



OZFORD COLLEGE OF BUSINESS
(CRICOS No. 02573B)

2018 VET STUDENT HANDBOOK



CONTENTS

CONTENTS.....	2
OZFORD CONTACTS.....	4
WELCOME MESSAGE.....	5
OZFORD MISSION, VISION AND VALUES.....	5
INTRODUCTION TO VOCATIONAL EDUCATION AND TRAINING (VET).....	6
What is a VET program?	6
How will I be assessed in VET?	6
How will I know the standard?	6
What do I have to do to graduate?	7
ACADEMIC INFORMATION.....	7
Training and Assessment	7
Textbooks/Student Kits	8
Academic Conduct	8
Certificates, Diplomas and Transcripts	8
How can I get into University?	8
ACADEMIC SUPPORT.....	9
Language, Literacy & Numeracy Support	9
GENERAL INFORMATION.....	10
Attendance	10
Access to your records	10
Change of personal details	10
CODE OF CONDUCT.....	10
Classroom behavior	11
Dress code	11
Access and Equity	11
Building Regulations	12
Food and Drinks	12
STUDENT FACILITIES.....	13
Student Common Areas	13
Computing Facilities	13
Library	13
Noticeboards and Portal	13
STUDENT SUPPORT AND SERVICES.....	14
Student Services Desk	14
Arrival, Orientation and Transition Programs	14
Student Welfare Services	14
Personal Counselling and Psychologist Services	14
Job, Career and Further Study	15
Other Available Services and Support	15
IT USE.....	16
PRIVACY.....	17
VICTORIAN STUDENT NUMBER	17
UNIQUE STUDENT IDENTIFIER	18
SAFETY AND SECURITY.....	19
Personal Safety	19
Travelling Safely	20
Water Safety	20
ACCOMMODATION INFORMATION AND SUPPORT.....	21
Student Hostels	21
Private Rental	21
COMPLAINTS AND APPEALS.....	22
INFORMATION SPECIFIC TO INTERNATIONAL STUDENTS.....	24
CRISIS AND ASSISTANCE SERVICES.....	27

OZFORD CONTACTS

The official contacts for all students is:

Academic Coordinator – Rong Liu

Phone: 8663 7115

VET Coordinator – Matt Christie

Email: mchristie@ozford.edu.au

Phone: 8663 7115

Ozford Main Reception – Helen Kaptis

Email: reception@ozford.edu.au

Phone: 8663 7188

Student Services & Admin Coordinator – Lillian Zhou

Email: lzhou@ozford.edu.au

Phone: 8663 7155

Student Welfare Officer – Serena LV

Email: welfare@ozford.edu.au

Phone: 8663 7155

VET Administration- Pil Jeon

Email: pjeon@ozford.edu.au

Phone: 8663 7155

Librarian- Cassandra Gorton

Email: Library@ozford.edu.au

Phone: 8663 7155

Work Placement Officer – Melanie Butler

Email: bbmelanie@ozford.edu.au

IT Support

Email: itservicedesk@ozford.edu.au

We also have 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 College of Business (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 vocational education and training (VET) courses.

We are confident that you will find our practical courses, 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 personalized 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

Ozford's primary purpose is to deliver quality education and training as an innovative educational institution in the heart of Melbourne with the best possible opportunities offered to students to excel academically and maximize 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, individualized 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 recognize 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.

INTRODUCTION TO VOCATIONAL EDUCATION AND TRAINING (VET)

What is a VET program?

A Vocational Education and Training (VET) program offers students a vocational and/or university preparatory course to tertiary students. In order to qualify for entry into a VET course, the student must show that they have completed the necessary pre-requisites, or that they qualify for an exemption. Each course has slightly different pre-requisites, however most follow these:

Course	Prerequisite
Certificate II	Year 10, or equivalent
Certificate III	Year 10, or equivalent
Certificate IV	Year 12, or equivalent; or successful completion of Certificate III
Diploma	Certificate IV or equivalent
Advanced Diploma	Diploma or equivalent

How will I be assessed in VET?

In VET, there are a number of different assessment types you are required to complete.

