



OZFORD

Institute of Higher Education

(CRICOS No. 03429B)

2023

Student Handbook



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Student Official Contact

Student Experience team**Email:** oi Hess@ozford.edu.au**Phone:** (03) 8663 7188

PART 1: ABOUT OZFORD

Ozford Institute of Higher Education (Ozford) is delighted to extend a very warm welcome to you. We are glad you are here. You have made a great choice in coming to Ozford, an innovative Institute offering higher education programs.

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

We wish you every success in your studies at Ozford and once again: welcome!

Ozford is located in the heart of Melbourne and 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.

Campus Location/Address: 123 Lonsdale, Melbourne VIC 3000

Telephone: +61 3 8663 7188

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

Ozford Mission, Vision and Values

Our Mission

Our mission is to provide quality higher education courses for students to achieve their educational and personal goals. A student's success is Ozford's success. We achieve this through:

- fostering an innovative and supportive learning environment where our students from diverse backgrounds attain knowledge, skills and values which enable them to participate effectively in their chosen career or field of expertise in the global community;
- enabling students to achieve their goals and to become lifelong learners and leaders in their communities;
- pursuing sustainable growth and diversity while maintaining and improving the quality of our courses and our students' experience.

Our Vision

Our vision is to provide excellence in learning and teaching to enable a diverse cohort of students to achieve their goals in a contemporary global community.

A student's success is Ozford's success.

Our Values

Unity

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

Passion

We are passionately committed to delivering quality educational experiences and expanding all learners' horizons through scholarship informed learning and teaching.

Excellence

We strive for the highest quality in every aspect of our work, to underpin the entire student journey from recruitment and admission to graduation.

Respect

We respect all our students, staff and other stakeholders by providing a caring community based on openness, fairness and friendship. We recognise that with rights come responsibilities to ourselves, our clients and our stakeholders.

Integrity

We act responsibly and honestly in all we do.

Diversity

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

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](#)).

Ozford Facilities

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 has been fitted out with modern facilities, furnishings and fittings for student engagement and interaction—both during and outside class times.

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.

The Student Resource Centre hosts the following resources and facilities:

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

Students also have access to the following online resources:

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

New students are introduced to the Student Resource Centre and the physical and electronic resources available during orientation. These resources complement the academic writing and research skills workshops conducted by the Academic Skills Advisor.

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

You can search the catalogues online here: <https://ozford.functionalsolutions.com.au/>

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

Student Common Area

The Student Common Area is a comfortable place for students to relax, recharge and socialise with other students. This area provides couches, tables and desks, microwaves, refrigerators and games. We even have a piano! There are also other casual seating areas on campus for students to use. Please keep these areas clean and tidy at all times. 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 and Systems

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

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 should refrain from using private email accounts to contact Ozford. You must ensure that your Ozford email and Moodle accounts are checked regularly.

Learning Management System (Moodle)

Moodle is the Learning Management System used by Ozford. 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.

Wi-Fi

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

Printing

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

Students are also able to contact staff members using Moodle. Assignments and other assessments should be submitted through Moodle.

Noticeboards

Noticeboards are located in the Student Common Area

The *Information for OIHE Students* section on Moodle and noticeboards display the following information:

- trimester calendar and upcoming events, including exams and graduation
- student newsletters
- weekly snapshot of Ozford news and updates
- social activities and what is happening in Melbourne
- accommodation, health and safety information
- job and career updates.

Students are advised to check the noticeboards, their email and Moodle regularly to ensure they are aware of what is happening at Ozford.

Student Services and Information Desk

The Student Services/Reception desk on Level 8 the first point of contact for all enquiries. They can assist with a wide range of issues such as public transport guidance, street directions and lost property. They can also refer you to an appropriate staff member or department to provide students with coordinated support.

Lockers

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

Food and Drinks

To ensure a tidy and comfortable learning environment for all, we ask that:

- No food be consumed in classrooms, and computer labs
- All rubbish is placed in rubbish bins provided.
- Common areas are kept clean and tidy.

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

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.

Making the Most of your Class

The most important parts of a lesson are usually the beginning and the end of the class.

Beginning of the Lesson

The first few minutes of class are critical since lecturers share important administrative information such as current or future changes to classrooms and timetables, assessment dates and times. The lecturer will also introduce the lecture's content or discussion and connect the contents of the current lesson to the contents of the previous lesson.

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

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

During the Lesson

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

Tips for Active Participation:

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

How to Start Participating in Class

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

- agreeing with what someone has said
- asking someone who has contributed an idea for an example or more information
- preparing a question to ask beforehand.

End of a Lesson

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

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.

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.

Access to Moodle by Students and Staff

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

Moodle can be accessed remotely **on a computer or a phone or device**

Via a computer

Ozford's Higher Education Moodle site can also be accessed anytime from personal computers, smartphones or other mobile devices. The Moodle site can be accessed remotely by typing the URL <http://helms.ozford.edu.au/login/index.php> into the web browser and then following the steps outlined in (1) above.

Remote access can also be achieved by directly logging on to Ozford's main website (www.ozford.edu.au). There is a shortcut link at the top of the menu bar called 'Moodle login'. Clicking that link will take the user to the Moodle site. The user then has to use the username and password to go to the actual site.

Via an App on a phone/iPad

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

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) |

| Assessment Tasks | Application |
|--|--|
| | <ul style="list-style-type: none"> 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.

Students in a WIL program will be supervised by academic staff, the WIL Coordinator, for all types of WIL activities. When in a physical workplace-based (traditional) internship, the student will be supervised by a workplace supervisor.

Students undertaking WIL are responsible for communicating any issues to the WIL Coordinator and seeking feedback on an ongoing basis.

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."

Plagiarism

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

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

Students must refrain from:

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

Cheating

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

For further information, please refer to the **Academic Integrity Policy 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 satisfactory and unsatisfactory progress are addressed in the **Academic Progress Policy and Procedure**. Please refer to Ozford's website for more details: [Policies and Procedures | Ozford Australia](#)

Academic Progress

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.

Every effort will be made to proactively assist each student to achieve satisfactory academic progress and complete the course within the expected duration. Ozford's academic monitoring and intervention strategies include working with the students to:

- identify reasons for lack of progress and needs for additional support;
- assess their English language proficiency; and
- provide students with access to informed services and timely referral to required support including English language support, assistance with study skills, time management skills, exam preparation and using resources.

Matters relating to academic progress 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.



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.

Oxford 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:

Literacy

- essential writing tasks
- using group exercises for assessments
- providing examples and models of completed tasks (such as those on Moodle in the form of video examples and skills sheets for the First Aid course)
- ensuring that documents and forms are written and formatted in plain English
- using clear headings, highlighting certain keywords or phrases
- providing explanations of all technical terms used.

Language

- presenting information in small portions and speaking clearly, concisely and not too quickly
- giving clear instructions in a logical sequence
- using practical examples in assessment
- encouraging students to ask questions (not always part of every student's educational experience).

