



OZFORD
English Language Centre

Pre-Enrolment Guide

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Section 1: LIVING AND STUDYING IN MELBOURNE

Melbourne is a great place to live and study. It is ranked as the world's "Most Liveable City" for seven consecutive years, according to the Economist Intelligence Unit (EIU).

Melbourne is the capital city of Victoria and the second largest city in Australia. It is recognised and well known for its safe and secure environment, dynamic culture, progressive healthcare system, world class education and well-developed infrastructure.

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

The streets are alive at night with theatres, bars, nightclubs, and restaurants that line the city streets and the Yarra River in Southbank. Melbourne is also home to many major cultural and sporting events each year. Melbourne is an attractive city boasting magnificent gardens, nearby beaches and easy access by car and bus to snowfields, national parks and inland lakes and rivers.

Melbourne attracts students from all over the world to study at the many leading tertiary institutions in the city. Almost 55 per cent of students living and studying in the city are international students.

Study Melbourne

Packed with information, advice and student stories, the Study Melbourne website is a one stop place for all new students in Melbourne to learn more about living, working and studying in Melbourne and Victoria. It is aimed primarily at potential and current international students.

It is published by the State Government of Victoria and is managed by the Department of Economic Development, Jobs, Transport and Resources, International Education Unit.

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

Study Melbourne - Student Welcome Desk

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

On arrival, students will receive free Welcome Kit containing information about Melbourne and Victoria. The information provided in the Welcome Kit and further details for education providers is also available online at: www.studymelbourne.vic.gov.au.

Where: Traveller Information Service in the International Arrivals Hall, Terminal 2, Melbourne Airport

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

Helpful staff at the welcome desk can:

- give students information on temporary accommodation options
- help students find transport options from the airport to Melbourne's central city and to their education institutions
- answer any questions students may have upon arrival.

Some staff will be able to speak languages other than English.

For more information on the City of Melbourne, please refer to: www.melbourne.vic.gov.au

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).

Food

Melbourne is a melting pot of culture, a fact reflected in its diverse restaurants, cafes, bistros and bars. Most Asian and European foods products are readily available in Melbourne and you do not need to bring these with you.

The Queen Victoria Market (also known as the Vic Market) is the largest open air market in Australia and a great place to experience Melbourne's diverse food cultures. It is located in the city centre and within walking distance from Ozford. (<http://www.qvm.com.au/>)

Currency

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

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

Cost of Living

Melbourne is not very expensive compared to other cities in Australia. Please allow a minimum of AUD \$20,290 per person per annum for living costs.

Here is a list of common expenses:

- ✚ Rent
- ✚ Food and groceries
- ✚ Utilities such as electricity, gas and water
- ✚ \$35 - \$50 per week for lunch
- ✚ Transport cost
- ✚ local calls from public phones cost 50 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 \$300 - \$350 per week.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

See Study in Australia website for more information:

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

The living cost amount for applicants for student visas and the student guardian visa as outlined by Australian Government Department of Home Affairs are as follow:

- AUD 20,290 per year for the main student
- AUD 7,100 per year for the student's partner
- AUD 3,040 per year for the student's child

International students need to demonstrate and/or declare that they have genuine access to the living cost amount to be granted a Student visa. Applicants may have to demonstrate sufficient funds to cover these expenses for the first one or two years in Australia, depending on their assessment level.

The Student visa living cost amount applies to all dependants regardless of whether or not they intend to accompany the main student to Australia.

For further information, please refer to Department website:

<https://www.homeaffairs.gov.au/trav/stud/more/student-visa-living-costs-and-evidence-of-funds>

Customs and quarantine

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

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.

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

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.

Public Transport

Ozford is located in Melbourne CBD. Public transport (trains, trams and buses) is the easiest and most convenient way to travel to Ozford. The closest train station is Flagstaff Station which is a 3 minute walk to Ozford.

