



**OZFORD**  
Institute of Higher Education

# Pre-Enrolment Guide

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## WELCOME

Welcome to Ozford! You may be thinking of starting your Ozford learning journey from our English Language Centre, or High School, or maybe you are planning to come directly to our Higher Education programs. We will warmly welcome you, and we will provide you with the opportunities to enjoy innovative learning and exciting life experiences through our programs.

Our [course guide](#) on our website provides an overview of the high-quality learning options at Ozford and how we develop your skills in order to prepare you for success at each stage of your journey. This Pre-Enrolment guide contains other useful information about Melbourne in general and living and studying at Ozford.

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

### Section 1: STUDY IN MELBOURNE, AUSTRALIA

Melbourne is the capital city of the state of Victoria and the second largest city in Australia. It is recognised as one of the world's most liveable cities because of its safe, secure environment and well-developed infrastructure.

Melbourne has a thriving food culture, offering a wide range of dining choices and interesting laneway cafes. A variety of food markets offer the freshest of every ingredient for home cooking and eating. The range of shops from large department stores to smaller designer shops and markets mean whatever you need and want can be found in Melbourne.

The streets are alive at night with theatres, bars, nightclubs, and restaurants that line the city streets and the Yarra River in Southbank. Melbourne is also home to many major cultural and sporting events each year. Melbourne is a well-designed and attractive city which is well serviced by public transport with an enviable reputation for some of the most magnificent gardens in an urban setting. Ready access to either the beach or snowfields is as simple as a car or bus ride with snowfields, national parks, inland lakes and rivers within easy reach.

Melbourne attracts students from all over the world to study and almost 55 per cent of students living and studying in the central business district are international students.

#### Student Welcome Desk

The Student Welcome Desk at Melbourne Airport was established by the City of Melbourne to improve the study experience of international students.

On arrival, students can receive a free Welcome Kit containing information about Melbourne and Victoria. More information about the contents of the Welcome Kit is available online at: [www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au).

**Where:** International Arrivals Hall, Terminal 2, Melbourne Airport (near the Meeting Point)

**When:** February and July each year. For exact dates, please refer to the Study Melbourne website. <http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/welcome-desk>

The helpful staff at the welcome desk can:

- provide information on temporary accommodation options
- provide information about transport options from the airport to Melbourne's central business district
- answer any questions students may have upon arrival

For more information on the City of Melbourne, please refer to: [www.melbourne.vic.gov.au](http://www.melbourne.vic.gov.au)

## **Education Services for Overseas Students (ESOS) Act**

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

The Education Services for Overseas Students (ESOS) Act 2000 (the Act) governs:

- the registration process and obligations of registered providers
- the Tuition Protection Service; and
- Enforcement and compliance powers.

## **Education Services for Overseas Students Regulations 2001**

The Education Services for Overseas Students Regulations 2001 (ESOS Regulations) support the implementation of the ESOS Act by setting out:

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

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

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

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

The National Code contains:

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

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

### *Tuition Fee Protection*

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

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

For more information, please see: [www.tps.gov.au](http://www.tps.gov.au) and <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

## Section 2: ABOUT OZFORD INSTITUTE OF HIGHER EDUCATION

Ozford Institute of Higher Education (OIHE) is in the heart of Melbourne, where it is safe and convenient and easily accessible by the city's public transport system. Flagstaff Station and Southern Cross Station are the two closest train stations.

### To contact us:

*Campus Location/Address:* Level 10, 310 King Street, Melbourne VIC 3000

*Telephone:* +61 3 8863 7188

*Email:* [info@ozford.edu.au](mailto:info@ozford.edu.au)

For more information visit our website: <http://www.ozford.edu.au/higher-education/>

### Admissions and Applications

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

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

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

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

### OIHE Orientation Program

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

Information provided during orientation includes:

- Information on the social and cultural conventions associated with living in Melbourne
- Accommodation options.
- General information on student transition to Higher Education including advice on preparation and study expectations.
- Information on course structures.
- Staff introduction and contact details.
- Relevant policies and procedures (for eg: Enrolment, Support, Academic and Grievances).
- Expectations relating to general and academic conduct, academic progress and assessment requirements.
- Fee related information and contacts for assistance with fee payment.
- Student visa requirements.
- Details of Student Services, Library resources and Academic Skills support.
- An introduction to the Learning Management System used to support student learning.