Student Consultation

Oxford 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 or the Education Committee. 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

Notifications of Results are available at the end of each trimester. Your Notification of Results will include all units completed during the trimester with a corresponding letter or number grade. Upon completing a course and qualification, eligible students will receive a testamur and an academic transcript. A Letter of Completion is available upon request.

Students who need to access their records or obtain a transcript at other times are advised to fill in a Student Services Request Form available at the Student Services/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.

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 Policy and Procedure will be communicated clearly to the students and the manner of resolution of any breach by any person will be consistent throughout.

The Student Code of Conduct does not cover all situations. It articulates the expectations and aspiration of Ozford concerning student conduct, including strategies to address inappropriate conduct.

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

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

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](#)

3.1 Alcohol and Drugs

Ozford is an alcohol and drug free establishment. The consumption and or possession of alcohol and illegal drugs are strictly prohibited.

3.2 Violence

Any form of assault/violence is prohibited and considered a serious misconduct. The reference to assault/violence includes not only physical behaviour but oral, written, electronic, online, sexual and/or behaviour of a racial nature. Any such conduct between students and/or with staff is not acceptable and will be subject to disciplinary action.

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

3.3 Bullying and Harassment

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

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

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

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

Any form of bullying or harassment, physical, verbal or online, in all Ozford environments is strictly prohibited.

3.4 Discrimination

Discrimination exists if and when a person or a group of people, is/are being treated less satisfactorily than another person and/group because of race, colour, physical features, nationality or ethnic origin, sex, pregnancy or marital status, age, disability, religion, sexual preference, gender identity, employment activity, industrial activities or any other characteristics specified under the Anti-Discrimination or Human Rights legislation. Discrimination and harassment in all Ozford environments is strictly prohibited and will be subject to disciplinary action.

3.5 General Misconduct

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

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

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

See also: ***Occupational Health and Safety Policy***.

3.6 Academic Misconduct

Ozford is committed to promoting academic integrity among students and staff and ensuring all assessment of student learning is undertaken in accord with the highest levels of academic integrity. Matters relating to Academic Misconduct is covered in the ***Academic Integrity Policy and Procedure***.

For further information, please refer to the ***Student Code of Conduct Policy and Procedure***.

Use of ICT Facilities and Services

Students must use Ozford's ICT facilities and services in an ethical, secure and legal manner; having regard for the privacy, rights and sensitivities of other users.

It is the responsibility of students to make themselves aware of the policies, procedures and guidelines related to Information Technology Services and conduct their activities accordingly.

Ozford ICT facilities and services including the email accounts are provided for academic and study related communications. Any personal use of ICT facilities and services should be incidental and not interfere with the work or study of others or the operation of Ozford.

The use of Ozford resources for unreasonable or excessive personal use or conducting any activities, which are not academic, or study related, is strictly prohibited. All ICT use must be undertaken with the full knowledge and approval of Ozford staff and the ITS services team. In approving use, the ITS services team requires that the activity meets the security requirements set out in this policy.

Personal profile images uploaded to Ozford systems must be appropriate and respectful.

Students must not copy, duplicate (except for backup purposes), disclose, or allow anyone else to copy or duplicate any confidential information. The use of personal data storage devices to transfer stored data to or from Ozford's ICT facilities and services is strictly prohibited.

Costs incurred by Ozford due to excessive personal use may be recovered directly from the individual concerned and may lead to further disciplinary/legal actions.

Students who are alleged to have misused Ozford ICT facilities and services are subject to investigation and, if misuse is established, action will be taken, as detailed in the ***Use of Information Technology Facilities and Services Policy and Procedure***.

ICT Privacy

While Ozford desires to provide a reasonable level of privacy, students should be aware of Ozford's Privacy Policy and Procedure and that the data they create or store on Ozford resources, or while using Ozford resources, is the property of Ozford. This includes but is not limited to emails sent and received from staff and student email accounts, emails retained in central archive, voicemail, text messages and instant messages.

Ozford will monitor users' use of Ozford ICT facilities and services. Ozford has systems to monitor Ozford's ICT equipment, systems and network traffic of users.

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

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

- assessing whether the ***Use of Information Technology Facilities and Services Policy and Procedure*** is being adhered to and identifying any possible breaches.

Security

Students must take all reasonable precautions for the safety and protection of Ozford data and information assets from unauthorised access or disclosure in order to minimise risk by adhering to the handling requirements and security controls.

Students are responsible for the security of their passwords and the use of Ozford ICT facilities and services via their accounts.

- Passwords chosen by students must not be easily be guessed or predicted
- Passwords must remain secure and students should refrain from disclosing their password to any person and, from sharing accounts.
- Students must change their password regularly (and immediately if it becomes known by another person)
- All PCs, laptops, tablets, mobile devices and workstations should be secured by logging off or locking the workstation when the system is unattended.
- Students must protect the security of data held on mobile systems (eg phones, laptops, memory sticks and other storage mediums), including by maintaining reasonable virus control measures where possible.

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

- use or misuse of any facilities;
- loss of data or interference with data stored on any facilities;
- interference with or damage to equipment used in conjunction with any facilities; or
- any acts taken or decisions made not in accordance with the ***Use of Information Technology Facilities and Services Policy and Procedure***.

All computers and devices connected to Ozford network including computers and devices not owned or managed by Ozford, must have the current operating system patches applied to them and be equipped with the latest antivirus software, either by automated download or manual update.

External IT Equipment/Cloud Services and Solutions

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

The accessing, storing and working on 'Cloud' services must comply with Ozford's ***Records Management Policy and Procedure*** and the ***Privacy Policy and Procedure***.

Electronic Mail Guidelines

Ozford email accounts are provided for academic and business-related communications of Ozford.

Email is an official method of communication for staff and students. Mass electronic communications are moderated. The contents and size of student email accounts will be defined by the ITS services team. An email signature should be present on all email correspondence.

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

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

Personal Mobile Phone, Hand Devices and Computers

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

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

Prohibited Activities

Under no circumstances is a student authorised to engage in any activity that is illegal under local, state, federal or international law while using Ozford ICT facilities and services.

The following activities are expressly prohibited:

