



OZFORD ENGLISH LANGUAGE CENTRE
(CRICOS No. 02501G)

2016 ELICOS STUDENT HANDBOOK

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ORGANISATIONAL CONTACTS

The official contacts for all students are:

Ozford Main Reception

Michelle Brett

Email: reception@ozford.edu.au

Phone: 8663 7188

Other Useful Contacts:

ELICOS Coordinator

Rebecca Ballan

Email: rballan@ozford.edu.au

Phone: 8663 7188

Enrolments Officer

Annie Ng

Email: annie@ozford.edu.au

Phone: 8663 7125

Librarian

Kerry Sullivan

E-mail: ksullivan@ozford.edu.au

Phone: 8663 7120

Student Welfare Officer

Amily Liu Davis

Email: welfare@ozford.edu.au

Phone: 86637188

Student Services Officer

Naomi Tran

Email: student@ozford.edu.au

Phone: 8663 7155

Head of Student Services

Christine Chua

Email: cchua@ozford.edu.au

Phone: 8663 7155

Academic Manager

Ruth Rosen

Email: rrosen@ozford.edu.au

Phone: 8663 7188

Student Administration Coordinator

Manori Dilini

Email: mdilini@ozford.edu.au

Phone: 8663 7155

Work Placement Officer

Melanie Butler

Email: bbmelanie@ozford.edu.au

IT Services Officer

Daniel Ryan

Email: itservicedesk@ozford.edu.au

We also have other staff members that speak languages other than English. Please enquire with the Student Services Desk the availability of staff members who speak other languages.

WELCOME MESSAGE

Ozford English Language Centre (Ozford) is delighted to extend a very warm welcome to you. You have made a great choice in coming to Ozford, an innovative college located in the heart of Melbourne offering ELICOS (English Language Intensive Courses for Overseas Students) programs.

We are confident that you will find variety of English programs with multi-levels for different students, supportive and friendly staff and first class facilities provide you with the skills and knowledge to achieve your education and professional goal.

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

We wish you every success in your studies at Ozford!

OZFORD MISSION, VISION AND VALUES

Philosophy

Ozford is committed to providing quality educational programs for students to achieve their educational and personal goals and embrace lifelong learning. Ozford fosters a personalised environment where students can develop skills and values to enable them to participate effectively in their chosen career field and the wider community.

Our Purpose

Our purpose is to create an innovative educational institution in the heart of Melbourne with the best possible opportunities offered to students to excel academically and maximise their potential.

Our Vision

Our vision is to provide every student with the opportunity to practise skills attained by undertaking real life learning based on local and global needs and values. Our dedicated staffs provide a student-focused approach to ensure a supportive, individualised and innovative learning experience.

Ozford is committed to the achievement of excellence in education. A student's success is Ozford's success.

Our Values

Unity

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

Passion

We are passionately committed to delivering quality educational experiences and expanding all learners' horizons.

Excellence

We strive for the highest quality in every aspect of our work.

Respect

We respect all our clients and stakeholders by providing a caring Ozford community based on openness, fairness and friendship. At Ozford 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 the Ozford community and the broader Australian and global community.

ACADEMIC INFORMATION

At Ozford we are passionate about the English language. Our ELICOS programs are designed to improve your English proficiency and provide thought-provoking, interactive learning experiences.

To ensure you are placed in a class appropriate to your level of English and learning needs, generally all new students will sit a placement test at the commencement of the course.

The learning and assessments will be based on a range of student learning outcomes. These will include dictation, test, reports, role play and presentations. Students are required to complete all assessments. An assessment schedule is available from your teacher.

Satisfactory academic progress is necessary for students to complete their course. All students expected to take responsibility of their own learning and behaviour. Every student is expected to adhere to the requirements of Ozford English Language Centre with regard to submission of work, punctuality and class attendance.

All work is to be completed on time and to the students' best ability. If the student is experiencing difficulties they must first approach their class teachers, then the ELICOS Coordinator, well before the due date for assistance. Students are expected to maintain a minimum pass in all assessments. Please refer to Academic Progress Policy and Procedures available on Ozford website for more information.

Academic Conduct

All students are expected to maintain a high standard of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another student's work, or in any way mislead a trainer about their knowledge, ability or the amount of original work they have done.

A student is deemed to be **cheating** if he or she seeks to obtain an unfair advantage in an examination or in other written or practical work that is required to be submitted or completed for assessment.

Collusion is a secret agreement or understanding for purposes of trickery or fraud, underhand scheming or working with another student or other person. Please refer to the Cheating Policy for further information.

Plagiarism is the dishonest use of another person's ideas, words, concepts and theories by presenting them as one's own. It is considered a serious matter involving a lack of academic integrity.

Oxford does not tolerate cheating of any form. Students who are found to be cheating on an exam or test will be removed from the classroom and given a mark of zero. In cases of plagiarism in formal assessment tasks, all plagiarised material will be ignored in determining the final mark. That is, if the entire task is plagiarised, the mark awarded will be zero. Please refer to the Plagiarism Policy for further information.

