



OZFORD

Institute of Higher Education

(CRICOS No. 03429B)

2023

Pre-Enrolment Guide and Whole of Institution Information



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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 warmly welcome you, and we will provide you with the opportunities to enjoy innovative learning and exciting life experiences through our programs.

This Pre-Enrolment guide contains information about Ozford Institute of Higher Education (Ozford), useful information about Melbourne in general and living and 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.

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.

PART 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.

To learn more about Melbourne please see the following link: [Choose Melbourne | Study Melbourne](#)

Study Melbourne Hub, Victoria

Study Melbourne is a Victorian Government initiative providing support and information to this community of international students, helping them have the best possible time while studying and living in Victoria.

The Study Melbourne Hub (formerly known as the Study Melbourne Student Centre) is a study space in the centre of Melbourne for tertiary international students living in Victoria.



The Study Melbourne Hub provides free help and advice to all international students in Victoria including supporting students with a range of enquiries including financial hardship, accommodation, wellbeing and mental health support, employment programs, legal information and education provider problems. Students can:

- Engage with free and confidential student support services
- Attend free events and programs
- Make friends, expand your network, and enhance your employability
- Access student work spaces

The services for students include 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.

Students are welcome to drop in between 9.00 am and 5.00 pm, 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: 1800 056 449 (24-hour phone line, free call from a landline phone)

Website: [Study Melbourne Hub, Victoria | Study Melbourne](#)

International Student Guide

The City of Melbourne has produced a guide to help international students settle into the Melbourne way of life. Students wrote this guide to answer most questions about what to do and where to go in Melbourne.

An electronic copy of the guide is available at <http://insiderguides.com.au/melbourne>.

Education Services for Overseas Students (ESOS) framework

Australia provides rigorous protection for international students through the *Education Services for Overseas Students Act 2000* (ESOS Act) and related legislation, which is known as the ESOS framework. The ESOS framework protects and enhances Australia's reputation for quality education, provides tuition protection and supports the integrity of the student visa program. Breaches are treated seriously, and the penalties can be significant.

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:

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 2018

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.

For more information about the ESOS framework please see: [International Students Factsheet - Department of Education, Australian Government](#)

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: [Tuition Protection Service - Department of Education, Australian Government](#)

International Student Representation

The Australian Federation of International Students (AFIS) and the Council of International Students Australia (CISA) are two of Australia's peak representative organisations for international students. Students are welcome to sign up with CISA and AFIS to get involved with the activities and programs they organise 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 their information on:

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

Contact details are available in the 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 are available in the Student Handbook.

Online Safety

The eSafety Commissioner (eSafety) is Australia's independent regulator for online safety. It is the world's first government agency dedicated to keeping people safer online. The eSafety Commission's website provides useful information to help you stay safe online.

Please see: [Young People | eSafety Commissioner](#)

PART 2: ABOUT OZFORD INSTITUTE OF HIGHER EDUCATION

Ozford Institute of Higher Education is an innovative educational institute located in the heart of Melbourne.

Our campus is easily accessible via the public transport system. Parliament Station is the closest railway (train) station. There are also multiple bus stations along Lonsdale Street and the closest tram stops are on Spring Street or Bourke Street.

Our outstanding staff, first class facilities and practical learning programs will provide you with the tools to achieve your study and professional goals.

Ozford has been fitted out with modern furnishings and fittings. Our spacious classrooms are bursting with natural light and are equipped with the latest technology to provide a dynamic learning environment. Students also have access to wide-ranging library and online resources, computers, Wi-Fi and internet, printing and kitchen facilities. The library has a wide range of resources. Ozford also has student common areas, where students can get to know one another and study amongst themselves.

Campus Location/Address: 123 Lonsdale, Melbourne VIC 3000

Telephone: +61 3 8663 7188

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

Ozford Programs

For information on the courses we provide, please visit Ozford's website ([Higher Education in Australia – Institute of Higher Education Course | Ozford Australia](#)).

Admissions

Ozford is committed to admissions transparency. We hope the admission information provided in this Guide assists prospective international and domestic undergraduate students to compare courses and providers and make informed study choices. Learn more about Ozford, our admissions processes and practices, ATAR reports and our student profile.

Ozford offers a range of undergraduate and postgraduate courses that will lead you to a successful professional career. Our reputation is built on providing our students with career-focused qualifications, within a flexible model of five intakes each year; March, April, July, September and November.

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

The **Admissions Policy and Procedure** 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. The **Admission Policy and Procedure** is available on Ozford's website.

Ozford's Essential Admission Requirements include:

- Applicants must meet the academic entry requirements including pre-requisites for their chosen course, and
- Applicants with overseas qualifications must meet the minimum English entry requirement for their chosen course, and
- In general, applicants must be a minimum of 18 years of age before commencing a course at Ozford. Applicants who are 17 years or above upon commencement may apply directly to the Academic Dean for consideration on a case by case basis and must satisfy younger student welfare arrangement conditions, as described in the Younger Student Policy, before admission can be considered. The parent or guardian of the student under 18 must accept the offer on the student's behalf.

For further information regarding the **Admission Policy and Procedure**, including application submissions, supporting documents, application assessments and offer acceptance, please refer to the Admission Procedure available at ([Policies and Procedures | Ozford Australia](#)) or **Part 8 Detailed Admissions criteria** for further information about the Ozford Admissions criteria.

Tertiary admissions centres (TACs)

Ozford does not accept applications through tertiary admissions centres (TACs). Applicants are advised to apply directly to Ozford.