- violations of the rights of any person or Ozford protected by confidentiality, copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including but not limited to the installation or distribution of "pirated" or other software products that are not appropriately licensed for use, or the duplication or transmission of copyrighted or otherwise protected materials. This prohibition also applies to materials that are considered "Confidential";
- sending spam using Ozford ICT;
- the use of any peer-to-peer file sharing software or websites, including but not limited to BitTorrent, eMule, LimeWire or Ares;
- the use of any IRC or messenger software or websites, including but not limited to Facebook Messenger or other "Messengers", IRC or "chat" clients (except that, for the avoidance of doubt, Voice Over IP products are allowed for Ozford academic or business purposes only, where the student has first registered the name and service with Ozford's ITS services team and obtained consent to such use);
- unless specifically for Ozford academic or business purposes, posting or subscribing to newsgroups, online discussion boards or email list groups;
- using Ozford ICT to actively engage in procuring or transmitting material that is in violation of sexual harassment, privacy, discrimination or workplace laws including but not limited material, which is offensive, obscene, threatening, pornographic, defamatory, discriminatory, insulting, inappropriate, disruptive, intimidating or in violation of a person's privacy;
- effecting disruptions to, or interfering with, any other computer or network;
- using any form of network monitoring which will intercept data not specifically intended for the student, unless this activity is a part of the student's approved ICT activities;
- circumventing user authentication or security of any host, network or account;
- providing information about, or lists of, Ozford's users, customers or potential customers to any third party; or outside Ozford;
- activities which discredit Ozford or its users;
- using electronic mail or the internet for political, religious, private commercial, personal profit making, gambling or personal advertising purposes;
- unauthorised use, or forging, of email header information;
- connecting to the internet, or sending email through, an anonymous proxy server or similar conveyance designed to obfuscate the user's identity;
- creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type;
- installing any software that is not approved by the ITS services team;
- unauthorised accessing, copying of Ozford information to a personal USB memory stick, hard disk or removable storage device/cloud (whether it is a to mobile phone, tablet, music player, cloud storage or otherwise);
- the 'ripping', copying or storage of music for any purpose; and,
- the use of third party email accounts for carrying on Ozford business (with the exception of the use of a third-party email server to send an email, where the return address is Ozford provided email address).

Termination of Access

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

ICT Loss or Damage

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

Ozford may require students to pay for any loss or damage to Ozford's ICT facilities and services caused by their negligence, abuse or malicious actions.

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

Social Media

Ozford recognises the importance of social media as a communication tool regularly used by staff, students and associates to connect with each other and the broader community. Accordingly, Ozford recognises the need for a policy to ensure that those who use these media as part of their professional role, in a personal capacity, study or association with Ozford do so in a way that is consistent with Ozford guidelines for acceptable use.

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

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

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

- bring Ozford into disrepute
- compromise the effectiveness of Ozford
- defame individuals or organisations
- imply Ozford endorsement of personal views
- disclose, without authorisation, confidential information.

When accessing internal social media networks, students must use Ozford's ICT facilities in an acceptable manner. The use of facilities should not interfere with the performance of their work. Students must:

- Be polite and respectful of the opinions of others at all times.
- Be mindful that others may not share the same sense of humour.
- Refrain from accessing or engaging with any material that is inappropriate or unlawful, including posts that are fraudulent, threatening, bullying, embarrassing, of a sexual nature, obscene, racist, sexist, defamatory or profane, whether obscured by symbols or not.
- Refrain from using Ozford's IT resources to post explicit or sexually suggestive messages.
- Refrain from infringing another person's or Ozford's intellectual property rights.

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

- post comments or images that are obscene, offensive, threatening, harassing or discriminatory concerning their study, another student or Ozford stakeholder
- post inappropriate images that reference or involve Ozford in some way
- engage in comments that breach anti-discrimination law
- use an Ozford email address or anything else that connects the student to Ozford when making public comment
- use external social media tools for study-related internal communications (excluding corporate networks such as SharePoint and Skype).

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

- Comments posted online are available immediately to a broad audience.
- Material posted online effectively lasts forever and may be copied without limit.

- Others may view material posted online out of context or use it for an unintended purpose.
- A site's security settings cannot be relied on to protect or keep material private.
- Anything posted can be traced back and used to identify the poster as a student.
- Anonymity or a pseudonym cannot be relied on to protect against identification.

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

Building Regulations

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

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

Penalties apply to those caught breaking the building regulations.



PART 4: OZSUPPORT—STUDENT SUPPORT AND SERVICES

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

Arrival, Orientation and Transition

All new students must complete an Orientation Program during their first week at the beginning of the trimester. The orientation program aims to assist students in familiarisation with the expectations, rules and facilities of Ozford and adjusting to student life. If you are new to Ozford or Australia, you will be guided through the campus and introduced to different staff members. Students will also be provided with opportunities to get to know each other with social interactions during the orientation program.

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

- courses, such as exam preparation and timetable
- adjusting to study and life in Australia
- upcoming social events organised by Ozford or other organisations in Melbourne
- upcoming information sessions and workshops on campus
- navigating Australian culture, such as renting and working in Victoria, for international students.

We will regularly update you about what is happening at Ozford and Melbourne on **Moodle**, under the **Orientation and Transition** and **Information for OIHE Students** sections. So stay tuned!

Transition Workshops are held on topics such as: Living in Melbourne, Australian Culture, Safety and Security and Budgeting for ongoing support. The **E-Orientation** section in Moodle also contains information on these and other topics that will ease your transition into studying at Ozford and in Melbourne.

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. Come and see us or send an email to: oihess@ozford.edu.au

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.

Jobs, Careers and Further Study

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

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

Students can sign up for the Job Ready Program and work coaching sessions by contacting the Student Success Coach directly.



Student Success Program on Moodle

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

Get Involved

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

With support from your Success Coach, you can complete a career plan, create your CV, write a cover letter and create your OZFOLIO. You will also identify and strengthen your employability skills and transfer them to your OZFOLIO. You will have the opportunity to reflect on your studies and experience to update your career plan, CV and OZFOLIO.



Student Welfare Services

Students who encounter difficult circumstances or critical events in their personal life that may impact their wellbeing and affect their study are welcome to approach the staff at Ozford. Students can make an appointment to see the Head of Marketing and Student Experience or Student Experience team, who have extensive experience with student support. During the meeting, students are provided with the opportunity to discuss any issues in a relaxed and confidential setting. If required and with student permission, students will be referred to an appropriate external organisation to help the student.

Personal Counselling and Psychologist Services

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

The external counselling practice we use is:

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| <p>Stephy Yu Counselling Services Suite 2, 195 Thompsons Road, Bulleen, VIC 3105 Phone: 0425 884 437 Email: stephycounselling@gmail.com Website: Stephy Xing Yu - Counsellor in Bulleen, VIC 3105 (rightcounsellor.com)</p> | <p>Stephy Yu is a registered counsellor with the Australian Counselling Association (ACA)</p> |
|---|---|

The external clinical psychologist we use is:

| | |
|--|---|
| <p>Cherie Lacis Mediclinic Clayton Unit 25, 14–16 Audsley Street Clayton South, Victoria 3168 Mobile: 0422 598 313 Email: cherielacis@gmail.com Phone: (03) 9544 1555 Website: http://www.mediclinicclayton.com.au/ Or: Cherie Lacis - Clinical Psychologist</p> | <p>Cherie Lacis is a registered clinical psychologist with the Australian Health Practitioner Regulation Agency and a member of the Australian Psychological Society (MAPS)</p> |
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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.

Tuberculosis

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

Seek medical advice if you have any of these symptoms:

- cough or fever for more than two weeks
- excessive tiredness
- night sweats

- poor appetite and weight loss
- coughing up blood.

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

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.

Medical Emergency Procedures:

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

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.

Bullying and Sexual Harassment Support

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

- excluding someone from workplace/learning activities
- giving someone the majority of unpleasant tasks
- verbal abuse
- abuse using electronic formats such as text messages, phone calls or posting messages or video recordings on websites
- humiliating someone through sarcasm or insults
- intimidation
- initiation practices
- sabotaging someone's work
- practical jokes.