Academic Support

Oxford will assist all students in their efforts to achieve satisfactory course progress. Our teachers can provide supported assistance if necessary and can adapt assessment methods, where appropriate, to ensure every student has equal access to a fair assessment.

If student needs exceed our capacity we will recommend referral to an appropriate external organisation.

The **ELICOS Coordinator** can help you or refer you to the appropriate personnel with the following:

- Academic Problems
- Course transfers
- Language and Literacy issues

Contact details:

Please see Level 7 Student Services Desk to make an appointment or attend the weekly Academic Support session.

GENERAL INFORMATION FOR STUDENTS

Attendance

At Ozford, attendance is recorded for every class and students' attendance rates are calculated accordingly. Students are expected to attend all classes as scheduled on their timetable. Students of Ozford are required to attend 80% or more of their classes every study period to be considered as meeting satisfactory attendance requirements.

Ozford implements intervention strategies when:

- Students miss more than 3 consecutive days without contacting Ozford. Students will be contacted via telephone to come in for an interview with the Student Services Officer. They will be counselled on strategies to improve attendance and be reminded of the attendance requirements
- Students who miss more than 10% of their attendance during any applicable study period. A warning letter will be issued to remind students of their attendance requirements and students will be contacted via telephone to organise a meeting with the Head of Student Services or ELICOS Coordinator so that students can be counselled of the attendance requirements.

A final intention to report letter will be issued when students' projected attendance falls below 80%.

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

- Produce documentary evidence clearly demonstrating that compassionate and compelling circumstances apply,
- The student is attending at least 70% of the scheduled course contact hours for the term, and
- The decision is consistent with OZFORD's documented procedures

Please refer to the Attendance Policy and Procedures available on Ozford website.

Being late to class causes unnecessary disruption to the trainers and to the students so every student should make every effort possible to come on time to class.

- Students who are running late/absent to class are required to communicate this to the administration office at the college. They must phone the college on **(03) 8663 7155**.
- Students are not to be allowed into class until the conclusion of the current class.

You must have medical certificates as evidence if you are absent due to illness. Please provide a copy to the Student Services Desk for your records.

Access to your records

Upon the completion of the students' enrolled course, eligible students will receive a Graduation Certificate along with term reports of academic results.

Students who need to access their records or obtain a Graduation Certificate or report replacement at other times are advised to fill in a Student Services Request Form available at the Student Services Desk.

Change of Personal Details

All students are required to inform Ozford if any of their personal details change. Students must obtain and complete a 'Change of Contact Details Form' from the Student Services Desk within 5 working days of changing their home address, phone number and email address and other personal/contact details.

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

CODE OF CONDUCT

Ozford sets operational standards according to our value statement. Our code of conduct stresses the importance of treating each other fairly, ethically and with respect and dignity at all times.

We expect all students to behave in a mature and responsible manner. It is expected that students will:

- Attend every scheduled class/training session on time
- Always bring your workbook and related resources, along with your completed assessment tasks to every class/session
- Be respectful and courteous to administrative staff, trainers and other students
- Dress and behave in an appropriate manner
- Contribute to the life of the school in a constructive manner
- Respect the property of the school and other students
- Comply with all reasonable requests and instructions given by Ozford staff
- Comply with all Ozford policies and regulations
- Comply with all visa regulations for overseas students
- Conduct yourself in a manner that will provide a safe and rewarding learning environments for all

Classroom Behaviour

The classroom is a place of learning. We expect that all students will:

- Arrive on time to all timetabled classes
- Bring the appropriate text books, stationary and materials to class each lesson
- Be respectful of their teacher and fellow students
- Not disrupt the class or other students
- Speak only English in class and at the College
- Remain in the classroom throughout the entire class
- Ask permission from class teacher before leaving the room
- Turn off mobile phones during class time
- Submit all classwork and homework on time
- Leave the classroom tidy and neat after each lesson

Any form of assault and violent is strictly forbidden. This includes assaults of the following nature:

- | | |
|---------------------|----------|
| ▪ Physical | ▪ Sexual |
| ▪ Verbal or written | ▪ Racial |
| ▪ Electronic | |

Carrying knives and other objects that may be used as weapons on campus is forbidden and may constitute criminal activity.

The consumption of alcohol or illegal drugs is strictly prohibited at Ozford.

Dress code

All staff and students are required to dress in an appropriate manner. For health and safety reasons students must wear shoes at all times and thongs are not permitted. Students will be asked not to wear these to school and may be asked to go home and change.

Please ensure you have your student ID card on you at all times when you enter the Ozford building. For safety and security reasons, students may be asked to leave the classroom if they are unable to produce their student ID.

Access and Equity

Access and equity policies are incorporated into all operational procedures. Ozford is required under Australian law to ensure we provide a work/study place that is free from all forms of harassment and discrimination, including victimisation and bullying, so that students feel valued, respected and are treated fairly.