How to apply and enrol

Prospective students can apply directly to Ozford by submitting an Enrolment Application Form by person, post, email, or via the online application section. For further information, please refer to <https://www.ozford.edu.au/higher-education/how-to-apply/>

All applications will be assessed against the course of choice entry requirements by the admissions team. All successful applicants will receive an offer consisting of an Offer letter and Acceptance Agreement.

To accept the offer, applicants are required to read, sign and return the Acceptance Agreement to the Admissions team and pay the fees set out in the offer.

For international students, upon receipt of a completed Acceptance Agreement and payment, the Admissions team will issue the Confirmation of Enrolment (CoE) to the international student or their education agent.

Advanced Standing (RPL and Credit Transfers)

Recognition of Prior Learning (RPL): Advanced standing/ Credit exemption 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 Ozford.

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.

Applicants are required to indicate their intention to apply for RPL and attach certified copies of supportive documents when applying to enrol at Ozford.

For further information on how advanced standings are granted, please refer to the **Credit Transfer and Articulation Policy and Procedure** available on Ozford's website: [Policies and Procedures | Ozford Australia](#)

Diversity and Equity

Ozford welcomes applications from students from diverse backgrounds and has a very inclusive environment, and endeavours to offer students a diverse and culturally supportive learning environment. All applicants are assessed a set out in the **Admissions Policy and Procedure**.

Further information on admissions can be found at: [Policies and Procedures | Ozford Australia](#)

Applicants with overseas qualifications and English Language Proficiency

Domestic and International applicants with overseas qualification are welcome to apply.

Applicants with overseas qualifications may be required to demonstrate sufficient English language skills to enable them to successfully complete a degree course. For the English language proficiency requirements, please refer to the **Admission Policy and Procedure**.

Further information on admissions can be found at: [Policies and Procedures | Ozford Australia](#)

Aboriginal and Torres Strait Islander people

Ozford welcomes applications from Aboriginal and Torres Strait Islander prospective students, and endeavours to offer students a diverse and culturally supportive learning environment. Aboriginal and Torres Strait Islander applicants are assessed in the same way as other applicants.

Further information on admissions can be found at: [Policies and Procedures | Ozford Australia](#)

Fees and refunds

Please refer to Ozford's website on tuition fee and other fee information. [Make a Payment | Ozford Australia](#). Fees are indicative and subject to change.

The refund policies are available on the Ozford website: [Policies and Procedures | Ozford Australia](#)

FEE-HELP Loan

Australian citizens, New Zealand Special Category visa (SCV) holder who meets the long-term residency criteria) and permanent humanitarian visa holders are eligible for a FEE-HELP loan. The Higher Education Loan Program (HELP) loan is available to Ozford's domestic students. To find out more about FEE-HELP and eligibility, visit the Fee-Help section on our website: <https://ozford.edu.au/make-a-payment/>

Airport Pick-Up

Ozford can arrange for students to be met and picked up at Melbourne Airport upon arrival.

Please inform the Ozford Admissions team 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.

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 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 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:

- the student's circumstances in their home country
- the student's potential circumstances in Australia
- the value of the course to the student's future
- 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** undertake work until you have commenced your course in Australia.
- 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** remain enrolled in a registered course.
 - **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.
- If you have not turned 18, you must maintain accommodation, support and general welfare arrangements that Ozford has approved until any change is approved by Ozford to ensure your welfare and accommodation is suitable or you return to your home country until the new approved welfare arrangements take effect.

Please refer to the Department of Home Affairs website for more details on Student Visa conditions: [Check visa details and conditions \(homeaffairs.gov.au\)](https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/character)

Character Requirements

If you engage in criminal activity in Australia, your visa may be cancelled. More information is available at: <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/character> .

Health Cover

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.

Medical treatment in Australia can be very expensive so maintaining the health insurance is required.

Cost of Living and Evidence of Financial Capacity

The Department of Home Affairs has financial requirements you must meet to receive a student visa for Australia. 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.

Refer to the step by step Student Visa Subclass 500 application and Document Checklist Tool ([Subclass 500 Student visa \(homeaffairs.gov.au\)](https://immi.homeaffairs.gov.au)) for details on how to show you have the minimum amount of money needed for a student visa.

Actual living costs vary and may be more than what is needed for the visa. The Study Australia website has a Cost of Living Calculator that can be used to research the cost of living in Australia.

For further information, please refer to: [Living and education costs | Study Australia](#)

Working in Australia

The Student visa is 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 your accompanying family members while you are in Australia. You should not rely on work to support yourself or your 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 starting your course of study in Australia.

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

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 student visa.

School Age Dependents

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

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
- the applicant's circumstances
- passport and visa
- letter of offer and CoE sent to you by Ozford
- 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.

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.

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.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in>

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.

Accommodation

Students who require accommodation support can speak to the Student Experience team. Students will be provided with a list of accommodation options, and the Student Experience team can help students make accommodation arrangements in consultation with students. Please inform the Ozford at least a month in advance for this service.

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

Private rental (Price Guide: \$400-700/week)

Private rental is authentic 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 live 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)

Ozford can arrange for students to be in 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.

A homestay involves staying with a family in their home with meals, internet and utilities covered by the family. Ozford can assist you with this if you complete a homestay application form at the Student Services/Reception Desk.

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.

See:

- [International students - Consumer Affairs Victoria](#)
- <https://www.studymelbourne.vic.gov.au/living-here/accommodation>
- [How Much Does it Cost to Live in Melbourne? - Insider Guides](#)

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 Ozford 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.



PART 4: OZFORD FACILITIES AND SERVICES

At Ozford, we are proud of the range of accessible facilities that provide our students with a positive and comfortable learning experience to thrive and succeed. Ozford was fitted out with new modern facilities, furnishings and fittings in 2023 for student engagement and interaction—both during and outside class times.