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

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

Bullying and harassment including sexual harassment can threaten wellbeing, health and safety. Ozford will not tolerate any form of bullying or harassment. Please contact the Student Experience team if you experience or witness any behaviour that is of concern.

Sexual Assault

Any sexual activity imposed on another person without consent is sexual assault which is a serious offence. This is a criminal behaviour regardless of the person's intent or whether the victim is drunk, drug-affected, asleep or unconscious, submits because of force or fear, or if the person is under the legal age of consent.

Consent, including the minimum age of consent, is explained in full at the following websites:

- <https://yla.org.au/vic/topics/health-love-and-sex/sex/>
- <https://www.legalaid.vic.gov.au/sex-and-law>
- <https://shvic.org.au/for-you/sex-and-the-law/affirmative-sexual-consent>
- [What Is Sexual Consent? | Facts About Rape & Sexual Assault \(plannedparenthood.org\)](#)
- [Home | 1800RESPECT](#)
- <https://aifs.gov.au/cfca/publications/age-consent-laws>

Who to Talk To?

For 24-hour support concerning sexual harassment and assault, call **1800RESPECT** on **1800 737 732** or visit <https://www.1800RESPECT.org.au>. In an emergency, call **000**.

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

<https://www.police.vic.gov.au/reporting-sexual-offences-child-abuse>

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

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: [Make a Payment | Ozford Australia](#)

Financial Support

International students are not eligible to access a Higher Education Loan Program (HELP) loan for their study and must pay the overseas student fees charged by their provider.

International students who are faced with financial difficulties are welcome to make an appointment to discuss a payment plan with the Accounts team on Level 10.

Please see Part 6 of this Student Handbook for tips and useful links to help you with budgeting.

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.

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.

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

You need to familiarise yourself with Ozford policies and procedures relevant to your enrolment and study at Ozford.

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

Deferring, Suspending or Cancelling a Student's Enrolment

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.

If the requested suspension is longer than 12 months, then the student will be required to withdraw from the course and reapply when they are ready to return to study.

Ozford will assess each case on its individual merits and in consideration of the Time limits for completion of the course to decide if the deferment or suspension of study can be granted. If granted, an agreed action plan will be developed by Ozford in conjunction with the student so that the absence from Ozford will have minimal impact on course duration.

Students have the right to appeal a decision by Ozford to defer, suspend or cancel their studies. Ozford will not notify the relevant Government department of a change to the enrolment status until the internal complaints and appeals process is completed.

Please see the *Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure* and the *Time limits for Completion of an Award Course Policy* for further information.

Advanced Standing (RPL and Credit Transfers)

Credit may be granted based on formal studies undertaken in recognised Australian tertiary institutions, based on the RPL or, in some cases, based on courses provided by recognised professional bodies or employers where appropriate certification is available. Credit will be assigned to recognise equivalence in content and learning outcomes between different types of learning and/or qualifications.

Ozford offers Recognition of Prior Learning (RPL) assessments to applicants who can apply for credit for learning outcomes that applicants have previously achieved. Ozford will provide all applicants with information about the RPL assessment process, and the evidence or supporting documentation required to enable applicants to prepare appropriate evidence for assessment.

Where RPL or a **credit transfer** is granted, an exemption will be recorded for the previous learning that has been assessed as equivalent in learning outcomes, the 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 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.

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.

The **Student Support and Services Policy and Procedure** sets out how Ozford complies with the *Higher Education Standards Framework (Threshold Standards) 2015*, which specifies that Ozford must provide information, support and equitable treatment to students. It also sets out how Ozford complies with the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* that requires that Ozford helps students access study support, welfare-related services and assist students in adjusting to studying and living in Australia.

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).

Ozford has two complaint processes:

- **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.

Transfer Between Registered Providers

All current students seeking to transfer to other educational providers in the first six months of their principal course need to apply for transfer and obtain our approval to enrol in another Institution.

Ozford will assess whether the transfer request should be refused or granted based on whether:

- there are compassionate and compelling grounds, for example, illness, family emergency and natural disaster
- there are any issues with the capacity of Ozford to meet the student's requirements
- the transfer may limit the student's future study options
- there are outstanding course fees
- the student has failed to meet satisfactory academic progress.

Occupational Health and Safety

Ozford is committed to providing a safe and healthy work environment for its staff, students and visitors. Ozford encourages all workplace participants to regard accident prevention and work safety as a collective and individual responsibility. The safety of students is regarded to be of primary importance.

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. 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**

Critical Incidents

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

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

Ozford recognises that planning to manage a critical incident and awareness of critical incidents is essential to enable Ozford and its staff to meet the duty of care owed to its students.

Please ensure you read and understand the **Critical Incident Policy and Procedure** and report immediately to Ozford if you or someone you know is involved in a critical incident. We will endeavour to provide support to any student or staff member involved.

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.

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..

The Principles that guide development of Ozford's Child safe policies and procedures to create and maintain a child safe environment include:

- There is zero tolerance of child abuse.
- We strive to show leadership in child safety by taking a preventative, proactive and participatory approach to child safety.
- We have established and made accessible child safety policies, procedures, systems and practices that reflect the risks of Ozford.
- We value and empower younger students to participate in decisions that affect their lives. We recognise, respect and foster younger students' rights ensuring that they are comfortable and encouraged to speak up if they feel worried or unsafe.
- We uphold a culturally safe environment for younger students, staff and stakeholders while keeping child safety paramount. We respect and celebrate diversity and seek to be inclusive of all younger students.
- We engage people who are suitable to work with children and have appropriate supervision and professional development practices. We will ensure that staff are supported to implement the child safe policies to the extent that it is applicable to their role and responsibilities.
- We value the input of, consult with and communicate regularly with our students, staff and families.
- We foster a culture of openness that supports all persons to safely disclose risks of harm to children and encourage the reporting of suspected abuse, neglect or mistreatment promptly to the appropriate authorities.

- We encourage reporting and will support our staff and students who disclose or are otherwise linked to suspected child abuse. We will manage all child safety concerns in a sensitive, confidential, honest, responsible and timely manner.
- We ensure the procurement policies for facilities and services from third parties ensure the safety of students.
- We will monitor compliance with and continuously improve the effectiveness of our child safe strategies.

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***

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, please refer to the ***Privacy Policy and Procedure***.

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

Information Sessions and Social Events

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

Ozford provides students with various opportunities to participate in social activities to enrich student experiences. There are social events and excursions for students, including barbecues, visits to various Melbourne iconic locations and day tours out of Melbourne.

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

Examples of activities provided include:

- regular excursions and sports activities;
- involvement with some of Ozford's community partners: CERES, Cancer Council etc.;
- social events to generate interaction between different student groups and help students build social network, enhance student sense of connectedness and gain valuable practical skills;
- Graduation Ceremony where all staff and students are invited to attend to celebrate the success of our graduates

Change of Personal Details

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

For students under 18, both the student and their parent(s) are required to complete a Change of Contact Details Form and Confirmation of Appropriate Accommodation and Welfare letter at the Student Services/Reception Desk *before* changing the contact details of the student's parent(s), legal guardian or any adult responsible for the student's welfare.