We will ensure that our teachers and staff understand their roles and responsibilities in creating such a workplace and they are aware of Ozford processes and procedures for addressing any form of harassment or discrimination.

Ozford prohibits discrimination towards any group or individual in any form. Any breach of harassment/anti-discrimination policy will be considered a serious offence and immediate action will be taken.

Discrimination in employment and in the supply of goods and services is unlawful under various Victorian and Commonwealth laws. Discrimination is unlawful, and will not be tolerated, on the grounds of:

- Age
- Disability/impairment
- Industrial activity/inactivity
- Lawful sexual activity/sexual orientation
- Marital status, including de-facto relationships
- Physical features
- Political belief or activity
- Pregnancy
- Race
- Religious belief or activity
- Sex
- Status as a parent or carer

- Personal association with someone with the above attributes
- Irrelevant criminal record
- Breast feeding
- Gender identity

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 (see Bullying and Discrimination). Unlawful harassment may relate to any of the characteristics covered by Equal Opportunity Legislation.

Bullying

Bullying is repeated unreasonable behaviour directed toward a student, or a group of students, or staff member that creates a risk to wellbeing, health and safety. Examples of behaviour that could be bullying include, but are not limited to:

- 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

Any form of bullying in class or outside class is strictly forbidden. Bullying amongst students or between student and trainer or between staff will not be tolerated.

Building Regulations

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

- No smoking in the building (\$200 penalty)
- Do not press the emergency button in the lift unless there is an emergency (\$200 penalty)

Food and Drinks

To ensure a tidy and comfortable learning environment:

- No food may be consumed in computer labs or near the quick print stations
- Chewing gum is banned
- All rubbish is to be placed in rubbish bins provided
- Common areas are to be kept clean and tidy

Students are welcome to utilise the student common area for food and drink consumption. Ozford provides access to microwaves and refrigerators in student common area. Refer to your campus map for more information on where the common area is located.

Students who breach the code of conduct will be subject to disciplinary action. These include and are not limited to after school detention, suspension, issue of warning letter and in serious breaches may involve permanent expulsion from Ozford and referral of the matter to the relevant authority.

STUDENT FACILITIES

Student Common Areas

Ozford provides access to microwaves, refrigerators, water filters and vending machines in student common areas. Please keep these areas clean and tidy at all times. Refer to your campus map for more information on where common areas are located.

Computing Facilities

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

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

Please note the IT Use section of this Handbook.

Library

The Library is located on Level 10, 310 King Street, Melbourne.
Please see the Library Officer on how to open a library account.

Library Opening Hours:

Monday to Friday

8:30am – 5:00pm

Prayer/Reflection Room

The prayer/reflection room is located on Level 4. Please see reception for access.

Sick bay

Sick bay is located on Level 4. If you are feeling unwell, please go to level 7 to get access to the sick bay.

Noticeboards and Portal

Noticeboards are located across all levels, mainly in the student common areas and classrooms.

They display the following information:

- Accommodation, health and safety information
- Quarterly Student Newsletters
- Weekly snapshot of Ozford news and updates
- Weekend activities and what's happening in Melbourne
- College excursion details
- Social activities
- Job Board (for students looking for new jobs)

Ozford Intranet/Portal serves the function as noticeboards. It contains useful and up to date information including:

- School calendar and upcoming events
- Weekend activities
- Social activities
- Notices about assemblies and meeting
- Students names who are required to see College staff

Students are able to access the Intranet/Portal using their individual computer access accounts.

Students are advised to check the noticeboard and intranet portal on a weekly basis to ensure they are aware of what is happening in Ozford.

STUDENT SUPPORT AND SERVICES

Ozford provides students with a number of support services free of charge. We are here to help students not only with their studies, but also with other aspects of living away from home or coping with everyday problems. More details can be found in the Student Support and Services Policy and Procedures.

Student Services Desk

The Student Services Desk is located on Level 7, 310 King Street, Melbourne. Students are free to ask for any help or make general enquiries, for example: directions, public transport and other day to day needs. The Student Services Desk is open from 8am to 5pm Monday to Friday.

Students who are unable to come to college can still access this service by email & phone during opening hours.

Email: student@ozford.edu.au

Phone: 03 8663 7155

Arrival, Orientation and Transition Programs

Ozford conduct orientation programs for all new students who start their study here. The orientation program assists students to familiarise themselves with Ozford and adjust to student life. Students will be guided through the campus and introduced to different staff members.

ELICOS students will be required to complete a placement test during orientation to ensure they are placed in the appropriate class. Student's previous language experience and ability will also be taken into consideration if required. Students are advised to speak to their teacher if they have concerns about the level at which they have been placed.

Transition Workshops are held for students on such topics as: Living in Melbourne, Learning about Australian Culture (for international students), Hints on Adjusting Successfully to Living Away from Home, Safety and Security, and Budgeting.

Free morning tea is provided every term, giving students the opportunity to interact socially and meet their peers.

Students are provided with information and support to find suitable accommodation. Students who require this service must fill in the relevant application form and provide accommodation requirement details.