Our outstanding staff, first class facilities and practical learning programs will provide you with the tools to achieve your study and professional goals. Our spacious classrooms are bursting with natural light and are equipped with the latest technology to provide a dynamic learning environment. Students also have access to a resource centre and online resources, computers, Wi-Fi and internet, printing and kitchen facilities.

For further details, please visit Ozford's website.

Orientation Program

Ozford conducts Orientation program for students when they start their study with Ozford. All new students are required to participate in the Orientation Program which is designed to assist students in transitioning to studies in Australia and with Ozford.

Students need to bring their Passport, Offer letter and Confirmation of Enrolment (CoE) to the orientation program.

The orientation program assists students in familiarising themselves with Ozford and adjusting to student life. Students will be guided through the campus and introduced to different staff members. 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.

Transition Workshops are held for students on topics such as: Living in Melbourne, Learning about Australian Culture (for international students), Hints on Adjusting Successfully to Living Away from Home, Safety and Security, and Budgeting. Students are provided with information and support for finding suitable accommodation. Students who require this service fill in the relevant application forms and provide accommodation requirement details.

Classrooms and Lecture Theatre

There are more than ten classrooms and a full-size lecture theatre on campus. The classrooms are designed to maximise the student learning experience. All classrooms are fully heated and air-conditioned, are equipped with full-sized windows allowing for natural light, whiteboards, computers, data projector, noticeboards and seating layouts that provide opportunities for student interaction and effective educational delivery.

Student Resource Centre

Student Resource Centre is the one-stop student resource centre, well-equipped with computer workstations, printing, copying and scanning equipment. The centre also holds 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 Student Resource Centre plays a key role by providing spaces for research and assignment preparation and offering students space to have discussions and form study groups.

The area is also the perfect place for students who would like a quiet space for research and preparing assignments.

Ozford has implemented an eTextbook model for all students via the **Moodle** Learning Management System. Students can access eTextbook 24/7 which makes it more convenient for students who can access their learning resources when they need them. The prescribed textbooks are available in the library if students want to access physical copies.

Student Common Areas

The Student Common Areas are a comfortable place for students to relax, recharge and socialise with other students. These areas provide 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. Access to these areas is available every weekday from 8.30 am to 5.00 pm.

Group Study/Meeting Spaces

For students who prefer to conduct group meetings and discussions outside the library, the meeting room or small classrooms are available for students to use every weekday from 9.00 am to 5.00 pm. The spaces are equipped with whiteboards and data projectors. Students are free to approach Reception to enquire availability of the rooms. Room bookings can be made on the hour, and each booking is limited to two hours per day. Students are required to supply names and student IDs of group attendees and to vacate the room when booking time is up. The rooms must be kept in their original condition and set up again after each booking.

Computing Facilities

There are computer labs at Ozford with high speed internet access. There are also computers, printers and photocopiers in the library and in the student common areas for student use.

All students are given an individual account for computer access. Free wireless internet is available on campus.

Student Services and Information Desk

The Reception/ Student Services Desk on Level 8 is the first point of contact if you have any enquiries. The Student Experience team are there to assist you in accessing our services.

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.

Ozford provides 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.

Job, Career and Further Study

Students are provided with information and assistance in relation to careers and study options. The Student Success Coach conducts weekly Careers and Job Placement Consultation Sessions for students who need help in finding a job in Melbourne.

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 assessments and supports students in creating and maintaining their success portfolios. The Student Success Coach coaches and guides students 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.



Student Welfare Services

Students experiencing difficulties associated with personal issues can discuss these with the Student Welfare Officer. Students are required to make an appointment to see the Student Welfare Officer who has extensive experience with student counselling and support. During the meeting, students are provided with the opportunity to freely discuss any issues in a relaxed and confidential setting.

The Student Experience team will refer students to the appropriate 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. 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.

Support for Students with Special Needs

Ozford will work with students to provide assistance for any special needs or disability. Among other things, Ozford 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.

Ozford will liaise on behalf of the student with special needs if requested, including:

- organising and allocating appropriate internal and external disability support staff
- providing student/teaching staff liaison on delivery, assessment and learning support issues
- providing advocacy and conflict resolution services if any grievance arises
- assessing the student's learning support needs in consultation with each student (or an associate of the student)
- recommending reasonable adjustments to delivery and assessment to appropriate teaching staff
- recommending tutors and assisting students with understanding tasks, including the planning and reviewing of assignments, editing and proofreading
- providing appropriate disability support, for example, Auslan interpreter, note-taker, participation assistant, special equipment
- supervising and scribing for tests
- reviewing reasonable adjustment arrangements as required to allow for changing needs of students
- ensuring adequate physical access and facilities.

Health and Wellbeing

We care about your health and wellbeing and provide students with information and workshops on topics such as:

- positive lifestyle habits
- the importance of physical activities
- recognising signs of physical and mental health issues
- drug and substance misuse
- sexual health.

There are many medical centres close to Ozford. Please approach the Student Services/Reception 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 Student Handbook to make an appointment.

First Aid Services

Ozford is equipped to provide first aid where required during working hours. Ozford has staff trained in basic first aid and provides first aid supplies but can provide basic first aid only. Serious injuries or illnesses will be referred to appropriate medical services that can provide more comprehensive medical assistance.

Please approach the Student Services/Reception Desk on Level 8 if you require any first aid services. If this is not possible during an emergency, please notify any of our staff members.

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 Procedure** and report to Ozford if you or someone you know is involved in a critical incident. We will provide support to the students and any staff involved.