Before the student's commencement at Ozford, it is the responsibility of the parent(s) and student to inform Ozford of any changes to the welfare arrangement. After the student's commencement at Ozford, students must seek approval from Ozford to make any changes to the welfare arrangement. Students risk being reported to the Department of Home Affairs and having their visa cancelled if they make alternative welfare arrangement without approval from Ozford.

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

Accommodation

Students who require accommodation support can speak to the Student 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 two weeks 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)

Oxford 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.

A homestay involves staying with a family in their home with meals, internet and utilities covered by the family. Oxford 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.



SEARCH TIPS

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

Consumer Affairs Victoria has a dedicated renting section for students and has produced a resource toolkit to help students with renting issues. The toolkit includes:

- sample social media posts for posting on your Facebook or Twitter channels
- shorter and longer articles for publishing on your website or newsletter
- links to short animated [renting videos on YouTube](#) available in 12 different languages.

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](#)

Inspecting a Private Rental Property

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

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

Also, make sure you can open and close all the windows and lock and unlock all the doors. Check what kinds of locks are installed, as many insurance companies will not provide household contents insurance unless the windows have key locks

and the external doors have deadlocks. If any part of the property, fittings or fixtures are damaged or not working correctly, you should ask the landlord to repair them.

Applying for a Private Rental Property

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

You can be asked questions about:

- income and bank details
- previous rental history
- employment details and history
- references—you may be asked for two.

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

The agent or landlord may ask for an application deposit. If you have to pay a deposit, make sure you obtain a receipt. Your deposit must be refunded to you or put towards your bond or first month's rent. It is illegal for agents and landlords to charge fees for the following:

- letting you inspect a property
- issuing a rent payment card
- establishing and using direct debit facilities.

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

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

If you pay a bond, your rental provider (landlord), estate agent or rooming house owner must prepare a condition report. This document records the general condition of the property or room, including fittings and fixtures, such as carpets, curtains and heaters. Your rental provider or agent must give you two signed copies of this report before you move in. This can be done electronically if you have agreed to that.

Once you have moved in, inspect the property and fill in the report with any existing damage, such as cracks, marks on the walls, or broken handles. Also check if any appliances that came with the property work. Also note on the condition report if you disagree with what the rental provider or agent has written. Take close up photos of any damage to support your comments.

You must complete and return one signed copy of the condition report to the rental provider or agent within three days of moving in and keep the second copy of the condition report as a record for yourself. You will need it at the end of your rental agreement if there is a dispute about who should pay for cleaning, damage, or replacement of missing items.

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 this Student Handbook and the Student Code of Conduct, also address safety matters.

Campus Safety

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**. All cameras are monitored and supported by recordings kept for incident investigations in recognition of the Workplace Video Surveillance Act.

There are **emergency exits and evacuation plan** available on each level. A fire warden is allocated to each floor of the premises. During orientation and each trimester, you will be guided through the emergency exit and the evacuation plan. Please ensure you are familiar with the emergency exits and the emergency evacuation plan. The evacuation plan is available next to the emergency exit.

Students are advised not to carry large amounts of money in cash and to keep important documents (especially passports) in a secure place at all times. Handbags, laptop computers, iPods, cameras, electronic dictionaries, or other valuables should never be left unattended on or off-campus (including on-campus in classrooms or resources centre). Lose your spot, not your stuff.

If you need to use ATMs to withdraw cash, use it during the day when there are people around and immediately safeguard the cash.

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](#)

Personal Safety

If you or someone you know experiences or witnesses an assault or threatening conduct on campus that you have not previously reported. In that case, you are still encouraged to report the incident to the Head of Marketing and Student Experience. We value your input. We will listen to you, discuss appropriate support options, and take further actions to further enhance the campus's safety. Support services are available for victims of assault, including:

- Sexual Assault Crisis Line: 1800 806 292
- National Sexual Assault Domestic Violence Counselling Service: 1800 737 732.

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

If you feel unsafe or threatened on campus, speak to a staff member or approach the Student Services/Reception on Level 8.

Triple Zero (000) emergency number

Wherever you are in Australia, if there's a life-threatening emergency, call 000 (zero zero zero). It's a free call, even from your mobile. An operator will answer and will ask which of the following services you need:

- police
- fire, or
- ambulance (which is covered by your Overseas Student Health Cover).

If you're not sure which one you need just tell the operator what you are calling about and they will help guide you. If you don't speak English, tell the operator your language and you will be connected to a translator who will be able to assist.

Triple zero (000) should be used if:

- someone has been seriously injured or is in urgent need of medical help
- your life or property is being threatened, or
- you have just witnessed a serious accident or crime.
- If your friends are in danger.



If you feel you are in a risky situation, find a crowded and well-lit area, then call 000 for help.

If you or a friend has a severe injury or illness, you should go to the nearest hospital emergency department.

If you are the victim of a crime (e.g., online or phone scams, assault, theft), reporting it to the police will not affect your visa, police checks, job applications, studies or grades.

If you aren't in immediate danger, but you have experienced a non-life-threatening crime, such as theft (robbery) from your home or car, call the Police Assistance Line on 131 444 or report the crime to <https://www.crimestoppersvic.com.au>. The service is 100% confidential.

You can get free, independent and confidential legal advice for your troubles (e.g., landlord issues, work and employment issues) from your local Community Legal Centre (call 1300 792 387 or visit [Find a Community Legal Centre - Federation of Community Legal Centres \(fclc.org.au\)](http://www.fclc.org.au)).

Safety Apps and contact numbers

Safety apps are very helpful if you find yourself in an emergency or dangerous situation. Some apps that you may find useful include:

- Emergency+ uses GPS data to communicate your exact location to the correct emergency service in your area.
- Sonder contains safety advice and communication tools for students, including GPS tracking of your route, alerts for fires or automobile crashes and a “check on me” function.
- St John Ambulance First Aid contains step-by-step instructions on how to treat a patient in medical emergency scenarios, including how to perform CPR and manage allergic reactions, choking or diabetic episodes.

Below is a list of other important numbers that you should save into your phone.

- State Emergency Services (SES) (132 500) for emergency support during dangerous weather including floods and storms.
- Poisons Line (13 11 26) for up-to-date poisons information related to bites and stings, plants and mushrooms, or medicine and drug use.
- Health Direct (1800 022 222) for 24/7 expert health information and advice.

Going out

When you go out with friends, it's important to be aware of your surroundings and take precautions to stay safe.

Keep these tips in mind, especially if drinking alcohol:

- Keep your bag and belongings close to your body and where you can always see them and don't carry large amounts of money.
- Always keep your drink close to you and do not accept a drink from a stranger to avoid drink spiking.
- Make sure you have enough money to get home.
- Try to travel home with a friend or in a group.
- Do not walk home alone at nighttime.
- Never hitch hike.
- Where available, use pedestrian walkways and cross the street at pedestrian crossings or lights.