It is compulsory for students to attend the orientation program to receive important information about studying at Ozford. Orientation details can be found on the student's letter of offer and Ozford website.

Student Welfare Services

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

The Student Welfare and Liaison Officers will refer students to the appropriate Ozford staff member if the matter is of a non-personal nature.

Counselling services and other external referrals will be arranged 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 services will be paid by students.

Personal Counselling and Psychologist Services

With student consent, professional counselling sessions can be organised. The external counselling practice we use is:

Stephy Yu Counselling Services

Address: Ground Floor, 69 Canterbury Road, Canterbury, VIC
3126
Ph: 0425884437

Stephy Yu is a registered counsellor with the Australian Counselling Association (ACA)

Students assessed as requiring professional psychological assistance will be referred to an external provider arranged by the College. There is no charge for this referral service. The external Clinical Psychologist we use is:

Cherie Lacis

Address: City Medical Centre: 68 Lonsdale Street, Melbourne
VIC 3000
Ph: 0422 598 313

Cherie Lacis is a registered clinical psychologist with the Psychology Board of Australia (AHPRA) and a member of the Australian Psychological Society (MAPS).

The Student Welfare Officer can provide contact details of other counselling or psychologists services and determine whether you need to seek a referral from your GP.

Job, Career and Further Study

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

Please contact the Student Services Desk to make an appointment with the Job Placement Officer or attend the weekly Career Workshop.

Other Available Services and Support

A list of Crisis and Assistance Services is available at the back of this handbook. Students will be referred to appropriate services available if students approach the Student Services Desk.

Emergency

Ozford recognises that planning for the management of a critical incident is essential to enable Ozford and its staff to meet the duty of care owed to its students. Please refer to The Critical Incident Policy for more information.

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

Health Services

Life as a student can be stressful at times so it is crucial that students are provided with information and support on maintaining health and general wellbeing.

Regular workshops are conducted to raise awareness of the importance of maintaining health and wellbeing throughout student life. Workshop topics include:

- Positive lifestyle habits
- Importance of physical activity
- Recognising signs of physical and mental health issues
- Drug education
- Sexual health education

There are many medical centres available in Melbourne CBD close to Ozford. A list of medical centres with contact details and fees charged is provided at the back of this handbook. Please approach the Student Services Desk if you need assistance with making a medical appointment. Alternatively, you can ring the medical centres listed directly to make an appointment.

24 hour health advice and information from a registered nurse

“Nurse-On-Call” Phone number: 1300 606 02

<http://www.health.vic.gov.au/nurseoncall/>

Students who have Allianz Overseas Student Health Cover (OSHC) also have access to a 24 Hours Emergency Helpline: 1800 814 781.

Legal Services

Please speak to the Student Welfare Officer if you require any legal services. More information can be obtained from the Crisis and Assistance Services list at the back of this Handbook.

Transition Support

The Enrolment, Liaison and Welfare Officers are able to support you during your first few weeks at Ozford. Please feel free to contact them directly if you have any issues.

Regular **Information seminars** on various topics are conducted to provide students with information and skills required to achieve their learning and personal goals. During the seminars, students are given the opportunity to interact and ask questions

Banking

Students are welcome to approach Student Services Desk for any banking enquiries/issue. Ozford can assist students in opening bank accounts. Please contact the Enrolment Officer for more details.

IT USE

Use of the school's technology, computers and network is a privilege, not a right.

By logging onto the Computer network at Ozford you agree that:

- You will not use the Network to look for material which is unrelated to the curriculum
- You may not use the Internet to access, download or create unacceptable material – This includes but is not limited to films, music, pornography and videos
- You must not place content on the Internet relating to Ozford College
- You must not harass another person/s
- You agree not to copy, print or download software, data or other material which is protected by copyright unless permission is granted

- You agree to respect the rights and privacy of others and you will not reveal your username and/or password to others or allow them to use your account
- In fairness to other users, you will make your network use as efficient as possible
- You agree to take care and avoid damage to computer hardware and software and you must not install software on the school's computers
- You acknowledge and accept the rights that we reserve and you also agree to maintain your personal folder and mailbox according to the guidelines
- You must not attempt to obtain unauthorised access to the College computer resources and agree to check disks and storage media used at the school regularly for viruses

Failure to abide by these terms and conditions may result in cancellation of computer network privileges, disciplinary action and/or appropriate legal action.

Internet

Students have unlimited free internet usage for study purpose only. Students who are found using internet for other purpose in excess may result in the student's access being suspended.

Printing

The cost of printing is \$0.10 per page in black and \$0.50 per page in colour. Credit can be purchased using your student ID card via the coin slot machine located next to photocopiers.

Ozford makes no warranties of any kind, whether expressed or implied, for the service it is providing. Ozford will not be responsible for any damages suffered. This includes loss of data resulting from delays, non-deliveries, missed deliveries, or service interruptions. Use of any information obtained via the Internet is at your own risk. Ozford specifically denies any responsibility for the accuracy or quality of information obtained through its computer network services.

