of this Student Handbook.

Personal Safety

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. Handbags, laptop computers, iPods, cameras and electronic dictionaries or other valuables should never be left unattended on or off campus (this includes on-campus classrooms). If you need to use ATMs to withdraw cash, use it during the day, when there are people around and immediately safeguard the cash.

If you feel unsafe or threatened on campus, speak to a staff member or approach the reception on Level 10. If you are not on campus, you can ring the police on 000.

- Call '000' for any emergency, ambulance, Fire or Police
- 'If your friends are in danger, help them, Call '000''
- 'If you feel you are in a risky situation, find a crowded and well lit area, then call the police '000' for help.'
- 'If you are victim of a crime (e.g. online/ phone scams, assault, theft), reporting it to the police '000', will not affect your visa, police checks, job applications, studies or grades.'
- 'Don't be scared - Reporting a crime (e.g. online/phone scams, assault, theft), or making a complaint will not effect your visa, police checks, job applications, studies or grades.'
- '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)'
- '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.'
- 'Do not leave your personal belongings unattended in public areas (including library, campus, where there are cameras). Lose your spot, not your stuff.'

- 'At the beach, swim between the red and yellow flags. If you don't, you could drown (Surf Life Saving: <https://sls.com.au/>)'

Fire Safety

You must be able to escape from your home in the event of a fire. When at home, keep a key in the inside deadlock to ensure that you can leave quickly.

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.

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.



- 'It is compulsory to have a working smoke alarm in your house. Check that batteries are still good. They save lives.'
- 'Just in case of fire, make sure you have a running away plan where you live.'
- 'Do not leave your cooking alone – cook your food, not your house.'
- 'If there is a fire or explosion, calling the Fire Brigade '000' is free'

Family Safety

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.

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 four factsheets on the following topics, they are available from the links below:
<https://www.dss.gov.au/family-safety-pack>

- [domestic and family violence](#)
- [sexual assault](#)
- [forced and early marriage](#)
- [family violence and partner visas](#)

The government also provides information, support, essential services and emergency contact in the event of, essential services and emergency contacts in Australia.

If you or someone you know is in danger of family or domestic violence, call the police on 000. Police in Australia are safe and can be trusted.

For free, confidential counselling and information call 1800 RESPECT on 1800 737 732. If you need a free interpreter call 131 450.

For other emergency, health, support and legal services contact, please refer to Part 9: OZSOS of this Student Handbook.

Travel Safely

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. 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.

For more information, go to: <http://ptv.vic.gov.au/getting-around/travelling-safely/>

Water Safety

In Australian waterways in the 12 months to 3 June 2017, 291 lives were lost to drowning. Many of the deaths occurs at the beach. Here are some beach safety hints:

- Always swim at a beach patrolled by lifesavers.
- Swim between the red and yellow flags, they mark the safest areas to swim.
- Always swim under supervision or with a friend.
- Read and obey the safety signs.
- If you are unsure of conditions, ask a lifesaver.
- Always go surfing with someone else.
- 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.
- Use at least 15+ sunscreen, wear a long-sleeve shirt and broad brimmed hat.

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.

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 Sunsmart website for [tips and information on sun safety](#).

Health Insurance

- '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.'

Health Care

- 'If you are feeling unwell, unusual, stressed or unhealthy, it is ok to talk to a Health Professional. Ozford 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 <https://www.beyondblue.org.au/get-support/getimmediate-support>)'
- 'If someone is in crisis or needs suicide prevention, use Lifeline, call 13 11 14 or visit <https://www.lifeline.org.au/>'

Student Life – Must Know Tips

At Ozford 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 teachers, your Course Coordinator, or any other 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 to help you to live on a student budget:

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

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



7. Look after your health and wellbeing

International 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 new comers 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 Ozford 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 Ozford 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.

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

PART 7: 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.

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).
- If you have not turned 18 you must maintain accommodation, support and general welfare arrangements that have been approved by your education provider.
- 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: <https://www.homeaffairs.gov.au/>

Character requirements

If you engage in criminal activity in Australia, your visa may be cancelled. More information is available at <https://www.homeaffairs.gov.au/about/corporate/information/fact-sheets/79character>

Working in Australia

Your visa was granted 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.