The myki card is a reusable smart card. The myki card is your ticket to travel on Melbourne's trains, trams and buses, You can buy and top up your myki at over [800 retailers](#) including all 7-Eleven stores, the ticket office window at [Premium Stations](#) and staffed myki enabled V/Line stations, from a [myki machine](#) (full fare myki cards only) located at all train stations and major tram and bus interchanges, on this website [on this website](#) and by calling [1800 800 007](#).

For more information, please refer to:

www.ptv.vic.gov.au

www.myki.com.au

Education Quality Assurance

Australia provides rigorous protection for international students through the *Education Services for Overseas Students Act 2000* (ESOS Act) and related legislation, which protects and enhances Australia's reputation for quality education, provides tuition protection and supports the integrity of the student visa program.

Education institutions can only enrol and deliver education services to students in Australia on a student visa if they are registered on the **Commonwealth Register of Institutions and Courses**

for Overseas Students (CRICOS). Registered providers must have met, and continue to meet, the requirements of the *Education Services for Overseas Students Act 2000* (ESOS Act) and *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code).

Oxford English Language Centre is registered with CRICOS (CRICOS No. 02501G). We are also a proud member of English Australia, the association of quality English language providers in Australia, and of NEAS which provides us with our quality endorsement tick. Our accreditation and quality is monitored by the Australian Skills Quality Authority.

Education Services for Overseas Students (ESOS) Act

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

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

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

The [Education Services for Overseas Students \(ESOS\) Regulations 2001](#) support the implementation of the ESOS Act 2000 by setting out in detail requirements including:

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

For more information, please refer to: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx>

National Code 2018

The National Code is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The National Code 2018 contains:

- A description of the principles and guidelines that underpin the National Code 2018;
- A description of the roles and responsibilities of state and territory governments;
- Requirements for CRICOS-registered providers; and
- Standards for CRICOS-registered providers.

The standards for registered providers set out the obligations in delivering education and training to overseas students. These standards detail the specific requirements registered providers must meet and

cover students during pre-enrolment, care for and support services to students, consumer protection for students and the student visa programme requirements.

Tuition Fee Protection

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

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

For more information, please see: www.tps.gov.au

Consumer Protection

Scams target people of all backgrounds, ages and income levels across Australia. Scams succeed because they look like the real thing and catch you off guard. Every year scams cost Australians millions of dollars as well as cause considerable non-financial harm.

Many Australian colleges have recently become aware of a tuition fee payment scam targeting international students. Scammers, claiming to be authorised international ‘agents’ of the colleges, are offering to pay students’ tuition fees directly on behalf of the student at a discounted rate. The scammer makes a payment to the college on behalf of the student and instructs the student to pay them the reduced tuition fee amount. The payment to the college is subsequently dishonoured, as the scammer has used a fraudulent credit card to make the payment. Victims of this scam lose the money they paid to the scammer, and are still required to pay the full tuition fee amount to their college.

Please note that scammers may also use other methods and Ozford advises all students to be aware.

To avoid becoming the victim of a scam you should ensure that you are familiar with the formal Ozford payment methods. If you are a commencing student, please ensure you use one of the Ozford Authorised Student Agents which can be found on Ozford website.

If you have any questions or want to verify the authenticity of any payment method or agent, please contact Ozford directly.

Be alert to the fact that scams exist. When dealing with uninvited contacts from people or businesses, whether it's over the phone, by mail, email, in person or on a social networking site, always consider the possibility that the approach may be a scam. Remember, if it looks too good to be true, it probably is.

Always consult Ozford staff first and verify the legitimacy before engaging any third party or persons claiming to be an affiliate of Ozford. Especially matters of financial nature such as tuition fees.

Know who you're dealing with. If you've only ever met someone online or are unsure of the legitimacy of a business, take some time to do a bit more research.

Beware of any requests for your details or money. Never send money or give credit card details, online account details or copies of personal documents to anyone you don't know or trust.