PRIVACY

Ozford takes the privacy of our student, staff and other stakeholders very seriously and complies with all legislative requirements. These include the Privacy Act and National Privacy Principles (2001).

The Education and Training Reform Act 2006 requires Ozford to collect and disclose your personal information for a number of purposes including the allocation to you of a Victoria Student Number and updating your information on the Victorian Student Register.

In some cases as required by law, we will need to make client information available to others. In all other cases we ensure that we will seek the written permission of the students.

SAFETY AND SECURITY

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 working safely as a collective and individual responsibility. The safety of students is regarded to be of primary importance.

For the safety of the Campus community and the protection of assets and property some areas of the Campus are under constant camera surveillance. Cameras are monitored. All cameras are supported by recordings that are kept for incident investigations. All cameras are operated in an open surveillance manner and in recognition of the Workplace Video Surveillance Act.

Teachers incorporate OH&S considerations when planning and delivering training, and students will be advised of the OH&S requirements of their programs and supervised accordingly. No staff member or student is to place themselves or other students in a position that contravenes the Occupational Health and Safety requirements. As a student you have obligations to complete your study in a safe manner and promptly report any injuries or harassment to your teacher or administration.

Ozford recognises its corporate responsibility under the OH&S Acts and Regulations. Students as well as teachers share a dual responsibility for ensuring the health and safety of staff, students, contractors and visitors. In fulfilling this responsibility, trainers have a duty to provide and maintain, as far as practicable, a learning environment that is safe and without risk to health.

This includes to:

- Provide and maintain safe equipment and systems of work.
- Provide, monitor and maintain systems for safe use, handling, storage and transportation of equipment and substances.
- Maintain the workplace in a safe and healthy condition.
- Provide adequate facilities to protect the welfare of all employees and students.
- Provide information, training and supervision for all staff and contractors, helping them to integrate OH&S into their work areas and roles.
- Provide information, where relevant, to students, allowing them to learn in a safe and healthy manner.
- Check OH&S system compliance via ongoing auditing.
- Integrate continuous improvement into the training - OHS performance.

Occupational Health & Safety Act can be found at

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

Refer to Ozford Safety and Security Policy and Procedures for more details.

Ozford has an emergency evacuation plan available on each level. You will be guided through the plan during orientation and at the beginning of every term.

Personal Safety

Students are advised not to carry large amounts of money in cash and to keep important documents (especially passports) in a secure place at all times. Handbags, cases, laptop computers, iPods, cameras and electronic dictionaries should never be left unattended on or off campus (this includes on-campus classrooms).

Have your personal emergency contact in your phone.

If you feel unsafe or threatened inside the college, speak to your teacher, any staff members or approach level 7 front desk. If you are outside the college, you can ring the police on 000.

Home Safety

You must be able to escape from your home in the event of 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 and that children can easily open each exit. Display the escape plan in a central area of your home—such as the fridge or a notice board. Practise your escape plan at least twice a year.

A **smoke alarm** senses smoke and can alert you to a fire to give you time to escape. The alarm can be wired into the household electrical mains, with a battery back-up, or be battery operated only.

The location of the smoke alarm is important. The smoke alarm is best located near each bedroom, as you are most vulnerable to fire when you are sleeping. If you or family members sleep with the bedroom door closed, install a smoke alarm in the bedroom. Avoid placing a smoke alarm near an air conditioning or heating unit. The air flow coming out of the unit may blow the smoke away from the smoke alarm and fail to alert you to a fire. Smoke alarms should be installed on the ceiling. If it is not possible to fit the smoke alarm on the ceiling, it may be fitted on the wall. In this case, fit the smoke alarm between 150 mm (minimum) and 300 mm (maximum) below the ceiling line.

Do not disconnect your alarms, if they are set off by cooking, move them to near the bedrooms.

Travelling Safely

There are a number of things that you can do to make your public transport journey safer and more secure.

- Before your journey, it is recommended that you top up your Myki. This will save you time and ensure you do not miss your ride when you arrive at the station.
- Before you begin your train journey, check timetables and any connecting train, tram or bus services.
- After 7pm, travel in the front carriage so you are close to the driver.
- If there are other passengers on the train, sit near them, not by yourself.
- Carry a phone card, spare change or mobile phone.
- Make sure your luggage is stowed correctly and avoid blocking the aisle.

For more information, go to:

<http://ptv.vic.gov.au/getting-around/travelling-safely/>

Water Safety

- Always swim at a beach patrolled by lifesavers
- Swim between the red and yellow flags, they mark the safest areas to swim
- Always swim under supervision or with a friend
- Read and obey the safety signs
- If you are unsure of conditions, ask a lifesaver
- Always go surfing with someone else
- Don't swim directly after a meal
- Don't swim under the influence of alcohol or drugs
- Don't run and dive in the water
- Check that it is okay to swim before you enter the water, conditions change regularly
- Use at least 15+ sunscreen, wear a long-sleeve shirt and broad brimmed hat
- If you get caught in a rip at a patrolled beach, do not panic, float with the rip and raise one arm for assistance
- Always wear a foot strap when surfing and a wrist strap when body boarding

The best way to check is to ask someone who knows the area like a shopkeeper, caravan park owner or someone who lives nearby. They are

most likely to know the dangers and direct you to a safe swimming spot. Remember to enter the water carefully. Always enter the water feet first. Submerged objects can be very dangerous. Keep watch for trees, branches, rocks and rubbish. Always remember to enter the water feet first.