- You will be required to complete assignments provided to you by your course trainer and will include outline, assessment requirements and instructions.
- Tests and/or exams may be written, practical or oral. The form for these assessment types will be decided by your trainer.
- Practical work in various forms, decided by your trainer.
- Research assignment provided to you by your course trainer and will include outline, assessment requirements and instructions.

Results will be in the form of either a numerical or letter grade or “C” or “NYC”.

How will I know the standard?

Once you have chosen a program that will allow you to meet the graduation requirements, you need to produce work that meets course outcomes and requirements as listed in your course guide.

An *outcome* describes what you are expected to achieve and be able to understand and demonstrate by the time you have completed a unit. Each unit of a VET course has between two and four outcomes. However, this may vary from course to course. For all studies, your trainers decide whether you have satisfactorily completed a unit. In order to make this decision, your trainer will set assessment tasks to monitor your course progress.

These tasks will be set by your trainer from a list in the study design and marked within the College. Your trainers will give you a list of the tasks/assessments and the deadlines for handing them in. You would need to give a very good

reason for a deadline to be extended, so if you have more than one deadline within a short period of time, you will need to create a plan to have all your work completed by the due date. Failing to meet deadlines may mean not achieving satisfactory completion of a unit.

Practical Work Placement Requirements

Some courses have a practical work placement component. An Agreement between Ozford, Workplace, and you will be available if you are required to undergo Practical Work Placement. You will be provided with further information upon arrangement.

What do I have to do to graduate?

Graduation with a VET Certificate or Diploma means that your success will be able to be carried with you in the form of a Certificate recognised throughout Australia and internationally. Graduation requires that:

- You have satisfied the VET Program requirements
- Your work has been assessed and found to be of a satisfactory standard

Graduation in VET depends on the satisfactory completion of the units that make up your chosen course. Satisfactory completion is indicated by the award of a 'C' (Competent), or a passing grade. Not meeting the requirements for satisfactory completion is indicated by an 'NYC' (Not Yet Competent) or a fail grade.

Decisions about satisfactory completion are based on your ability to show enough evidence that you have achieved each set of outcomes specified in the Study Guide for your chosen course.

Further detailed information can be found via Ozford Website.

ACADEMIC INFORMATION

Training and Assessment

All international students are required to complete training via course work. You will be given a timetable during orientation. This timetable will list the units you are to complete with the scheduled dates on it. All students are required to attend all classes over the period of their course.

Training will be conducted in group sessions with your trainer and you will be working through the course material and assessment tasks. It is important that you attend all classes/training sessions to avoid falling behind with your work or missing important assessment tasks. As part of visa requirements, international students are required to maintain satisfactory course progress during their course of study.

Please note that if you are unable to attend a session/class due to unforeseen circumstances, you need to inform the College of your absence and provide evidence upon your return. This includes a medical certificate for illness or appointment request letter from the relevant authority.

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/trainers, then their respective course Coordinator or the VET Coordinator well before the due date for assistance. Students are expected to maintain a minimum pass in all subjects.

Failure to hand in assessments on time or poor performance will result in the student being issued a Notice of Reassessment. This will require students to complete the work outside their timetabled hours. Failure to successfully re-submit the assessment will result in a Notice of Failure. If the student wishes to be assessed again an additional fee will be incurred to sit the re-assessment.

Assessment for all units will be based on a range of student learning outcomes related to the objectives of the course. These will include assignments, reports, case studies, examinations and presentations.

Textbooks/Student Kits

Some courses require the purchase of textbooks and kits containing student equipment and uniforms. Please refer to your timetable, provided during orientation, for a copy of your *required* textbook list. The estimated cost for textbooks is \$300 - \$500 per annum. Every student must have copies of the required textbooks.

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.

A **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 where a student uses the ideas or words of another and presents them as if they were the student's own words or ideas. 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. Ozford endorses the use of the APA System. A referencing guide can be found on our Intranet/Portal.

Ozford does not tolerate cheating/plagiarism of any form. Students who are found to be cheating on an exam or test will be removed from the classroom and marked 'NYC' (Not Yet Competent). 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.