Other organisations provide help, support and counselling in an emergency or urgent situation. Many of these organisations offer 24-hour helplines. Please refer to Part 9 of the Student Handbook.

If you require any other crisis assistance or legal services, refer to Section 9 of the Student Handbook or speak to the Student Experience team.



Liaison and Advocacy Support

At times, students may require help to understand or clarify Ozford's policies and procedures. They may feel that they have been treated unfairly or inequitably, feel unsure of their rights in a particular situation or need assistance applying 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 the Student Experience team to raise any concerns that they have. After listening to the student's concern, the Student Experience team will help by explaining the relevant Ozford's policies and processes in detail and assist the student navigate Ozford's processes to resolve their issue. Students will receive free and confidential advice and support from the Student Experience team who will ensure that they are fairly represented and understand their rights and responsibilities within Ozford.

Any students with a concern or complaint may raise the matter with the staff of Ozford and attempt an informal resolution of the question or concern. Students are free to seek the support and assistance of the Student Experience team as part of this process. Students can access the **Student Grievances and Appeals Policy and Procedure** if an informal resolution cannot be reached.

Financial Assistance

For applicants who choose to pay fee upfront, Ozford provides flexible payment options to accommodate to students' financial situations.

Students who are faced with financial difficulties are welcomed to make an appointment to discuss a fee payment plan with the Accounts team on Level 10.

ITS Services team

The ITS Services team provide support to staff and students both on and off-site.

Staff and students who require ICT support are advised to lodge an IT service request ticket via email (Email: its servicedesk@ozford.edu.au) or phone.

The ITS Services team will respond to all service request tickets.

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.

Course Materials

Moodle contains resources and functions that facilitate student learning.

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

Computer Login, Email and Moodle Access

All students are provided with an individual secure computer login, Ozford email and Moodle accounts during orientation. Students can access Ozford email and Moodle both on and off-campus.



All critical information, both administrative and academic, will be communicated via email and Moodle. Lecturers will also post course notices on their respective Moodle pages.

All official correspondence between Ozford and students will be conducted via official Ozford email and Moodle accounts.

Students receive access to a U drive that is their own personal drive, files saved here are only accessible by you. The storage capacity on the U drive is only 1GB. If you want to have more storage it is suggested that students sign up for some cloud storage. ie:

- Dropbox.com
- Onedrive.com
- Box.com
- GoogleDrive
- iCloud (if you have iphone)

Students should have multiple copies of important documents (ie. major assignments) saved on your network drive, cloud storage AND onto a USB storage drive/stick.

Learning Management System (Moodle)

Moodle is the Learning Management System used by Ozford. At Ozford, face-to-face classroom teaching is complemented by Moodle. Moodle is an open-source Learning Management System (LMS) or Virtual Learning Environment (VLE) that complements face-to-face teaching and tutorial classes. All teaching materials are uploaded into Moodle 'shells' allocated for each unit of study. Moodle 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 PowerPoint slides can be uploaded 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.

Once your enrolment has been confirmed you will be enrolled as a student user on **Moodle**. All students are provided with an individual login that allows them to access Moodle on any computer 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.

Assessment

Ozford is committed to the maintenance of academic standards and high-quality graduate outcomes for all courses. Ozford has an obligation to monitor academic progress by setting appropriate standards, workloads and continuous assessments for students to complete their courses.

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 regular timetabled class times (such as in a tutorial) in the early part of a trimester (typically in week 5)• comprises typically multiple choice and short answer questions that are designed to provide early feedback on students' progress
Online test or quiz	<ul style="list-style-type: none">• an assessment task that is administered online
Written assignment	<ul style="list-style-type: none">• may be in the form of a case study, 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• usually 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 Policy and Procedure**, which can be found at [Policies and Procedures | Ozford Australia](#)

Work Integrated Learning (WIL)

Work Integrated Learning is an umbrella term for a range of experiential educational activities that integrate theoretical learning with its application to workplace and business. These experiential engaging activities are intentionally designed to provide a meaningful experience of the workplace application that is organised, controlled and are recognised by the Institution as necessary to achieving learning outcomes and assessment requirements of the course.

WIL should help students develop work-readiness and employability skills. WIL will be offered as a component of one or more units in a course. WIL will be accessible for all students whether local or international. First year units will not have a WIL experience.

For more information about WIL please see the **WIL Policy and Procedure** which can be found at [Policies and Procedures | Ozford Australia](#)

Assessment Deadlines

The Unit Guide for each Unit of study will provide all 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 academic staff (your lecturer), then the Academic Dean for assistance, well before the due date.

Special Consideration

Students who have experienced a disadvantage in completing assessments due to circumstances beyond their control (such as illness) may be eligible for special consideration.

The Student Experience team can assist students in applying for special consideration.

Academic Integrity

Ozford has an obligation to maintain academic integrity by setting appropriate standards for students in completing their courses. Ozford 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.

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

Academic Integrity refers to the expectation that teachers, students, researchers, and all members of the academic community act with honesty, trust, fairness, respect, and responsibility. Breaching academic integrity is also known as "academic misconduct" or "academic dishonesty."

For further information, please refer to the **Academic Integrity Policy and Procedure** on the Ozford's website: [Policies and Procedures | Ozford Australia](#)

Satisfactory course progress

Students are expected to attend classes and maintain satisfactory course progress to be permitted to progress through a course.

Satisfactory Progress - This occurs when a student passes 50% or more of the units in which the student has been enrolled in a study period.

Unsatisfactory Progress - This occurs when a student in two consecutive compulsory study periods fails more than 50% of the units in which the student has been enrolled.