ACCOMODATION INFORMATION AND SUPPORT

There are a number of places that you can look for accommodation, although it depends on the type of accommodation you are looking for. The following is a guide to where you can find listings (i.e. advertisements) for various types of accommodation. We also have a list of accommodation options available in our website. If you need help in finding or booking accommodation, please come to level 7 reception and speak to our student services staff.

Homestay

Ozford can arrange for students to live in a homestay family. Please complete a Homestay application form from Student Services Desk if you would like to be placed in a homestay family.

Student Hostels

Advertisements for student hostel accommodation are usually found on the internet, in the *White Pages Business & Government* telephone directory and through web links.

Private Rental

If you are planning to set up a share house with friends, or to rent a property on your own, you can find private rental properties via:

- Real estate agents
- Websites and on a number of search engines (search 'real estate Victoria')
- Newspapers like *The Age* on Wednesday and Saturday and *The Herald Sun* on Saturday and remember to also check the local community newspapers in the areas where you would like to live

Share Houses

If you want to move into an existing share house, there are several places you can look for room notices:

- Community noticeboards – sometimes found in local cafes and bookstores
- Internet
- Newspapers

Inspecting a private rental property

It is very important that you check a property and make sure you are happy with the property before you sign anything or pay any money. When you inspect a property, it is very important to check the property thoroughly both inside and out. Do not assume that the landlord or agent will attend to any repairs unless you specifically ask that they do so. If they agree to carry out the repairs, get their agreement in writing. As you look around the property, test the light switches, exhaust or overhead fans, stove, oven, smoke alarms, taps and shower (for water pressure) and any heaters and/or air conditioning to make sure everything is working. Ask if the phone is connected. Test the strength of fittings such as mantelpieces and curtain pelmets to make sure they are safe and secure.

Also, make sure you can open and close all the windows and lock and unlock all the doors. Check what kinds of locks are installed, as many insurance companies will not provide household contents insurance unless the windows have key locks and the external doors have deadlocks. If any part of the property or its fittings or fixtures are damaged or not working properly, you should ask the landlord to repair them.

Applying for a private rental property

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

You can be asked questions about:

- Income and bank details
- Previous rental history

- Employment details and history
- References - you may be asked for 2

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 Union Advice Line on(03) 9416 2577 or refer to the website: <http://www.tuv.org.au>

COMPLAINTS AND APPEALS

Students have the right, where reasonable grounds exist, to make and have a complaint/appeal heard. A complaint may be made about any matter related to Ozford English Language Centre and the services and programs it offers. Please refer to the Complaints and Appeals Policy and Procedures on Ozford website for more details.

Ozford's time period for the acceptance of appeals is 20 working days after the student has been issued with the results of their assessment, any notification of intention to cancel enrolment and/or report to DoE or notification of refusal of requests to transfer to another course or another provider.

At any stage of the processes outlined below a student may contact an appropriate member of staff, such as a Student Services Officer, Course Coordinator or Academic Manager.

Ozford will investigate students' concerns. This investigation will involve contacting the parties involved and allowing them to respond verbally and/or in writing to the appeal. In some circumstances it may be

appropriate to arrange a meeting of all parties involved. Students have the right to nominate a person to support them at this meeting.

Each student appealing will have the opportunity to formally present his or her case in writing or in person at no cost to the student. The Head of Student Services or Department Coordinator will inform all parties to an appeal in writing of the outcomes/decisions about the complaint, including the reasons for the decision.

Students may seek assistance from a formal external authority if they are not satisfied with the decision reached. Ozford uses an external provider for this mediation service to students. Please refer to Complaints and Appeal Policy and Procedures available on website.

ESOS Legislative Framework

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia
- Who the contact officer or officers are for overseas students
- If you can apply for course credit
- When your enrolment can be deferred, suspended or cancelled
- What your provider's requirements are for satisfactory progress in the courses you study
- What support is available if you are not progressing well
- If attendance will be monitored for your course
- A complaints and appeals process

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer beforehand you need your provider's permission.

More information, please refer to:

<http://www.border.gov.au/Trav/Stud/More/Changing-courses>

Student Visa Regulations

Students can travel to Australia on a Student visa.

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

- You **cannot** work more than 40 hours per fortnight* when your course is in session (other than work which has been registered as a part of the course).

Note: No work limits apply during recognised periods of vacation offered by your education provider. A fortnight means any period of 14 days commencing on a Monday and ending at the end of the second following Sunday.

- You **cannot** undertake work until you have commenced your course in Australia.