Certificates, Diplomas and Transcripts

At the end of each semester you will receive a Statement of Results. This is your report. The Statement of Results will include all units completed and either a letter or numerical grade. You will receive a Graduation Certificate if you have satisfied the requirements for graduating of the enrolled course. That is, if you are enrolled in an Advanced Diploma, you will **only** receive your certificate at the end of your Advanced Diploma, **not** at the end of each semester.

The enrolled course is determined by your offer letter and/or Confirmation of Enrolment (COE). If you wish to apply to change your course, you will be required to complete an 'Internal Course Transfer' form and a new enrolment application form for your new chosen course.

Please Note: not all units completed are able to be transferred or credited towards a different VET course.

How can I get into University?

Once you have completed your course, you may be eligible to enrol in a University degree. Some of the VET courses at Ozford have a Pathway arrangement with a number of Universities. This means that you can apply to these Universities and may receive an exemption for a number of Units within the University degree. For example, if you complete a Diploma of Accounting, you may apply to CQU and you may receive exemption for up to 6 first year units. The University in question can help you with this. You can discuss this further with the VET Coordinator.

ACADEMIC SUPPORT

Ozford will assist all students in their efforts to complete their training programs.

Academic support including language, literacy and numeracy is the responsibility of the students' trainers, Training Coordinator, VET Coordinator and Academic Director. Ozford delivers flexible learning and assessment procedures and can tailor its training and assessment to suit individual needs. If your course requires language, literacy and numeracy (LLN) tasks, your trainer will make an initial assessment on your LLN skills.

Our trainers can provide supported assistance if necessary and can adapt assessment methods, where appropriate, to ensure every student has equal access to a fair assessment. This may mean that a student who struggles with written communication will be assessed in an oral or verbal manner and the trainer will make notes of this assessment.

Language, Literacy & Numeracy Support

In addition, language, literacy and numeric support is accessible to all students and can be organized on a case-by-case basis. Trainers can organise required support when required. Some examples of support provided include:

Literacy

- Provide essential writing tasks guide
- Use of group exercises for assessments
- Provide examples and models of completed tasks, such as those on our website in the form of video examples and skills sheets
- Ensure that documents and forms are written and formatted in plain English
- Use of clear headings, highlighting certain key words or phrases
- Provide explanations of all technical terms used

Language

- Present information in small chunks and speaking clearly, concisely and not too quickly
- Give clear instructions in a logical sequence
- Give lots of practical examples
- Encourage you to ask questions
- Ask questions to ensure you understand

Numeracy

- Recognise and interpret numerical information that is embedded in your course
- Calculates and compares numeric data
- Use of mathematical calculations to interpret and arrange/compare numerical information

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

The **VET 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 10 Front Desk to make an appointment or attend the Academic Support session every Friday as detailed on your timetable.

GENERAL INFORMATION

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 at Ozford are required to attend 80% or more of their classes to be considered as meeting satisfactory attendance requirements.

Department of Education – Australian Government Department of Home Affairs Approved Course Progress Policy & Procedures are implemented at Ozford.

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 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 a medical certificate as evidence if you are absent due to illness. Please provide a copy to the Student Services Front Desk on Level 10 for your records.

Students with less than satisfactory attendance will be required to meet with the **VET Coordinator**.

Students are required to attend classes from the term commencement right through to completion. Arriving after the commencement of the term or leaving before the conclusion of a term is not permitted.

Access to your records

Statements of results are available at the end of each semester (July and December). Upon the completion of the students' enrolled course and qualification, eligible students will receive a Statement of Results and Awards 28 working days after the term ends. A letter of completion is available upon request.

Students who need to access their records or obtain a replacement of Statement of Attainment or qualification 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, 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 that 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

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

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

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.

Classroom behavior

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 each class
- Be respectful of their trainer 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, you may only leave when given permission by your trainer
- Turn off mobile phones during class times
- Submit all assessments on time with the required cover sheet attached

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 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

Students are welcome to utilise the student common area for food and drink consumption. Ozford provides access to microwaves and refrigerators in student common areas. Refer to your campus map for more information on where the common areas are 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 and refrigerators in student common area. Please keep the area clean and tidy at all times. Refer to your campus map for more information on where common area is 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 Campus.