When you have started your course of study in Australia, you can generally work up to 40 hours per fortnight when your course is in session and unlimited hours during scheduled course breaks. Your family members can work up to 40 hours per fortnight, after you have started your course of study in Australia.

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

Your accompanying family members aged 18 years or older can study in Australia for up to three months. If they want to study for more than three months, they must apply for their own student visa.

See: [Work conditions for student visa holders](#)

Completion within Expected Duration of Study

International students are expected to complete their courses within the duration specified in their Confirmation of Enrolment (COE). Ozford monitors the progress of students to ensure they complete the courses within the duration specified in their COE. Ozford can only issue a new COE to students to extend their duration of study in limited circumstances. Please refer to the Academic Progress policy for further information.

International students who wish to extend their stay in Australia for further study, graduation, a holiday, work or migration are advised to contact Department of Homeaffairs (DoHA) directly. Please see link below for further information:

<https://www.homeaffairs.gov.au/Trav/Visa/visa-about-to-expire-or-expired>

PART 8: OZCONNECT – BEYOND OZFORD

Students from all over the world come to Melbourne to study. The City of Melbourne provides a range of services, advice and support for international students. There are also other external organisations that provides help, support and various opportunities to students to engage with the community to 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 the [Study Melbourne Student Centre website](#).

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, 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



InterCom3 Student Committee

InterCoM3 is a committee of young people made up of local and international students, as well as staff from various organisations. The committee is responsible for organising the Lord Mayor's Student Welcome, including developing the event concept and content, as well as marketing and promotion. To be part of this committee, you will be required to attend meetings (usually after 5pm on a weekday). The Lord Mayor's Student Welcome is held in the first semester of each year.

For updates on how to be part of InterCom3, subscribe to their newsletter at:<http://www.melbourne.vic.gov.au/community/health-support-services/for-young-people/international-students/Pages/international-students.aspx>

International Student Guide

The City of Melbourne has produced a guide to help international students settle into the Melbourne way of life. This guide was written by students for students to answer most questions about what to do and where to go in Melbourne.

Please see the Student Services Front Desk if you would like to obtain a copy. An electronic copy of the guide is available at <http://insiderguides.com.au/melbourne>

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.

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 Section 9 of this Student Handbook.

Fair Work Ombudsman

If you work, the Fair Work Ombudsman can help you with information about workplace matters such as how much you are paid, the conditions where you work, or if you lose your job.

Contact details is available at Section 9 of this Student Handbook.

City of Melbourne Welcome Desk

The Student Welcome desk at Melbourne's Tullamarine Airport will give you a free welcome pack and information and advice on:

- temporary accommodation options
- transport options from the airport to central Melbourne or your school
- Things you may need.

For more information, visit the [Student Welcome Desk website](#).

Refuge of Hope

Refuge of Hope is a non-profit organisation that provides assistance and advice to refugees and international students from Latin America. For more information, visit <http://www.refugeofhope.org.au/>.

Problems with your education course

If you cannot resolve a problem or complaint with your education provider after accessing the policies and procedures established to resolve the complaints, contact:

- [Overseas Students Ombudsman](#) – can investigate complaints about problems that overseas students have with private schools, colleges and universities (education providers)
- [Tertiary Education Quality and Standards Agency](#) - for complaints about registered Higher Education Providers
- [Victorian Ombudsman](#) - for complaints about public education providers, such as TAFE colleges and universities.



Recreational Facilities

The City of Melbourne also operates a number of recreation centres. Free feel to visit these places to see what is on offer and how they can assist you to get active.

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

Emergency Contacts

Fire/Ambulance/Police In case of emergency requiring fire brigade, police or ambulance, dial: **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	131 126	W: www.austin.org.au/poisons
Nurse on Call (health advice from a registered nurse)	1300 606 024	
Victoria State Emergency Services (SES – control agency for flood, storm, tsunami and earthquake in Victoria)	132 500	W: www.ses.vic.gov.au
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/

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 E: counsellor@kidshelpline.com.au
1800 RESPECT (National Sexual Assault, Domestic Family Violence Counselling Service)	1800 737 732 Interpreter: 131450	W: www.1800respect.org.au