For more information, please refer to Scamwatch website: www.scamwatch.gov.au

Section 2: ABOUT OZFORD ENGLISH LANGUAGE CENTRE (Ozford)

At Ozford we are passionate about the English language! Our ELICOS (English Language Intensive Courses for Overseas Students) programs are designed to improve your English proficiency and provide thought-provoking, interactive learning experiences. The best way to learn and improve is by using English, so we have implemented a strict 'English Only' policy. Students in ELICOS have many opportunities to visit places of interest in Melbourne to apply their English skills in an authentic setting. Our motto for language learning is "use, practise and learn".

We are located in the heart of Melbourne, where it is safe and convenient and easily accessed by the public transport system. Flagstaff Station and Melbourne Central Stations are the closest railway (train) stations.

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

Telephone: +61 3 8863 7188

Email: info@ozford.edu.au

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

Course Information

Our English language programs are skills-based so you can really focus on what you need most to increase your language proficiency. ELICOS classes deliver new and relevant topics each week that focus on valuable and practical communication skills for a range of situations. You will study with people from different countries while learning at a steady pace. You will be level tested on your first day and put in a level appropriate class. You are assessed in the four macro skills, speaking, listening, reading and writing each week of the course. On completion of the course, you will receive an academic report of assessment results and a graduation certificate.

We have exciting excursions and incursions, which are a great way to practise English outside the classroom; you can also come to free weekly *Work English* classes that provide additional speaking opportunities practicing functional language for work in a fun environment.

Our 'English Only' policy ensures that wherever you come from, you will make friends and connect with students from many different countries and cultures here at Ozford.

By completing the relevant ELICOS course you have the opportunity of direct entry into Ozford Institute of Higher Education degrees, Ozford VET, Ozford High school course.

Course information, including Course Description, Course Structure, Entry Requirements, Duration, Intakes, Modes of delivery, Assessment Methods and course related fees for each course are available on Ozford website <http://www.ozford.edu.au/ozford-english-language-centre/>

There are no official scheduled course breaks for ELICOS students other than Public Holidays and Christmas Holidays. Holiday dates are available on Ozford website <http://www.ozford.edu.au/key-dates/public-holidays/>. Individual course breaks are specified in the Offer Letter, Student Acceptance Agreement at the time of enrolment.

Admission to Ozford

Ozford course information, duration, assessment methods, entry requirements, intakes, mode of study and course related fees information are listed on Ozford website.

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

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

Visa Requirements

There are various visas that you can apply for to study in Australia which depend on the type of study you choose to undertake. Please refer to Australian Government Department of Home Affairs website for more information for students who are considering studying in Australia. <https://www.homeaffairs.gov.au/Trav/Stud>

If you are holding 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 Home Affairs website for more details on Student Visa conditions: <https://www.homeaffairs.gov.au/Trav/Stud>

Genuine Temporary Entrant Requirements

The Genuine Temporary Entrant (GTE) requirement is an integrity measure managed by the Australian Government Department of Home Affairs to ensure that the Student visa Programme is

used as intended and not used by international students as a way of maintaining de facto permanent residency in Australia.

The GTE requirement has improved integrity in the student visa program and ensures that only genuine applicants are granted a student visa. To be granted any student visa, applicants must satisfy to Home Affairs that they have a genuine intention to stay in Australia temporarily. When assessing the GTE requirement, Home Affairs will consider the requirements set out in Ministerial Direction 53. This requires Home Affairs to be satisfied that the student visa applicant genuinely intends to stay in Australia temporarily having regard to:

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

Please see Home Affairs website for more information.

As part of student admission process and in support of Home Affairs GTE requirement, Ozford conducts GTE Interview with the applicant before enrolment can be confirmed. These factors will be discussed in the interview and taken into consideration before enrolment is confirmed.

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

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 fee 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 website: www.homeaffairs.gov.au

Fees

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

The refund policy is available on Ozford website.

Ozford Facilities, Resources and Services

Student Facilities

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

- ✚ high speed internet connection and free wireless network access in all common areas
- ✚ computer labs
- ✚ individual login and web mail accounts

- ✚ journals, magazines, newspapers, textbooks and reference books are available at the Library on Level 10 of the King Street campus.
- ✚ access to student common areas with hot/cold water, refrigerators, microwaves and coffee and vending machines.
- ✚ modern classrooms featuring furniture, fittings and learning resources including data projector and DVD players.