You **must** remain enrolled in a registered course (unless you are an AusAID/Defence student or secondary exchange student in which case you must maintain full-time enrolment in your course of study or training).

Note: a registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

- You **must** maintain adequate arrangements for health insurance during your stay in Australia.

Note: Under policy, this means that you must maintain Overseas Student Health Cover (OSHC).

- You **must** notify your education provider of your residential address in Australia within 7 days of arriving in Australia. You **must** notify your education provider of any change in your residential address within 5 days of the change. You **must** notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.

- If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia.

To maintain adequate arrangements for welfare you must stay in Australia with:

- your parent or legal custodian or
- a relative who has been nominated by your parents or custodians who is aged over 21 and is of good character or

- accommodation, support and general welfare arrangements that have been approved by your education provider.

Note: You **must** not change those arrangements without the written approval of your education provider.

If your welfare arrangements are approved by your education provider you must not travel to Australia until your welfare arrangements are due to commence.

Please refer to Immigration website for more details on Student Visa conditions: www.border.gov.au

Dependants

Dependants of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

Working in Australia

Immigration laws allow international students (holding student visa) to work for a limited number of hours, currently 40 hours per fortnight. Under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not advised to work if it interferes with their study.

Completion within Expected Duration of Study

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

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

<http://www.border.gov.au/Trav/Stud/More/Extending-Your-Stay>

CRISIS AND ASSISTANCE SERVICES*

Police/Fire

Department/Ambulance

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24 hour Counselling Hotlines

Lifeline 131 114

Suicide Helpline 131 114

Aidslines

1800 133 392

Alcohol & Drug Information:

Directline 1800 811 994

Family Drug Help 1300 660 068

Australian Funeral Directors Association

Advice Line (03) 9859 9966

Australian Search And Rescue

Aviation Rescue 1800 815 257

Maritime Rescue 1800 641 792

Coast Guard Search & Rescue

9598 7003

Centre Against Sexual Assault

1800 806 292

Children's Services

Child Abuse Prevention

1800 688 009

Child Protection 132 111 (24 Hours)

Community Legal Centres

Coburg/Brunswick Community Legal & Financial Counselling Centre

78 Bell Street, Coburg 3058

Ph: (03) 9350 4555

Footscray Community Legal Centre

220 Nicholson Street, Footscray

3011

Ph: (03) 9689 8444

Flemington and Kensington

Community Legal Centre

22 Bellair Street, Kensington 3031

Ph: (03) 9376 4355

Broadmeadows Community Legal Service Inc.

180 Widford Street, Broadmeadows 3047

Ph: (03) 9302 3911

Fitzroy Legal Service

124 Johnston Street, Fitzroy 3065

Ph: (03) 9419 3744

Darebin Community Legal Centre

732 High Street, Thornbury

Ph: (03) 9484 7753

Monash Oakleigh Legal Service

60 Beddoe Avenue, Clayton North 3168

Ph: (03) 9905 4336

YouthLaw - At Frontyard

19 King Street, Melbourne 3000

Ph: (03) 9611 2412

Tenants Union of Victoria

55 Johnston Street, Fitzroy 3065

Ph: (03) 9411 1444

Court Network

(information, support & referral services for people attending court) (M-F, 9-5)

1800 681 614

Eating Disorders Foundation of Victoria
1300 550 236

Gay and Lesbian Switchboard Victoria
(counselling, information and referral)
6-10pm daily, 2-10pm Wednesday, Friday, Saturday, Sunday and public holidays from 6pm until 9pm
(03) 9663 2939

Interpreting Service 131 450

Victoria Legal Aid (VLA)
1300 792 387

Maternal And Child Health Line (24 hrs) 132 229

Women's Domestic Violence Crisis Service of Victoria 1800 015 188

Mensline Australia (for men with family and relationship concerns)
1300 789 978

Men's Referral Service (for men concerned about their anger or violence) 1300 744 491

Nurse-On-Call (24 hour health advice and information from a registered nurse)
1300 606 024

Poisons Information Centre 131 126

Quit Line(to stop smoking) 137 848

Road Trauma Support Team
(Confidential service for people affected by road trauma) 1300 367 797

SANE Mental Illness Helpline
(9-5 M-F)
1800 187 263

Mental Illness Fellowship Victoria
(helpline)
8486 4200

Teen Challenge Careline
(Youth suicide prevention)
(03) 5852 3777

List of Medical Centres around Ozford*:

William Angliss Medical Centre

Address:L2, 555 La Trobe Street Melbourne VIC 3000

Phone:03 9606 2208

Hours:8.30am to 5.00pm Monday to Friday excluding public holidays

Fees: Local (Medicare) full time students' bulk billed, no gap fee for OSHC students

Latrobe Medical Centre

Address: Shop 152, Level 1 Melbourne Central

Phone: 9650 0023

Hours: Monday to Friday, 8.30am – 5.00pm, Saturday, 10.00am – 6.00pm, Sunday, 11.00am–6.00pm.