- A campus tour, safety and security arrangements including emergency evacuation procedure.
- Other support and services available: counselling, emergency and health, critical incident response, welfare, legal services, advocacy and grievance.

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

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

### **Fees**

Please refer to OIHE website on tuition fee and other fee information. Fees are subject to change without notice. Students who encounter financial difficulties are advised to contact the Accounts office to discuss payment options.

The refund policy is available on OIHE website:

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

## **Section 3: PREPARING FOR DEPARTURE**

### **Airport Pick-Up and Accommodation**

OIHE can arrange for students to be met and picked up at Melbourne Airport upon arrival. Please inform the OIHE Admissions staff at least three working days in advance of arrival if this service is required. If you have requested airport pickup, you will receive an Airport Pickup Notice before your departure with your name. Please display the notice at the airport meeting point and do not leave the airport until you have been picked up. Please make sure you have a SIM card or Australian coins to make phone calls to the number listed on the Airport Pickup Notice in the event of an emergency.

OIHE can arrange for students to be placed with a homestay family. You will be provided with full board accommodation for which a set weekly fee is charged. Living with a homestay can be an enriching and enjoyable experience. Students can share cultural and language experiences with the homestay family and improve their English language skills. Please inform the OIHE at least two weeks in advance for this service.

If you want to live independently, you can source share accommodation which ranges in price from \$150 – \$300 per week; or rent a one bedroom flat from \$280 - \$400 per week depending on location. If wishing to pursue this accommodation option, you are urged to familiarise yourself with available options including an understanding of costs well before your arrival in Melbourne.

### **Visa**

There are various visas that you can apply for to study in Australia though which one is the most suitable for you will depend on the type of study you choose to undertake. Please refer to the Department of Home Affairs website for more information: <https://www.homeaffairs.gov.au/trav/stud>

### **Genuine Temporary Entrant Requirements**

The Genuine Temporary Entrant (GTE) requirement is an integrity measure managed by the Department of Home Affairs to ensure that the Student Visa Programme is used only as intended and not used as a means of maintaining de facto permanent residency in Australia.

To be granted any student visa, applicants must satisfy the Department that they have a genuine intention to stay in Australia only temporarily while studying. When assessing the GTE requirement, the Department will consider the requirements set out in Ministerial Direction 53. This requires the Department to be satisfied that the student visa applicant genuinely intends to stay in Australia temporarily only having regard to

- the applicant's circumstances

- the applicant's immigration history
- if the applicant is a minor – the intention of a parent, legal guardian or spouse of the applicant
- any other relevant matter.

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

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

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

### **Student Visa Conditions**

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

- You **cannot** work more than 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 **cannot** undertake work until you have commenced your course in Australia. You **must** remain enrolled in a registered course (unless you are an AusAID/Defence student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training).
  - **Note:** a registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- You **must** maintain adequate arrangements for health insurance during your stay in Australia.
  - **Note:** Under policy, this means that you must maintain Overseas Student Health Cover (OSHC) for the duration of your studies.
- You **must** notify your education provider of your residential address in Australia within 7 days of arriving in Australia.
- You **must** notify your education provider of any change in your residential address within 7 days of the change.
- You **must** notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.

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

<https://www.homeaffairs.gov.au/trav/visa-1/500-?modal=/visas/supporting/Pages/500/visa-conditions.aspx>

### **School Age Dependants**

Adequate schooling arrangements for student dependant visa holders who have turned 5, but have not turned 18 **must** be maintained while they are in Australia and school fees may be incurred.

School-aged dependants of student visa holders can attend any school that meets relevant requirements for domestic registration. They are not required to attend CRICOS registered schools because dependants are not student visa holders.

For more information about visas for dependants of student visa holders, please see the Department of Home Affairs website: <https://www.homeaffairs.gov.au/trav/brin>

### **Health Cover**

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

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

### **Climate**

Melbourne has very changeable weather and has been said to have 'four seasons in one day'. Average temperatures are:

- November to April (Maximum 18 - 38C, Minimum 6 - 11C)
- May to October (Maximum 13 - 19C, Minimum 5 - 9C).