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

Matters relating to academic performance are addressed in the **Academic Progress Policy and Procedure**. Please refer to Ozford's website for more details: [Policies and Procedures | Ozford Australia](#)

Completion Within Expected Duration of Study

International students are expected to complete their courses within the duration specified in their CoE. Ozford monitors students' progress to ensure they complete their course within the duration specified in their CoE.

Study duration can 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 and Procedure**)
- a student undergoing an academic counselling or remedial program to address unsatisfactory progress
- an approved deferment or suspension of study under **Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure**.

An application to extend a student's enrolment duration must be discussed with the Academic Dean.

Please refer to the **Completion Within Expected Duration of Study Policy and Procedure** and the **Academic Progress Policy and Procedure** on the website for further information. : [Policies and Procedures | Ozford Australia](#)

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

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

Academic and Learning Support

Ozford's student cohort comes from a variety of cultural, educational and socio-economic backgrounds. This brings different motivations, expectations and achievement levels. Students who do not meet the required levels of academic performance will be identified and offered advice and support.

This may involve a need for early intervention and support if students are identified as being at risk of not achieving success in their studies. Intervention strategies will be implemented to address individual student needs. Academic support including language, literary and numeracy is the responsibility of the students' lecturers and the Academic Dean.



Students who require unit-specific academic support are advised to first speak to the lecturer of the unit. The unit lecturer will refer students to the Academic Dean if support is required at a course level.

The Academic Dean can help you or refer you to the appropriate personnel with the following:

- Academic Problems
- Course transfers
- Language and Literacy issues

Ozford will assist all students in their efforts to achieve satisfactory course progress. If necessary, assessment methods can be adapted, where appropriate, to ensure every student has equal access to a fair assessment.

The Student Success coach provides free weekly one-on-one and group academic support sessions to all current students. Students are welcome to attend the sessions to obtain help with assignments and assessments strategies or for further developing their academic skills.

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

- study skills
- research and referencing skills
- stress and time management
- exam preparation.

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

Student Consultation

Ozford offers access to **student consultation** services outside the lecture and tutorial times, with your lecturers or the Course Coordinator or the Academic Dean.

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 you may face in the unit you are studying.

If you are experiencing any academic issues, we strongly recommend contacting your lecturers or the Academic Dean as soon as practicable. You are encouraged to contact your lecturers (their contact details are on Moodle) by email with queries or make an appointment for a consultation with the Academic Dean.

The Academic Dean can help you or refer you to the appropriate personnel with the following:

- Academic Problems
- Course transfers
- Language and Literacy issues

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

- database search tips
- instructions for using Excel and PowerPoint for your assignments
- Harvard Referencing guides
- tips for examinations
- resources to help improve listening, reading and writing skills.

Student Voice

Ozford provides students with avenues to participate in decision making and opportunities to participate in student representative bodies.

The Student Voice is an initiative to give students greater opportunities to express their feelings about their studies and to have a greater influence on the way in which student related activities at Ozford are managed.

Ozford encourages students to provide free and honest information about issues that concern them. Students can express their feedback and any concerns through regular internal student satisfaction surveys and in a less formal manner through interactions with academic and administrative staff.

Students are surveyed:

- Each trimester on the units that they have undertaken. These surveys focus on their experience in that unit and the quality of teaching and learning in that unit;
- Annually in the QILT Student Experience Survey (SES).

There are focus groups with students. These groups consist of students chosen from a cross-section of the student body. Care is taken to ensure diversity, with students being selected from a mix of genders, countries of origin, year level, etc. The focus groups are facilitated by senior Ozford staff. Discussion topics in the focus groups will be informed by issues raised by students through student surveys and interactions with staff.

Ozford provides opportunities for students to be a member of the Academic Board. Students may also have the opportunity to present to the Governing Board. Ozford provides opportunities for students to be a member of the Academic Board. Students may also have the opportunity to present to the Governing Board. Ozford advertises the vacancies for these positions when they arise as part of regular communications to students.

Academic 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 Ozford. 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/Reception Desk to make an order.

Other providers

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

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.

PART 5: OZFORD POLICIES AND PROCEDURES

Ozford policies outline the principles that guide Ozford in its operation. Procedures describe in detail the process to implement a policy. Students need to familiarise yourself with Ozford policies and procedures relevant to your enrolment and study at Ozford.

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

- **Admissions Policy and Procedure**
- **Academic Integrity Policy and Procedure**
- **Academic Progress Policy and Procedure**
- **Credit Transfer and Articulation Policy and Procedure**
- **Critical Incident Policy and Procedure**
- **Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure**
- **International Student Fee Refund Policy and Procedure**
- **Refusal, Deferral, Suspension and Cancellation of Enrolment Policy and Procedure**
- **Student Code of Conduct Policy and Procedure**
- **Student Support and Services Policy and Procedure**
- **Student Grievances and Appeals Policy and Procedure**
- **Terms and Conditions of Enrolment (International Students)**
- **Transfer Between Registered Providers Policy and Procedure**
- **Younger Students Policy and Procedure** (for prospective students under 18 years of age)

All of the policies and procedures are available at Ozford's website. [Policies and Procedures | Ozford Australia](#)

Student Code of Conduct

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

1. Fairness

Ozford will ensure that student discipline procedures are transparent, consistent, equitable and fair, and consistent with the principles of natural justice.

2. Accountability

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

3. Appropriateness

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

4. Communication

The Student Code of Conduct applies to all current and prospective students. This Code of Conduct applies in all Ozford environments not only on campus but also , off campus while commuting to and from or participating in Ozford initiated activities or online using Ozford facilities or in communications or activities involving other students and/or staff.