Using the internet

When using the internet, like anywhere in the world, you should protect yourself against online scams like 'phishing', online bullying and identity theft. There are many government resources to help you protect yourself online and report abuse including:

- Stay Smart Online: The Australian Government's online safety and security website.
- ATO scam advice: Information on how to recognise and avoid tax scams and fraud.
- ReportCyber: An online system to securely report cybercrime.
- Attorney-General's Department: Advice on how to protect your identity and recover from identity crime.
- eSafety Commissioner: Information on how to protect your personal information to prevent it being misused.

Fire Safety

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

Draw a floor plan of your home and identify two ways out from each room. If you live in a two-storey home, find a way to escape from the upper level. Check that the windows and flyscreens open freely. Display the escape plan in a central area of your home, such as the fridge or a notice board. Practise your escape plan at least twice a year.

A **smoke alarm** senses smoke and can alert you to fire to give you time to escape. If your smoke alarm does not work, we strongly recommend that you contact your estate agent or your landlord immediately. Landlords are required by law to install and maintain working smoke alarms in all rental properties.



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

Family Safety

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

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

The pack includes four factsheets on the following topics. They are available from the links below:

<https://www.dss.gov.au/family-safety-pack>

- domestic and family violence
- sexual assault
- forced and early marriage
- family violence and partner visas.

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

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

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

Travel Safety

There are several things that you can do to make your public transport journey safer and more secure:

- Before your journey, it is recommended that you top up your Myki, saving you time and ensuring you do not miss your ride when you arrive at the station.

- Before you begin your train journey, check timetables and any connecting train, tram or bus services.
- After 7.00 pm, travel in the front carriage of the train, so you are close to the driver.
- If there are other passengers on the train, sit near them, not by yourself.

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

Sun safety

The sun in Australia can be very strong. It's important to know how to stay safe in the sun to reduce the chances of dehydration, sunburnt and cancer risks. The high level of the sun's ultraviolet (UV) radiation makes people more vulnerable to sunburn, skin cancer and heat stroke than in many other countries.

To avoid damage from the hot sun:

- Drink plenty of water.
- Use a water-resistant sunscreen with sun protection factor 50+ (SPF50+). Be sure to apply the cream 20 minutes before going outside or in the water. Then re-apply after swimming.
- Wear a hat and UV-protective sunglasses.
- Avoid long periods in the sun. The sun is at its hottest between 10 am and 4 pm. You can still burn on cloudy or overcast days so follow the tips above even when it's not sunny.
- Check the UV index before you plan to be outdoors.

Download the SunSmart App as this informs you when to apply sun protection and visit the SunSmart website for tips and information on sun safety.

If you experience sunburn:

- Prevention is best. But you may not realise that you can still get sunburned even on a cloudy day. As soon as you notice your skin getting red or sensitive, or you feel a stinging sensation, seek shade and apply after sun cream.
- Drink plenty of water.

For more tips read the Skin Cancer Foundation's blog on how to treat sunburn.

Water Safety

In Australian waterways, many lives are lost to drowning particularly at the beach. Here are some water/beach safety hints:

- Always swim at a beach patrolled by lifesavers. Lifeguards keep you safe on patrolled beaches. Beaches patrolled by lifeguards are the safest to swim. You can find the nearest patrolled beaches by checking out the Beachsafe App.
- Swim between the red and yellow flags as they mark the safest areas to swim. If you don't see any red or yellow flags then there aren't any lifeguards on duty. This means you should avoid swimming at these beaches.
- Always swim under supervision or with a friend. Always go surfing with someone else.
- Swim during the day.
- Swim only if you are a confident swimmer.
- Don't swim if you have been drinking alcohol.
- Read and obey the safety signs.
- Check that it is okay to swim before you enter the water, as conditions change regularly. If you are unsure of conditions, ask a lifesaver or someone who knows the area, like a shopkeeper, caravan park owner or someone who lives nearby. They are most likely to know the dangers and direct you to a safe swimming spot.
- Do not run and dive in the water. Enter the water carefully. Always enter the water feet first. Submerged objects can be hazardous. Keep watch for trees, branches, rocks and rubbish.
- Do not swim directly after a meal.
- Do not swim under the influence of alcohol or drugs.
- Use at least 30+ sunscreen, wear a long-sleeve shirt and broad-brimmed hat.
- Know how to recognise a rip current. If you are unsure, ask the lifeguards or locals.
- And avoid water with seaweed or litter. Also, stay away from water that has foam on the top, or is a brown or darker colour and doesn't have breaking waves.

If you are at a non-patrolled beach try to locate the Beach Emergency Number which will be on a sign. This is a coding system to help if emergency services need to reach anyone at a beach.

Rip currents are where the water flows fast away from the shore going towards the open sea. These are dangerous. They are one of the most common reasons for people to drown at an Australian beach. To avoid being caught in a rip current:

- Only swim at beaches patrolled by lifeguards.

- Swim with someone else.
- Swim between the red and yellow flags.

If you are caught in a rip current:

- Keep calm and raise your arm to seek help - a lifeguard or another swimmer may then help rescue you.
- Float on your back with the current and rip as this may return you to shore.
- If you are a strong swimmer try to swim parallel to the shore or close to the breaking waves to get back to the shore.
- Don't swim against the rip. You could easily become tired and exhausted.

Marine animals

Certain marine animals, such as jellyfish, can cause pain or a reaction if you happen to touch them. They can be dangerous on the water, but also if they've washed up on the sand.

To avoid being hurt by marine animals:

- Beaches tend to have signs warning you of which marine animals to look out for.
- Be observant in and around the water.
- Wear protective clothing such as a wetsuit if you suspect dangerous marine animals.
- Enter the water slowly so that marine animals can move away from you.

If you are hurt by a marine animal such as a jellyfish:

- Seek help from a lifeguard in the first instance if they are nearby.
- Follow the steps as provided by the Red Cross on first aid for someone with a jellyfish sting.

Health Insurance

- Know your OSHC and what it will cover. Use the provider's website or call them to discover your health insurance benefits.
- For better health (physical, mental, emotional, sexual), click here: <https://www.betterhealth.vic.gov.au>.
- Your OSHC website and app will list international student-friendly doctors from which you can seek help. The insurance provider will pay these doctors on your behalf.

Health Care

If you feel unwell, not yourself, stressed or unhealthy, it is okay to talk to a health professional. Ozford has free and confidential services.

If you are concerned about sexual health (e.g., diseases, pregnancy), see Melbourne Sexual Health Centre's website at <https://www.mshc.org.au> for more information. Their services are **confidential**.

If you are feeling unusual, nervous, lonely, stressed or depressed, there is free, **confidential** help (e.g., counselling) available from Beyond Blue. Phone: 1300 224 636. Website: <https://www.beyondblue.org.au/get-support/getimmediate-support>.

If someone is in crisis or needs suicide prevention, contact Lifeline: Phone: 13 11 14 Website: <https://www.lifeline.org.au>.

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.

Student Life—Must-Know Tips

At Ozford, we want all students to excel in their studies. Here are some valuable suggestions to get you started.

1. Set Some Goals

Being a student is when the most structured and mind-opening learning of your life will happen. It is vital to set clear goals for each course you wish to take. At the same time, do not overburden yourself.

