

Pre-Enrolment Information

Ozford English Language Centre CRICOS No 02501G

WELCOME TO MELBOURNE

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

More than 100,000 international students live in Melbourne, which has 3.5 million residents. Victoria is one of the most diverse places in the world with 44 per cent of Victoria's community either born overseas or having at least one parent born overseas in more than 200 countries. More than 180 different languages are spoken in Victoria, and 20 percent of the Victorian population speaks a language other than English at home.

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

The streets are alive at night with theatres, bars, nightclubs, and restaurants that line the city streets and the Yarra River in Southbank.

Melbourne is also home to many major cultural and sporting events each year.

Melbourne is an attractive city boasting magnificent gardens, nearby beaches and easy access by car and bus to snowfields, national parks and inland lakes and rivers.

Ozford is in the heart of Melbourne, where it is safe and convenient and easily accessed by the public transport system.

We are located at:

42 – 46 La Trobe Street, Melbourne VIC 3000

L3, 169 Swanston Street, Melbourne VIC 3000

To contact us:

Telephone: +61 3 8863 7118

Fax: +61 3 9639 8051

Email: enquiries@ozford.edu.au

For more information visit our website: www.ozford.edu.au

Ozford is easily accessible to most parts of Melbourne using public transport. Melbourne Central and Parliament Stations are the closest railway stations

Airport Pick-Up

Ozford will arrange for students to be met at Melbourne Airport upon arrival. Please inform the school at least three days in advance for this service. Please do not leave the airport until you have been picked up. Please make sure you have coins to make phone calls.

Accommodation

If you are under 18 your parents will need to choose one of the two options to confirm the appropriate accommodation and welfare arrangements for you:

- agree for Ozford to organise a Homestay for you, or
- agree for you to live with a relative/family friend over the age 21 and nominate the person to act as the primary care-giver for you. This person needs to be over the age of 21, living in Melbourne permanently and of proven of good character. (A photo ID and a copy of a Police Check need to be provided.)

The Student Welfare Officer will ensure students are placed in suitable accommodation to meet their individual requirements. Please inform the school at least one week in advance for this service. If you ever become unhappy with your Homestay situation please speak to the Student Welfare Officer.

If you are over 18 years of age and planning to **live independently**, you can find shared accommodation from \$90- \$140 per week; or rent a one bedroom flat from \$180-\$280 per week.

Visa

Students can travel to Australia on a Student, Tourist or Working Holiday visa.

Students on a Student Visa must:

- have a minimum class attendance level of 80%
- notify the college of change of address
- meet course requirements
- show satisfactory academic progress
- not work unless you have applied for permission from Department of Immigration and Citizenship (DIAC).

Health Cover

Medical treatment in Australia can be very expensive, so everyone should have some form of health insurance.

If you are on a Student VISA it is compulsory to have Overseas Student Health Cover

If you are on a Tourist or Working Holiday visa you are not covered by Overseas Student Health Cover and must make your own insurance arrangements before you travel.

Climate

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

Average temperatures are:

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

Clothing

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

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

Cost of Living

Melbourne is not very expensive compared to other cities in Australia. We recommend that you plan on average \$360 per week for living expenses (not including tuition fees).

Here is a list of common expenses:

- \$25 - \$35 per week for lunch
- one ticket can be used on trains, trams and buses and it costs approximately \$6 - \$9 per day (to school and back), weekly tickets are approximately \$27 - 47. A weekly and monthly ticket can be also purchased at a cheaper price
- local calls from public phones cost 40 cents. Some phones take only phone cards that can be bought at newsagents and shops showing the phone card sign. You can also make long distance(STD) and international (ISD) calls from public phones. For international calls, it is cheaper to buy a pre-paid international calling card with a PIN number from convenience shops and newsagents
- Homestay arrangements costing from \$220 - \$260 per week.

Language Difficulties

- Be patient – if you become tired and frustrated with your English, just take a deep breath and try again. It will take time to become proficient in your speech.
- Ask for help – if there is something you don't understand, you can ask your host family, Ozford Staff and teachers and friends.

What to bring:

- coins to make phone calls
- about \$300 cash in Australian dollars for incidental expenses until you can open a bank account
- passport and visa
- letter of offer sent to you by Ozford College of Business
- receipt for payment of fees
- certified copies of personal papers including academic transcripts, educational or work qualifications you have already completed
- identification papers such as birth certificate, drivers license/international drivers permit
- credit cards
- official translations of important documents into English.

School Orientation Program

On the first day of your course, you will attend an orientation program. During this time, you will complete an English test to assess your level of English and follow a special orientation program for new students. The half day orientation includes familiarising you with living and studying in Melbourne. This includes helping you with your banking. Students are made aware of the social and cultural issues associated with living in Melbourne.

You will receive:

- information about Ozford
- information about living in Melbourne: map of Melbourne city; how to use and buy telephone cards, public transport; class times; where to post a letter; shopping; how to open a bank account and where to change money; information about living with an Australian host family or finding accommodation
- tour of the college
- student card.

Please bring your Passport and Offer letter with you to the orientation program.

Classes

Class times - you will be advised of the starting time of your class at your orientation. Timetables may change due to staffing and facilities availability.

Class Sizes – most classes have 15 - 30 students.

Class rolls and attendance – class rolls are legal documents recording student attendance.

Tampering with rolls to provide false information about attendance, or encouraging someone else to do so may result in students being suspended or having their enrolment cancelled.

Fees

Fees are subject to change without notice.