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 are responsible for complying with legislation, terms and conditions of their enrolment, Ozford policy and procedures, and the Student Code of Conduct.

The **Student Code of Conduct Policy and Procedure** can be found at: [Policies and Procedures | Ozford Australia](#)

Deferral, Suspension and Cancellation of Enrolment

Ozford acknowledges that students are able to initiate deferral, suspension or cancellation of their studies in certain limited circumstances as described in the *Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure*.

Students can initiate deferral, suspension or cancellation of their studies at Ozford only in compassionate and compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. Students must lodge all requests for deferment, suspension or cancellation of enrolment in writing with supporting evidence. Applications with no supporting documentary evidence will not be processed.

Students may have their enrolment suspended or cancelled by Ozford due to non-commencement or failing to recommence study, misconduct, a failure to pay fees or non-compliance with overseas student visa conditions.

The *Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure*, *Completion within Duration Policy and Procedure* and the *Time limits for Completion of an Award Course Policy* can be found at: [Policies and Procedures | Ozford Australia](#)

Student Support and Services

This policy is designed to ensure that Ozford provides the necessary services, staff, and resources to support students to achieve their learning goals and make satisfactory progress towards meeting the course's learning outcomes. Ozford is committed to offering reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to them. All students will have their needs considered individually, taking into account their specific context and all student difficulties are taken seriously. The nature and extent of support provided will be informed by the needs of students, requirements of the course and modes of study.

Student Grievances and Appeals

Students may complain or appeal any matters of concern relating to teaching and assessment, the quality of the marketing information and support supplied by Ozford or the education agent, teaching, student amenities, administration, student support, bullying, discrimination, sexual harassment and any other areas of perceived inappropriate or unfair treatment.

Ozford will carefully, promptly and respectfully consider all complaints and appeals in a professional, fair, inexpensive and transparent manner. Ozford's policy has the intent of achieving resolution of grievances as effectively as possible, to minimise the occurrence of unresolved grievances, and to achieve these goals with minimal adverse consequences for Ozford or student(s) involved.

While some types of grievances are best resolved locally and informally, more serious grievances, including allegations of assault or sexual harassment, are unlikely to be suitable for informal resolution. Some complaints may need to be referred to Victoria Police or other relevant authorities (ie. child abuse).

Depending on the nature of the concern of complaint, there are different policies and procedures that apply:

- **Academic Appeals Policy and Procedure** for appeals relating to academic decisions
- **Student Grievances and Appeals Policy and Procedure** for complaints and appeals in respect to all services.
- **Anti Bullying and Harassment Policy and Procedure** for a concern or complaint relating to bullying or harassment.
- **Anti-Discrimination Policy and Procedure** for a concern or complaint relating to discrimination.
- **Sexual Assault and Sexual Harassment (SASH) Policy and Procedure** for a concern or complaint relating to a sexual assault or sexual harassment.
- **Child Safety Policy and Procedure** for a concern or complaint relating to child safety.

The policies and procedures can be found at: [Policies and Procedures | Ozford Australia](#)

Safety and Security

Maintaining a safe physical and virtual learning environments is essential in providing high-quality education programs and positive learning experiences. Ozford acknowledges that student safety is paramount to student success and implements preventative measures to monitor and enhance student safety. Ozford has developed and implemented measures to

address student safety both on campus and online. A suite of policies, procedures, programs and information, including the Student Handbook and the Student Code of Conduct, also address safety matters.

Ozford is committed to providing and maintaining a safe and healthy learning and teaching environment for its staff and students. Ozford will take all reasonable and practicable steps available to ensure the safety of all its staff and students on campus, emphasising the **prevention of accidents and injury**. Ozford is a drug and alcohol-free place.

All staff are required to wear Ozford's identification badges or staff ID, which display 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 Ozford'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 safely and promptly **report** any potential or actual incidents of injuries, harassment behaviour or unsafe working conditions or equipment to the Student Services/Reception Desk 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. Cameras are monitored. All cameras are supported by recordings that are kept for incident investigations. All cameras are operated in an open surveillance manner and in accordance with the Workplace Video Surveillance Act.

Ozford recognises its corporate responsibility under the Occupational Health and Safety Acts and Regulations. Students as well as staff, share a dual responsibility in ensuring the health and safety of staff, students, contractors and visitors. In fulfilling this responsibility, teachers and students have a duty to provide and maintain, as far as practicable, a learning environment that is safe and without risk to health. The **Occupational Health and Safety Policy** supports the provision of a working and learning environment that protects the health and safety of employees, contractors, students and visitors.

For more information, please refer to the **Occupational Health and Safety Policy** which can be accessed [Policies and Procedures | Ozford Australia](#)

Personal Safety

In addition to Ozford's **Occupational Health and Safety Policy**, the Ozford policies that act to support students and manage safety risks include:

- **Critical Incident Policy and Procedure**
- **Student Code of Conduct Policy and Procedure**
- **Use of IT Facilities and Services Policy and Procedure (Students)**
- **Social Media Policy and Procedure (Students)**
- **Anti Bullying and Harassment Policy and Procedure**
- **Anti-Discrimination Policy and Procedure**
- **Child Safety Policy and Procedure**
- **Diversity and Equity Policy and Procedure**
- **Sexual Assault and Sexual Harassment (SASH) Policy and Procedure**

Younger Students

As a student visa condition, if an overseas student is under the age of 18, the student's welfare must be maintained for the duration of their stay in Australia. To maintain welfare, overseas students can either:

- stay in Australia with a '**nominated guardian**' approved by the Department of Home Affairs, who can be the overseas student's parent, person who has legal custody, or an eligible relative who is aged over 21 and is of good character; **or**
- stay in accommodation, support and general welfare arrangements that have been approved by Ozford. In this case, Ozford will issue a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter.