Health and Wellbeing Support

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/
SANE (support for mental health)	1800 187 263	W: www.sane.org/
Quitline (to help people give up smoking)	13 78 48 (8am to 8pm Mon to Fri)	W: www.quit.org.au/
Mensline (support, information and referral service for men with family and relationship concerns).	1300 789978	W: https://mensline.org.au
Child Protection (Advice or to report concerns about child abuse after hours)	13 12 78	W: https://www.police.vic.gov.au/content.asp?Document_ID=43369
Safe Steps Family Violence Response Centre	1800 015 188	W: www.safesteps.org.au
Sexual Assault Crisis Line (Victorian Centres Against Sexual Assault)	03 9635 3610/ 1800 806 292	W: www.casahouse.com.au E: casa@thewomens.org.au
Melbourne Sexual Health Centre	03 9341 6200	W: https://www.mshc.org.au
Queerspace (support for the LGBTIQA+)	03 9663 6733	W: https://ds.org.au/our-services/queerspace/
QLife (counselling and referral service for LGBTIQ+ people)	1800 184 524	
Eating Disorders Victoria (help with eating disorder)	1300 550 236	W: www.eatingdisorders.org.au/
The First Stop (Alcohol & drug support)	1300660068	W: https://thefirststop.org.au/
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/

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/
YouthLaw – At Frontyard (free legal advice for under 25)	03 9611 2412	W: http://youthlaw.asn.au
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/
Tenants Victoria	03 9416 2577	W: https://www.tuv.org.au/

Medical Centres near Ozford

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.

<p>William Angliss Medical Centre Address: L2, 555 La Trobe Street Melbourne VIC 3000 Phone: 03 9606 2208 Hours: 8.30am to 5.00pm Monday to Friday excluding public holidays Fees: Local (Medicare) full time students' bulk billed, no gap fee for OSHC students</p>	<p>La Trobe Street Medical Centre Address: Shop 152, Level 1 Melbourne Central Phone: 9650 0023 Hours: Monday to Friday, 8.30am – 5.00pm, Saturday, 10.00am – 6.00pm, Sunday, 11.00am-6.00pm. Fees: Local (Medicare) full time students' bulk billed, no gap fee for OSHC students</p>
<p>Melbourne City Medical Centre Address: 68 Lonsdale St, Melbourne VIC 3000 Phone: (03) 9639 9600 Hours: 8:30am–6pm Monday to Saturday Closed Sunday and Public Holidays Fees: General Consultation Fee \$70-\$120, International students \$40 gap fee applies.</p>	<p>QV Medical Centre (Located in QV) Address: Level 7, 1 Elizabeth St Melbourne VIC 3000 Phone: 9662 2256 Hours: Monday to Friday, 9am-8pm; Saturday 10-4.00pm and Sunday 10.30-4.30pm Fees: Local (Medicare) fulltime students bulk billed, International Students \$65 (no gap).</p>
<p>Swanston Street Medical Centre Address: Level 3, 255 Bourke St., Melbourne Phone: 9205 7500 Hours: Monday to Thursday 8.30am – 6.00pm, Friday 8.30am – 5.00pm, Saturday 9.00am - 1.00pm Fees: Local students bulk-billed, International students \$20 gap fee applies.</p>	<p>NATIONAL Home Doctor- DOCTOR TO YOUR DOOR ** Address: Melbourne VIC 3000 Phone: (03) 94295677 or 137425 Hours: Monday to Friday 4.00pm to 8.00am. Saturday 10.00am onwards, 24 hours on Sunday and Public Holidays Fees: No gap fee. Bulk billed</p>



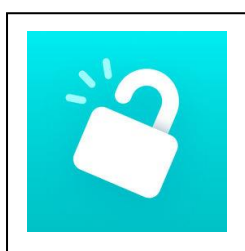
Food Outlets

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

Apps for food, friends and getting around Melbourne

There are plenty of apps to help you feel like a local in no time. Try downloading these using VicFreeWiFi. Free public WiFi 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.



Unlock Melbourne

Unlock Melbourne is Study Melbourne’s official app for international students. It will help you with everything from setting up a tax file number and writing your resume to finding good weekend activities and making friends.

Zomato (www.zomato.com.au)

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.

Shopping

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.



Festivals

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, color and sound from dawn to dusk. Chinese New Year is the reason for much excitement in Melbourne including feasts, parades and festivals.



*The information is provided by Ozford 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.



Updated December 2020