School Age Dependents

Any school age dependants aged 5 -15 years accompanying students to Australia will be required to enrol in a school in Australia. These students can attend either a government school or private school and full fees must be paid.

Student Facilities (at all campuses)

- high speed internet connection
- computer labs
- individual login and web mail accounts
- journals, magazines, newspapers, textbooks and reference books are available at the Library on Level 9 of the Lonsdale campus.
- access to kitchen with refrigerator and microwave
- modern classrooms featuring the latest furniture, fittings and learning resources including data projector and DVD players.

Student Services

The Student Services Officers will assist you with finding suitable accommodation and can help you with a wide range of issues including buying a mobile phone, employment, legal and financial problems, academic counselling, attendance concerns, recreation etc. The Student Counsellor is also available to discuss, in strict confidence, difficulties and personal problems that you might have from time to time.

Student Welfare Services

If you have any issues or need support during your study and life in Australia, including course progress and attendance requirements, and accommodation issues, please make an appointment to see the Student Welfare Officer. Urgent matters will be attended to promptly.

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

Attendance

At Ozford, attendance is recorded on a daily basis and students' attendance rates are calculated accordingly. Students are expected to attend all classes as scheduled on the timetable. Students of Ozford are required to attend 80% or more of the days of their classes during their enrolment period to be considered as meeting satisfactory attendance requirements.

Ozford implements intervention strategies when students' attendances fall below 90%. Warning letter will be issued to students' home address and students will be required to attend a meeting with the Student Welfare Officer. A final intention to report letter will be issued when students attendance fall below 80%.

Ozford may only decide not to report a student for breaching the 80% attendance requirement when students go through the appeal process and:

1. Produce documentary evidence clearly demonstrating that compassionate and compelling circumstances apply, and;
2. The student is attending at least 70% of the scheduled course contact hours for the term.

Students will be reported automatically via PRISMS for unsatisfactory attendance if students do not appeal within 20 working days.

Cancellation of Enrolment

The enrolment of a Language Centre student can be suspended or cancelled for serious and continued academic misconduct or general misbehaviour. Students have the right to appeal a decision by Ozford to defer, suspend or cancel their studies. Students can also be reported for unsatisfactory attendance and unsatisfactory academic progress. Ozford will not notify DEEWR of a change to the enrolment status until the internal and external complaints and appeals process is completed.

Education Services for Overseas Students (ESOS)

The Department of Education, Employment and Workplace Relations regulates the education and training sector's involvement with overseas students studying in Australia on student visas. It does this through the Education Services for Overseas Students legislative framework. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.

The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation's interface with immigration law. This imposes visa related reporting requirements on both students and providers. A simple explanation of the framework is the [Easy Guide to ESOS](#).

ESOS Legislative Framework

The [ESOS Acts and Regulations](#) set out the legal framework for the delivery of education to overseas students. It governs:

- Which providers may be registered;
- The CRICOS registration process;
- Obligations of providers;
- Tuition assurance and consumer protection mechanisms;
- Enforcement and compliance powers; and
- Charges providers pay to enrol overseas students.

National Code of Practice 2007

The original National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students has been substantially revised to improve clarity and to give institutions more flexibility. For students the changes bring greater protection. It takes effect July 1 2007. On that date all CRICOS-registered providers must comply with the provisions of the [National Code of Practice 2007](#).

The National Code 2007 contains:

- A description of the principles and guidelines that underpin the National Code 2007;
- A description of the roles and responsibilities of state and territory governments;
- Requirements for CRICOS-registered providers; and
- Standards for CRICOS-registered providers.

Further Information

General Inquiries:

Phone: (02) 6240 5069

Fax: (02) 6123 5870

eMail: esosmailbox@dest.gov.au

PRISMS Help Desk:

Phone: (02) 6240 7647

Fax: (02) 6123 7558

eMail: prisms@dest.gov.au

Visa Enquiries:

Phone: 131 881 (within Australia)

Website: <http://www.immi.gov.au>

ARC Hotline:

Phone: 1300 793 993 (January to April each year within Australia)

eMail: esosarcmailbox@dest.gov.au

Other Useful Information

Food

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

Customs and quarantine

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

Don't bring any plant or animal material into the country (e.g. mushrooms, fruit, Chinese herbs, pork, noodles, spices etc.) However, if you must bring any of these please remember, **ALL FOOD AND PLANTS YOU BRING INTO AUSTRALIA MUST BE DECLARED AT CUSTOMS.**

Electrical appliances

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

Some useful websites:

For more information on:

Studying in Australia see

<http://studyinaustralia.gov.au/Sia/Splash2.aspx>

Melbourne and surrounding attractions visit

www.visitmelbourne.com.au

www.melbourne.vic.gov.au

Information for young Victorians on study, jobs and fun

www.youthcentral.vic.gov.au

Travel by bus, train or tram is available on:

www.metlinkmelbourne.com.au

Listing of rental properties:

www.realestateview.com.au

www.myhome.com.au

Real estate agents in Melbourne:

www.findagent.yourestate.com.au

Student visas:

www.immi.gov.au/students/index.htm

State government services:

<http://www.vic.gov.au/VictoriaOnline>

Commonwealth government services:

www.australia.gov.au

Educational Services for Overseas Students framework:

www.dest.gov.au/esos

Department of Immigration and Citizenship (DIAC):

www.immi.gov.au

ALL THE STAFF AT OZFORD MELBOURNE WOULD LIKE TO WELCOME YOU AND WISH YOU A SAFE TRIP TO AUSTRALIA.

For further information, please contact Ozford English Language Centre

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