The **Younger Students Policy and Procedure** outlines Ozford's commitment to ensuring that there is appropriate welfare, accommodation and support for underage students and the conditions under which Ozford will accept responsibility for approving the CAAW arrangements, and the succeeding monitoring and reporting processes associated with the arrangements.

Younger students where Ozford has CAAW responsibility, will be supported by the Student Experience team.

For more information, the **Younger Students Policy and Procedure** can be accessed at: [Policies and Procedures | Ozford Australia](#)

Child Safety

Ozford, Ozford College and Ozford English Language Centre enrol students under the age of 18 years and all persons over 18 years of age must comply with the Victorian Child Safe Standards and the associated Crimes Act requirements..

All students should be aware of Ozford’s Child Safety policies and procedures and their obligation in respect to the reporting of any child safety allegations or concerns.

Please see the following:

- ***Child Safety Policy and Procedure***
- ***Child Safe Risk Management Policy and Procedure***
- ***Anti-Bullying and Harassment Policy and Procedure***
- ***Anti-Discrimination Policy and Procedure***
- ***Diversity and Equity Policy and Procedure***
- ***Student Code of Conduct Policy and Procedure***

For more information, the policies and procedures can be accessed at: [Policies and Procedures | Ozford Australia](#)

Privacy

Ozford takes the privacy of our students very seriously and complies with all legislative requirements. The **Privacy Policy and Procedure** outlines how Ozford collects, uses, discloses and otherwise manages personal information supplied by its students. It explains how information might be accessed or corrected and how a suspected privacy breach might be investigated.

For more information, the **Privacy Policy and Procedure** can be accessed at: [Policies and Procedures | Ozford Australia](#)

PART 6: STUDENT PROFILE AND DETAILED ADMISSIONS CRITERIA

The Student Profile table below provides an indication of the likely peer cohort for new students at Ozford in compliance with the Commonwealth Department of Education and the Tertiary Education Quality and Standards Agency Admissions Transparency requirements.

The table provides data on all Ozford students who commenced study in 2022, including those admitted through all offer rounds, and international students studying in Australia.

Applicant background	2022	
	Number of students	Percentage of all students
A) Higher education study (includes a bridging or enabling course)	<5	N/P
(B) Past vocational education and training (VET) study	<5	N/P
(C) Work and life experience (Admitted on the basis of previous achievement other than the above)	<5	N/P
(D) Recent secondary education:	<5	N/P
Admitted solely on the basis of ATAR (regardless of whether this includes the impact of adjustment factors such as equity or subject bonus points)	<5	N/P
Admitted where both ATAR and additional criteria were considered (e.g. portfolio, audition, extra test, early offer conditional on minimum ATAR)	<5	N/P
Admitted on the basis of other criteria only and ATAR was not a factor (e.g. special consideration, audition alone, schools recommendation scheme with no minimum ATAR requirement)	<5	N/P
International students	161	99%
All students	162	100%

Notes:

- "<5 - the number of students is less than 5.
- N/A – Students not accepted in this category
- N/P – Not published: the number is hidden to prevent calculation of numbers in cells with less than 5 students.
- Ozford had one *domestic* student in 2022 and considers the information set out in this Pre-enrolment Guide and the Ozford website, including the Student Handbook, satisfies the admissions transparency requirements.

Undergraduate Admission criteria

The below admission criteria are applicable to the Ozford undergraduate courses on offer.

Applicant Background

Undergraduate Applicants with higher education study

Applicants with Higher Education study refer to those whose highest level of study enrolment since leaving secondary education is a higher education course. This includes study at university and non-university higher education providers (HEP). Applicants who have satisfactorily completed one year of Higher Education study (at AQF Level 7) are considered as having met the undergraduate academic entry requirements.

Undergraduate Applicants with vocational education and training (VET) study

Applicants with VET study refers to applicants whose highest level of study enrolment since leaving secondary education is a VET qualification. This includes a course provided by a public TAFE or other VET providers. Applicants who have satisfactorily completed one year of an AQF accredited award at the level of Certificate IV or above are considered as having met the undergraduate academic entry requirement.

Undergraduate Applicants with work and life experience

Applicants with work and life experience generally refer to matured aged applicants who left secondary education more than two years ago (i.e. who are not classified as recent secondary education applicants) and have not undertaken further study since then. Applicants may have undertaken non-formal programs that have helped prepare them for tertiary education or are relevant to the proposed higher education field of study. "Experience" could include a combination of factors sufficient to demonstrate readiness for higher education such as mature-age entry, professional experience, and community involvement and/or work experience.

Matured aged applicants who are over the age of twenty one can apply to study an undergraduate course if they can demonstrate capacity for successful study at the undergraduate level through work and life experience. The applications will be assessed by the Academic Dean or a delegated officer.

Undergraduate Applicants with recent secondary education (within the past two years)

Applicants with recent secondary education refers to applicants whose admission is based mostly on secondary education that was completed either in the current year or within the previous two years. This includes applicants whose secondary education was undertaken interstate or overseas. This group includes applicants who may have undertaken or completed some VET or Higher Education studies while still at school.

Applicants who have recently satisfactorily completed Australian Year 12 or equivalent are considered as having met the postgraduate academic entry requirements.

Further information on admissions can be found at: [Policies and Procedures | Ozford Australia](#)

Postgraduate Admission criteria

The below admission criteria are applicable to the postgraduate courses on offer.