For further details, please visit Ozford website <http://www.ozford.edu.au/life-at-ozford/gallery/>

Student Services and Information Desk

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.

Student Support Services

If you have any issues or need support during your study and life in Australia, including course progress, 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.

Teachers and Training

You will enjoy learning with your Ozford teachers, whether you are in one of the General English, English for Secondary School Preparation, English for Academic Purposes, or IELTS Preparation classes. Every teacher is experienced, enthusiastic and knowledgeable. The teachers aim to teach in a variety of ways that give you the best opportunity to learn English and achieve the best outcomes. Teachers provide an environment that is supportive and safe, empowering you to learn willingly. We not only aim to develop our students academically but also nurture student well-being.

Ozford is committed to the excellence of training the next generation of teachers/trainers, therefore at times the trainers will team teach with another teacher-in-training and our students can also enjoy the benefit of better support in class.

Ozford Policies and Procedures

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

- Attendance Policy and Procedure
- Complaints and Appeals Policy and Procedures
- Course Progress Policy and Procedures
- Critical Incident Policy and Procedures
- Plagiarism and Cheating Policy and Procedures
- Professional Development Policy
- Refusal, Deferral, Suspension and Cancellation of Enrolment Policy
- Refund Policy
- Student Behaviour Management Policy and Procedures

- Student Welfare Support and Service Policy and Procedures
- Transfer Between Registered Providers Policy and Procedures
- Terms and Conditions of Enrolment

These are available at the Ozford website <http://www.ozford.edu.au/policies-procedures/>

Refusal, Deferral, Suspension and Cancellation of Enrolment

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

Please refer to Refusal Deferring Suspension and Cancellation of Student Enrolment Policy and Procedures for more details.

Access to your records

Official reports are available every study period. Upon completion of ELICOS, eligible students will receive a Graduation Certification issued by Ozford. A letter of completion is available upon request.

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

Section 3: PREPARING FOR DEPARTURE

Airport Arrival

Ozford can arrange for students to be met and picked up at Melbourne Airport upon arrival. Please inform Ozford at least five working days in advance for this service. 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.

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.

Accommodation

Aside from Homestay there are a number of places that you can look for accommodation. If you need help in finding or booking accommodation, please come to level 10 reception and speak to our student services staff. Other options for accommodation can include Student Hostels, Private Rental, Share Houses or Rooming Houses if you are over 18 years of age.

When deciding upon somewhere to live, some important factors to consider and questions to ask are:

Is the area safe?

How close is this place to my institution and what will the cost of transport be?

What's nearby?

Is there adequate heating and cooling?

Is it noisy?

Is the building secure?

International students also have renting rights. Be sure you are aware of what you are entitled to.

To find out more information about your renting rights go to:

<https://www.consumer.vic.gov.au/internationalstudents>

Some useful links to find accommodation:

<https://www.flatmatefinders.com.au/>

<https://www.realestate.com.au/>

<http://www.gumtree.com.au/s-property-for-rent/melbourne/c1836413001317?sort=rank>

<http://au.easyroommate.com/victoria/melbourne-share-accommodation/listings/1>

<http://sharehouses.com.au/melbourne>

<http://flatshare.com.au/melbourne>

<http://www.flatmates.com.au>

www.unilodge.com.au

www.studentaccommodation.ymca.org.au

www.austudent.com

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, one of the conditions of the visa is that you **must** maintain adequate arrangements for health insurance during your stay in Australia.

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.

Ensure you are aware with whom you have purchased your health insurance and know what your policy number is. Health Insurance can also be arranged via Ozford prior to your arrival if requested.

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. As Melbourne weather varies during the day it is best to dress in layers that can be easily removed or put on if needed. There are also many shopping facilities available so clothing can also be procured if needed.

Essential items for everyday will include:

- ✚ 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.