### **Clothing**

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

- light, comfortable clothing for the warmer months
- jumpers, jeans, jacket and boots for the colder months
- raincoat and strong umbrella, as Melbourne can get wet and windy.

### **Cost of Living and Evidence of Financial Capacity**

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

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

As of October 2019, the 12 month living cost is:

- student or guardian AUD 21,041
- partner/spouse AUD 7,362
- a child coming with you AUD 3,152

Here is a list of common expenses:

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

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

For further information, please refer to website below:

<https://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

### **What to bring**

- SIM card, international calling card or Australian coins to make phone calls
- about \$500 cash in Australian dollars for incidental expenses until you can open a bank account

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- passport and visa
- letter of offer and CoE sent to you by OIHE
- receipt for payment of fees
- certified copies of personal papers including academic transcripts, educational or work qualifications you have already completed
- identification papers such as birth certificate, driver's license/international drivers permit
- credit cards
- official translations of important documents into English.

### **Social and Cultural Adjustment**

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

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

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

### **Section 4: OIHE Facilities and Services**

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

- high speed internet connection and free wireless network access in all common areas
- computer labs
- individual login and web mail accounts
- journals, magazines, newspapers, textbooks and reference books are available at the Library
- access to student lunch area with refrigerators and microwaves
- modern classrooms featuring furniture, fittings and learning resources

For further details, please visit the OIHE website.

#### **Student Services and Information Desk**

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

#### **Student Support Services**

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

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

## **Section 5: OIHE Academic Information**

### **Lectures and Tutorials**

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

### **Moodle**

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

### **Academic Progress**

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

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

### **Academic Support**

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

The **Head of School** can help you or refer you to the appropriate personnel with the following:

- Academic Problems
- Course transfers
- Language and Literacy issues

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

### **Access to your records**

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

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

### **Credit Transfer and Articulation**

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

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

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

### **Undertaking Additional Course of Education or Training**

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

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

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

## Section 6: OIHE Policies and Procedures

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

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

These are available at the OIHE website.

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

### Deferral, Suspension and Cancellation of Enrolment

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

Please refer to Deferring, suspending or cancelling a student's enrolment - Policy & Procedures for more details: <http://www.ozford.edu.au/higher-education/policies-and-procedures/>

## Section 7: Other Useful Information about Melbourne, Victoria, Australia

### Food

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

### Currency

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

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

### Customs and quarantine

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

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

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

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

### **Electrical appliances**

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

### **Useful websites:**

For more information on:

Studying in Melbourne, Australia

[www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au)

[www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

Melbourne and surrounding attractions

[www.visitmelbourne.com.au](http://www.visitmelbourne.com.au)

[www.melbourne.vic.gov.au](http://www.melbourne.vic.gov.au)

Information for young Victorians on study, jobs and fun

[www.youthcentral.vic.gov.au](http://www.youthcentral.vic.gov.au)

Public Transport (travel by bus, train or tram):

[www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

[www.myki.com.au](http://www.myki.com.au)

[www.metrotrains.com.au](http://www.metrotrains.com.au)

[www.yarratrams.com.au](http://www.yarratrams.com.au)

Listing of rental properties:

[www.realestate.com.au](http://www.realestate.com.au)

[www.realestateview.com.au](http://www.realestateview.com.au)

Student Accommodation Options:

[www.unilodge.com.au](http://www.unilodge.com.au)

<https://urbanest.com.au/melbourne/>

<https://www.studymelbourne.vic.gov.au/living-and-accommodation/how-to-find-accommodation>

Department of Home Affairs and Student visas:

<https://www.homeaffairs.gov.au/trav/visa-1/500->

Commonwealth government services:

[www.australia.gov.au](http://www.australia.gov.au)

WE WOULD LIKE TO WELCOME YOU AND WISH YOU A SAFE TRIP TO AUSTRALIA.

### **Disclaimer**

Every effort has been made to ensure that the material in this handbook was correct at the time of publishing. Ozford accepts no responsibility for the accuracy or completeness of information and Ozford reserves the right to alter, amend or delete information on this handbook without notice.