Use the SMART principle below when setting goals and believe in yourself that you can do it.



2. Attend Classes

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

3. Get Involved

Studies show that students who engage and participate in extracurricular activities have higher academic and career success indicators.

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

4. Make New Friends and Develop Positive Friendships

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

Conversely, friends who intend to have a good time at the expense of a good education can be seriously detrimental. Choose your friendships carefully.

5. Seek Help

Problems will often get worse if they are not directly addressed in a timely fashion. Procrastination in any of its many forms can lead to a small problem getting much worse. Get help when you need it. Speak to your teachers, your Course Coordinator or any other staff about any problems as they arise.

6. Budget

Living on a student budget can be tricky, particularly when adjusting to life in a new country. If required, start keeping a record of all your savings and expenditures. Stop spending on things you do not need. Buy your books and supplies only if they are very necessary. Try borrowing resources from the library or rent them. It will save a great deal of money and effort if you decide later on to drop a class.

Some resources to help you to live on a student budget:

- <http://www.studiesinaustralia.com/news/study-tips/10-student-budgeting-tips>
- [Money and budgeting | Living here | Study Melbourne](#)
- <https://moneysmart.gov.au/student-life-and-money>



7. Look After Your Health and Wellbeing

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

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

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

8. Share and Help

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

Awards, Graduation and Alumni

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

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

We love to keep in touch with all our alumni. We have set up a dedicated Facebook group to connect with all alumni. All Ozford students are invited to join the group to network with other graduates. Graduate job opportunities will be posted on the group when they become available.

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

PART 7: OZVISA—INFORMATION FOR STUDENT VISA HOLDERS

This section applies to students holding a student visa. Your visa is subject to several visa conditions with which you must comply. Different visa conditions apply to you and members of your family unit. Breaching a visa condition may result in the cancellation of your visa.

Student Visa Conditions

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

- You cannot work more than 40 hours per fortnight* when your course is in session (other than work that has been registered as a part of the course). Note: No work limits apply during recognised periods of vacation offered by your education provider. A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.
- You must maintain adequate arrangements for health insurance during your stay in Australia. Note: This means that you must maintain OSHC.
- You must notify your education provider of your residential address in Australia within seven days of arriving in Australia.
- You must notify your education provider of any change in your residential address within five days of the change.
- 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://www.homeaffairs.gov.au)

Character Requirements

If you engage in criminal activity in Australia, your visa may be cancelled. More information is available at: <https://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.

Working in Australia

Your visa was granted based on your declaration that you have sufficient funds to cover your living and tuition expenses in Australia. You must continue to have sufficient funds to support yourself and 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.

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

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

Students from all over the world come to Melbourne to study. The City of Melbourne provides a range of services, advice and support for international students. Other external organisations provide help, support and various opportunities to students to engage with the community to enrich their study experience. Some of these are outlined below.

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.

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

International Student Representation

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.

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.

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

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 Section 9 of this Student Handbook.

Fair Work Ombudsman

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

Contact details are available in Section 9 of this Student Handbook.

Refuge of Hope

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

Problems with your Course

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

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



Childcare

The City of Melbourne provides information about Childcare options for dependents. Please see: [Childcare options - City of Melbourne](#)

Recreational Facilities

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

Melbourne City Baths

Melbourne City Baths offer an extensive range of services, from gym, group fitness classes, cycle studio and squash courts to reformer Pilates beds, stretching areas and more. They also have massage services to help you relax and recover.

If you prefer lapping up your fitness in the water, the Melbourne CBD's largest 30-metre indoor pool, spa and sauna are open year-round.

Address: 420 Swanston Street, Melbourne, VIC 3000

Opening Hours:

Monday to Thursday 6.00 am to 10.00 pm

Friday 6.00 am to 8.00 pm

Saturday and Sunday 8.00 am to 6.00 pm

North Melbourne Recreation Centre

North Melbourne Recreation Centre runs social basketball throughout the week and swimming lessons in the warmer months. If you are looking for serious results and maximum fun, then you should consider joining a boot camp run by expert personal trainers who will help you reach your health and fitness goals.

Address: 204—206 Arden Street, North Melbourne, VIC 3051

Opening Hours:

Monday to Friday 6.00 am to 9.00 pm

Saturday and Sunday 8.00 am to 6.00 pm

Carlton Baths

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



Address: 248 Rathdowne Street
Carlton, VIC 3053

Opening Hours:

Monday to Friday 6.00 am to 10.00 pm

Saturday and Sunday 8 am to 8 pm

*Pool closes at 7.45 pm

Emergency Contacts

Fire/Ambulance/Police in Case of Emergency Requiring Fire Brigade, Police or Ambulance, Dial **000**

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

- the type of emergency service needed (Police, Ambulance or Fire Department)
- your location (state, suburb, street and nearest cross street)
- your house number and location
- any other information requested of you.

Other Emergency Contacts—24 Hour Helpline

| Organisation Name | Phone | Website/Email |
|--|--------------|---|
| Poisons Information Centre | 131 126 | https://www.austin.org.au/poisons |
| Nurse on Call (health advice from a registered nurse) | 1300 606 024 | https://www.betterhealth.vic.gov.au/health/serviceprofiles/nurse-on-call-service |
| Victoria State Emergency Services (SES) (the control agency for flood, storm, tsunami and earthquake in Victoria) | 132 500 | www.ses.vic.gov.au |
| Vic Emergency Hotline (provides information during and after major incidents in Victoria) | 1800 226 226 | https://www.emergency.vic.gov.au/respond/ |
| Translating and Interpreting Services (TIS National) | 131 450 | https://www.tisnational.gov.au/ |

24 Hour Counselling/Helpline

| Organisation Name | Phone | Website/Email |
|--|---|---|
| Lifeline Australia (crisis support and suicide prevention) | 131 114 | https://www.lifeline.org.au |
| Beyond Blue (support for anxiety or depression) | 1300 224 636 | https://www.beyondblue.org.au |
| Kids Helpline (counselling for young people aged 5 to 25) | 1800 551 800 | https://www.kidshelpline.com.au counsellor@kidshelpline.com.au |
| 1800 RESPECT (national sexual assault, domestic family violence counselling service) | 1800 737 732 Interpreter: 131 450 | https://www.1800respect.org.au |