Applicant Background

Postgraduate Applicants with higher education study

Applicants with Higher Education study refer to those whose highest level of study enrolment since leaving secondary education is a higher education course. This includes study at university and non-university higher education providers (HEP). Applicants who have satisfactorily completed an Australian Bachelor's degree or equivalent are considered as having met the postgraduate academic entry requirements

Alternately, applicants who have satisfactorily completed an Australian Graduate Diploma, Graduate Certificate or equivalent are considered as having met the academic entry requirements of the three postgraduate course below:

- Graduate Diploma in Management
- Master of Professional Accounting
- Master of Business Administration

Postgraduate Applicants with vocational education and training (VET) study

Applicants with VET study refers to applicants whose highest level of study enrolment since leaving secondary education is a VET qualification. This includes a course provided by a public TAFE or other VET providers.

Applicants who have satisfactorily completed a VET accredited award at AQF Level 7 or above are considered as having met the academic entry requirements of Ozford postgraduate courses.

Postgraduate Applicants with work and life experience

Applicants with work and life experience generally refer to matured aged applicants who left secondary education more than two years ago (i.e. who are not classified as recent secondary education applicants) and have not undertaken further study since then. Applicants may have undertaken non-formal programs that have helped prepare them for tertiary education or are relevant to the proposed higher education field of study. "Experience" could include a combination of factors sufficient to demonstrate readiness for higher education such as mature-age entry, professional experience, and community involvement and/or work experience.

Matured aged applicants who are over the age of twenty one can apply to study the Graduate Certificate in Management course if they have:

- a minimum of three years equivalent full-time relevant managerial or professional experience
OR
- a minimum of five years equivalent full-time relevant work experience

Further information on admissions can be found at: [Policies and Procedures | Ozford Australia](#)

Student Handbook

New students are valued at Ozford. To ensure you are provided with all the information you need, we recommend you read through the Student Handbook thoroughly to settle in and get connected with Ozford. The Student Handbook has been designed to help you adjust to studying and to life at Ozford and in Australia.

The Student Handbook provides links to useful resources and Emergency, Health and Wellbeing, Crisis and Legal Services.

The Student Handbook can be accessed at: [Policies and Procedures | Ozford Australia](#)

TEQSA National register

The Tertiary Education Quality and Standards Agency (TEQSA) is Australia's independent national quality assurance and regulatory agency for higher education. TEQSA is required to maintain the National Register of Higher Education Providers in accordance with the Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act).

The National Register is the authoritative source of information on the status of registered higher education providers in Australia. You can search for an institution by provider or course on the TEQSA website. Information on how to search TEQSA's National Register of Higher Education Providers can be found here: <http://www.teqsa.gov.au/national-register>

QILT Website

The Quality Indicators for Learning and Teaching (QILT) are a suite of government endorsed surveys for higher education, across the student life cycle from commencement to employment. QILT makes available robust, nationally consistent performance data for Australian higher education, helping drive quality improvement.

All Australian higher education institutions are eligible to participate in QILT. Currently, all 42 Australian universities and around 90 non-university higher education providers, including Ozford, take part in the surveys.

The survey data can be accessed at: [Home \(qilt.edu.au\)](http://qilt.edu.au)

Ozford website

The Ozford website can be accessed at [Study in Australia - Institute of Higher Education in Australia | Ozford](#)

- Course-specific webpages ([Higher Education in Australia – Institute of Higher Education Course | Ozford Australia](#))
- How to apply ([How to Apply | Ozford Australia](#) and [Apply Now | Ozford Australia](#))
- Entry requirements [Higher Education in Australia – Institute of Higher Education Course | Ozford Australia](#)
- Course Guide ([Policies and Procedures | Ozford Australia](#))
- Pre-Enrolment Guide ([Policies and Procedures | Ozford Australia](#))
- Student Handbook ([Policies and Procedures | Ozford Australia](#))
- Intakes and Trimester dates ([Intakes and Trimester Dates | Ozford Australia](#))
- Orientation ([Orientation | Ozford Australia](#))
- Block delivery model ([Block Delivery Model | Ozford Australia](#))
- Accommodation ([Accommodation Options for Ozford Students | Ozford Australia](#))
- Indicative tuition and non-tuition fees ([Make a Payment | Ozford Australia](#))
- Indicative costs of living in Australia ([Study in Melbourne - Institute of Higher Education in Melbourne | Ozford Australia](#) – see links)
- Student Services ([Support Services | Ozford Australia](#))

Studying in Melbourne, Australia

- [Study Australia](#)
- [Home | Study Melbourne](#)

Melbourne and surrounding attractions

- Melbourne, Victoria, Australia - visitvictoria.com The official travel and accommodation site for Melbourne, Victoria, Australia (visitmelbourne.com)

Information for young Victorians on study, jobs and fun www.youthcentral.vic.gov.au

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

- www.ptv.vic.gov.au or
- www.metrotrains.com.au
- www.yarratrams.com.au

Listing of rental properties:

- www.realestate.com.au
- www.realestateview.com.au

Student Accommodation Options:

- 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:

- [Subclass 500 Student visa \(homeaffairs.gov.au\)](http://Subclass 500 Student visa (homeaffairs.gov.au))

Commonwealth government services:

- www.australia.gov.au

Victorian Government services

- <https://service.vic.gov.au/>

Further information

If any information or service provided on Ozford's website is inaccessible to you or you are experiencing problems accessing our website contents for any reason, please contact us at:

Phone: +613 86637188

Email: info@ozford.edu.au

Campus: 123 Lonsdale Street, Melbourne, VIC.

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 Guide 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 Guide without notice.



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