What to bring – Essential Items Checklist

Take the stress out of packing for your departure by using the Essential Items Checklist below.

- Passport and Visa
- Flights, airport pick up and accommodation confirmation notice
- Ozford documents – offer letter and Confirmation of Enrolment (CoE)
- Certified past Academic transcripts
- Medical record
- Prescription if you have a medical condition
- Electrical adapter if you're bringing electrical items with you
- SIM card, international calling card or Australian coins to make phone calls
- \$800 - \$1000 cash and a bank draft/travellers cheques (\$2000-\$4000) to open a bank account
- Credit/debit cards
- Official translations of important documents into English
- Suitable clothing and shoes for the season you arrive in Melbourne
- Toiletries and bath towel

For all personal documents, it is suggested that you make two certified copies of all documents; leave one copy at home with a friend or family member and place one in your luggage. You may also want to carry a copy of your passport with you at all times rather than your physical passport, except for during international travel.

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:

- Practice your English – If English is not your native language you might want to make as many opportunities as possible to practice 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 proficient in your speech.
- Ask for help – if there is something you don't understand, you can ask your host family, Ozford Staff, teachers and friends.
- Think positive – maintain a positive attitude and outlook, be willing to learn and be open minded
- Introduce yourself to other students and staff in your course
- Get involved in social and recreational activities that will help you to meet people and make new friends
- Get out and explore - Read local newspapers, watch local TV shows, listen to the radio or visit the local community centres/library.

Section 4: ORIENTATION PROGRAM

Orientation marks the start of your Ozford life. All new students go through an Orientation Program during their first week. During the orientation program we provide vital information about your student life and welcome students to our college and aims to assist students in familiarisation with Ozford and adjusting to student life. Students are made aware of the social and cultural issues associated with living in Melbourne.

Information provided during orientation includes:

- Campus tour, safety and security arrangement including emergency evacuation procedure.
- Accommodation options.
- General information, preparation and expectation on student transition to Vocational Education and Training.
- Details of the course, timetable, and trainers details
- Relevant policies and procedures (Enrolment, Support, Academic and Grievances).
- Academic conduct, academic progress and assessment requirements.
- Fee related information and contacts for assistance with fee payment.
- Student Visa requirements
- Details of Student Services and Support available
- Information about living in Melbourne, for eg: map of Melbourne city; public transport, help with banking and etc.
- Cultural, safety and other issues associated with living in Australia
- Other support and services available eg. counselling, emergency and health, critical incident response, welfare, legal services, advocacy and grievance

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

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

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

Upon arrival in Melbourne, all new students are welcome to visit the college before orientation if they wish to. Students just need to ring the college and speak to the ELICOS Student Service Staff to organise a “meet and greet” time.

Section 5: LEARNING AT OZFORD

Ozford Academic Information

Mode of Study and Assessment Methods

All ELICOS courses are conducted onsite. Assessment methods for each ELICOS course can be found in [Courses](#) section of our website.

All international students are required to enrol in study onsite face to face courses.

Classes

Class times - you will be advised of the starting time of your class at your orientation. Classes usually run from Monday to Friday.

Academic Progress

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

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.

Academic Support

Academic support including language, literary and numeracy is the responsibility of the students' teachers and ELICOS Coordinator.

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

-  Academic Problems
-  Course transfers
-  Language and Literacy issues

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

Section 6: OTHER USEFUL INFORMATION

Useful websites:

Studying in Melbourne, Australia

www.studymelbourne.vic.gov.au

www.studyinaustralia.gov.au

Melbourne and surrounding attractions

www.visitmelbourne.com

www.melbourne.vic.gov.au

Information for young Victorians on study, jobs and fun

www.youthcentral.vic.gov.au

Commonwealth government services:

www.australia.gov.au

Student visas and Australian Government Department of Home Affairs website

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

Consumer Protection and scam:

www.scamwatch.gov.au

www.crimestoppersvic.com.au

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

For further information, please contact OZFORD:

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E. info@ozford.edu.au