Health and Wellbeing Support

| Organisation Name | Phone | Website/Email |
|---|----------------|---|
| National Home Doctor Service (after hours medical care) | 137 425 | https://homedoctor.com.au |
| Headspace (information and support for young people) | (03) 9027 0100 | https://headspace.org.au |
| SANE (support for mental health) | 1800 187 263 | https://www.sane.org |

| Organisation Name | Phone | Website/Email |
|--|--|--|
| Quitline (to help people give up smoking) | 137 848 (8.00 am to 8.00 pm weekdays) | https://www.quit.org.au |
| Mensline (support, information and referral service for men with family and relationship concerns) | 1300 789 978 | https://mensline.org.au |
| Child Protection (for advice or to report concerns about child abuse after hours) | 131 278 | https://www.police.vic.gov.au/content.asp?Document_ID=43369 |
| Safe Steps Family Violence Response Centre | 1800 015 188 | https://www.safesteps.org.au |
| Sexual Assault Crisis Line (Victorian Centres Against Sexual Assault) | (03) 9635 3610 1800 806 292 | https://www.casahouse.com.au https://casa@thewomens.org.au |
| Melbourne Sexual Health Centre | (03) 9341 6200 | https://www.mshc.org.au |
| Queerspace (support for the LGBTIQ+) | (03) 9663 6733 | https://ds.org.au/our-services/queerspace |
| QLife (counselling and referral service for LGBTIQ+ people) | 1800 184 524 | https://qlife.org.au |
| Eating Disorders Victoria (help with eating disorders) | 1300 550 236 | http://www.eatingdisorders.org.au |
| The First Stop (alcohol & drug support) | 1300 660 068 | https://thefirststop.org.au |
| Gambling Help Online | 1800 858 858 | https://www.gamblinghelponline.org.au |
| Road Trauma Support Services | 1300 367 797 | https://rtssv.org.au |
| Child Abuse Prevention | (02) 9716 8000 | https://childabuseprevention.com.au |

Legal, Consumer and Work Services

| Organisation Name | Phone | Website/Email |
|--|---------------------------------|---|
| Victoria Legal Aid (free information about the law and legal help) | 1300 792 387 | https://www.legalaid.vic.gov.au |
| YouthLaw—At Frontyard (free legal advice for under 25) | (03) 9611 2412 | http://youthlaw.asn.au |
| Court Network (support and referral to people going to court) | 1800 681 614 or 1800 267 671 | https://courtnetwork.com.au |
| Fair Work Ombudsman | 131 394 | https://www.fairwork.gov.au |
| Consumer Affairs | 1300 55 8181 | https://www.consumer.vic.gov.au |
| Tenants Victoria | (03) 9416 2577 | https://www.tuv.org.au |

Medical Centres near Ozford

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

| | |
|--|--|
| <p>William Angliss Medical Centre Address: Level 2, 555 La Trobe Street Melbourne VIC 3000 Phone: (03) 9606 2208 Hours: Monday to Friday 8.30 am to 5.00 pm excluding public holidays Fees: Local (Medicare) full-time students bulk-billed, no gap fee for OSHC students</p> | <p>La Trobe Street Medical Centre Address: Shop 152, Level 1 Melbourne Central Phone: (03) 9650 0023 Hours: Monday to Friday 8.30 am to 5.00 pm, Saturday 10.00 am to 6.00 pm, Sunday 11.00 am – 6.00 pm Fees: Local (Medicare) full-time students bulk-billed, no gap fee for OSHC students.</p> |
| <p>Melbourne City Medical Centre</p> | <p>QV Medical Centre</p> |

| | |
|---|--|
| <p>Address: 68 Lonsdale St, Melbourne VIC 3000</p> <p>Phone: (03) 9639 9600</p> <p>Hours: Monday to Saturday 8.30 am to 6.00 pm closed Sunday and public holidays</p> <p>Fees: General consultation fee \$70–\$120, international students \$40 gap fee applies</p> | <p>Address: QV Building, Level 7, 1 Elizabeth St Melbourne VIC 3000</p> <p>Phone: (03) 9662 2256</p> <p>Hours: Monday to Friday 9.00 am to 8.00 pm, Saturday 10.00 am to 4.00 pm, Sunday 10.30 am to 4.30 pm</p> <p>Fees: Local (Medicare) full-time students bulk-billed, international students \$65 (no gap).</p> |
| <p>Swanston Street Medical Centre</p> <p>Address: Level 3, 255 Bourke Street Melbourne VIC 3000</p> <p>Phone: (03) 9205 7500</p> <p>Hours: Monday to Thursday 8.30 am to 6.00 pm, Friday 8.30 am to 5.00 pm, Saturday 9.00 am to 1.00 pm</p> <p>Fees: Local (Medicare) students bulk-billed, international students \$20 gap fee applies</p> | <p>NATIONAL Home Doctor: DOCTOR TO YOUR DOOR</p> <p>Address: Melbourne VIC 3000</p> <p>Phone: (03) 94295677 or 137 425</p> <p>Hours: Monday to Friday 4.00 pm to 8.00 am, Saturday 10.00 am onwards, 24 hours on Sunday and public holidays</p> <p>Fees: No gap fee, bulk-billed</p> |



Food Outlets

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

| | |
|---|---|
| <p>PHO NUNG 123 Lonsdale St, CBD Open: breakfast and lunch</p> | <p>KOREAM BB Q BUFFET 139 Lonsdale St, CBD Open: breakfast, lunch and lunch</p> |
| <p>Hawker Chan 157 Lonsdale St, CBD Open: breakfast, lunch and dinner</p> | <p>Curry Bowl 101 Lonsdale St, CBD Open: lunch</p> |
| <p>Stalactites Restaurant 177/183 Lonsdale St, CBD Open: lunch and dinner</p> | <p>DonDon 198 Little Lonsdale St, CBD Open: lunch and dinner</p> |

Apps for food, friends and getting around Melbourne

There are plenty of apps to help you feel like a local in no time. Try downloading these using VicFreeWiFi. Free public wi-fi is available outdoors in the Melbourne central business district (CBD) including Bourke St Mall, Queen Victoria Market, Melbourne Convention and Exhibition Centre, Melbourne Museum and on platforms at CBD train stations.

See: [Eat and drink - What's On Melbourne](#)

Shopping

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

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

See: [Shopping - What's On Melbourne](#)



Fun things to do in Melbourne

If you like music, markets, festivals or exhibitions there are always events for you to go to. Many are low cost or free. With all this entertainment on offer, it's no surprise that Melbourne is voted one of the world's most liveable city.

There is plenty of sport to watch in Melbourne. Local sportsgrounds are a great place to watch or join in local amateur football, soccer and cricket.

Melbourne's event calendar is filled with arts, music and performance festivals for all tastes and budgets. Check the Study Melbourne events page for free or low cost events that international students would be interested in attending.

Free or cheap entry is available at these fun and informative places; the National Gallery of Victoria, the State Library of Victoria, Federation Square, Immigration Museum, Scienceworks, and the Melbourne Museum.

When the weather is fine Melbournians love to take a picnic to one of the many outdoor parks in or outside the city. Parks are great places to enjoy nature and relax. Many of Victoria's parks have free barbeque facilities, public art and plenty of space to relax with friends or a book or laptop. The Royal Botanic Gardens, Flagstaff Gardens, Docklands Park and Treasury Gardens are just a few of the many parks open for the public to enjoy. Visit the Parks Victoria website to see more about parks in Melbourne and beyond.

See:

- [Free and fun things to do in Melbourne | Experience Melbourne and Victoria | Study Melbourne](#)
- <https://www.studymelbourne.vic.gov.au/search?collection=study-melbourne-events>
- [Experience Melbourne and Victoria | Study Melbourne](#)
- [Major events - What's On Melbourne](#)

Festivals and Events

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



*The information is provided by Ozford. While we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind concerning the information contained on the list for any purpose.

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.



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