Fees: Local (Medicare) full time students' bulk billed, no gap fee for OSHC students

Medical One (Located in QV)

Address: 23 QV Terrace, 292 Swanston St

Phone: 8663 7000

Hours: Monday to Friday, 8.00am – 7.00pm, Saturday, 9.00am – 1.00pm

Fees: Local (Medicare) full time students bulk billed, International (Medibank) students \$ 35 gap fee applies

QV Medical Centre (Located in QV)

Address: Level 1, QV Shopping Centre Shop 53-55/292 Swanston St, Melbourne VIC 3000

Phone: 9662 2256

Hours: Monday to Friday, 9am-8pm; Saturday 10-4.00pm and Sunday 10.30-4.30pm

Fees: Local (Medicare) fulltime students bulk billed, International Students \$65 (no gap).

Swanston Street Medical Centre

Address: Level 3, 255 Bourke St., Melbourne

Phone: 9205 7500

Hours: Monday to Thursday 8.30am – 6.00pm, Friday 8.30am – 5.00pm, Saturday 9.00am -1.00pm

Fees: Local students bulk-billed, International students \$20gap fee applies.

NATIONAL Home Doctor- DOCTOR TO YOUR DOOR **

Address: Melbourne VIC 3000

Phone: (03) 94295677

Hours: Monday to Friday 4.00pm to 8.00am. Saturday 10.00am onwards, 24 hours on Sunday and Public Holidays

Fees: No gap fee. Bulk billed

List of Food Outlets around Ozford*:

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

Sonex Café-Take Away Restaurant

Address: 324 King St, Melbourne,
VIC 3000
Open: breakfast and lunch

Sbriga Espresso Bar

Address: 3/280 King St,
Melbourne VIC 3000
Open: breakfast and lunch

Frescatis Fine Foods

Address: 469 La Trobe St,
Melbourne VIC 3000
Open: breakfast and lunch

Biryani House

Address: 343 King St, Melbourne
VIC 3000
Open: lunch

Frescatis Fine Foods

Address: 469 La Trobe St,
Melbourne VIC 3000
Open: breakfast and lunch

The Worker Food Room

Address: 472 Little Lonsdale St,
Melbourne VIC 3000
Open: breakfast and lunch

List of Social and Recreational Facilities around Ozford*:

International Student Guide

The City of Melbourne has produced a guide to help international students settle into the Melbourne way of life. This guide was written by students for students to answer most questions about what to do and where to go in Melbourne. A copy of the guide is available on Ozford intranet. Please see reception if you would like to obtain a copy.

InterCoM3 Committee

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

For more information or to register your interest to be part of the committee, please email: gary.lee@melbourne.vic.gov.au with your name, email address, mobile telephone number, the institution you are from and your nationality.

Recreational Facilities

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

Melbourne City Baths

Address: 420 Swanston Street,
Melbourne, VIC 3000.

Opening Hours:

Mon - Thur: 6am to 10pm

Fri: 6am to 8pm

Sat - Sun: 8am to 6pm

North Melbourne Recreation Centre

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

Opening hours:

Mon - Fri: 6am to 9pm

Sat - Sun: 8am to 6pm

Carlton Baths

Address: 248 Rathdowne Street,
Carlton, VIC 3053

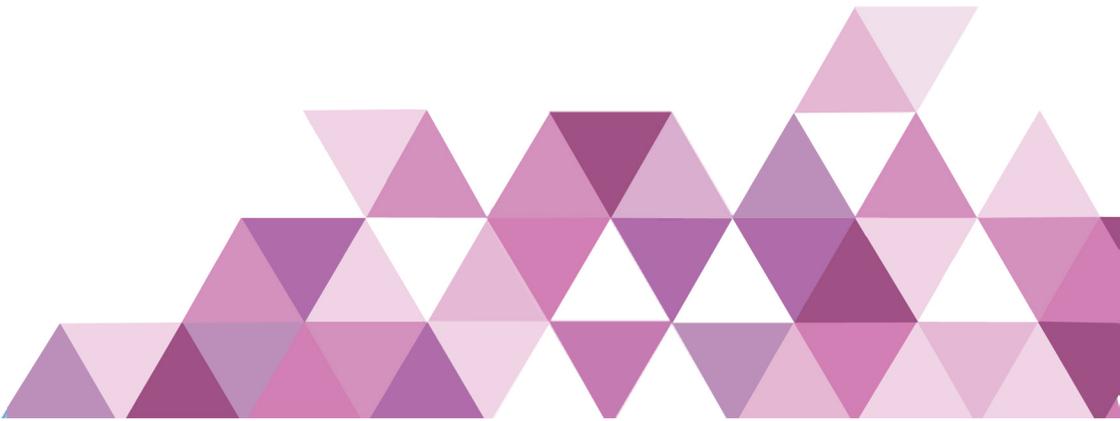
Opening Hours:

Mon - Fri: 6am - 10pm

Sat - Sun: 8am - 8pm

*Pool closes at 7.45pm

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



Last Updated: January 2016