Please see the Library Officer on how to open a library account.

Library Opening Hours:

Monday to Friday

8:30am – 5:00pm

Noticeboards and Portal

Noticeboards are located mainly in the student common areas.

They display the following information:

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

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

- Complaints and Appeals procedures
- Accommodation, health and safety information
- Weekend activities
- School calendar
- 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 at Level 10, 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 7188

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.

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 606 024**

<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 or persons
- 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
- You will not use technology resources to publish or distribute information related to the school

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

Charges

Internet

Each month, students are allowed to use 200mb and usage in excess of this 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, mis-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.

VICTORIAN STUDENT NUMBER

Ozford is working with the Department of Education and Early Childhood Development to allocate a Victorian Student Number (VSN) to each student at our institute as per the Education and Training Reform Amendment Bill 2008.

The VSN is a student identification number that is being assigned to all students in government and non-government schools, and students up to the age of 24 in the Vocational Education and Training providers.

The number, which is unique to each student, will be used as a key identifier on a student's records, and will remain with the student throughout his or her education, until reaching the age of 25. The VSN is nine digits long, randomly assigned, and tied to stable information about the student (name, gender, date of birth).

The introduction of the Victorian Student Number will provide the capability to accurately detect patterns of student movement through, and departure from, the Victorian education and training system. It will greatly improve the collection and analysis of timely and accurate data about education in Victoria.

Schools and institutes currently collect data on such things as student attendance, student achievement, course choices and special needs and report these to the Department. Skills Victoria summarises this information to track improvements made to the education system, to identify areas that require further improvement, and to analyse trends and identify future needs. The VSN will simply improve the accuracy, reliability and completeness of this information, providing a better basis for assessing needs and developing policies to meet them.

The improved quality of information will also result in more accurate reporting to taxpayers on the state's education system. You will see the VSN appear on the student results report, enrolment forms and student details confirmation reports.

You can also request information about VSN from Ozford. If you want to know more about the VSN please see: <http://www.vcaa.vic.edu.au/pages/schooladmin/vsn/index.aspx>

UNIQUE STUDENT IDENTIFIER

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

You can access your USI account online from your computer, tablet or smart phone anytime.

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled.

For more information, please see: <http://www.usi.gov.au/>

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.

Trainers 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 training in a safe manner and promptly report any injuries or harassment to your trainer or administration.

Ozford recognises its corporate responsibility under the OHS Acts and regulations. Students as well as trainers and assessors 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 or 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 OHS into their work areas and roles.
- Provide information, where relevant, to students, allowing them to learn in a safe and healthy manner.
- Check OHS 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 of the building. 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, electronic devices and all other personal belongings 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 and Fire 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.

ACCOMMODATION 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 – look in *The Age* on Wednesday and Saturday and *The Herald Sun* on Saturday. Remember to also check the local community newspapers in the areas where you would like to live.

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, obtain 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 in working condition. 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 which you may be asked for two

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

The agent or landlord may ask for an application deposit. If you have to pay a deposit, make sure you receive 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 College of Business 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, notice of intention to report to Department of Education or cancellation of enrolment and 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 Student Services Manager 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:

- **For overseas students who are on a student visa**

OVERSEAS STUDENT OMBUDSMAN

Phone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.oso.gov.au (please download the application form from this website)

Address: GPO Box 442, Canberra, ACT 2601

- **For domestic Australian students**

AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)

Phone: 1300 701 801

Anyone with a complaint about the VET training sector now has one number to call. The hotline directs complaints to the appropriate Commonwealth, state or territory organisation for help. The National Training Complaints Hotline is accessible on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email at: skilling@education.gov.au

INFORMATION SPECIFIC TO INTERNATIONAL STUDENTS

Visa Information

Student visas have a number of conditions that are set by Australian law and must be followed. If you have a visa label in your passport, there will be a series of numbers corresponding to the conditions of your visa. If you have an electronic visa, the conditions will be listed on the email you receive from Australian Government Department of Home Affairs. For a full list of mandatory and discretionary conditions for different visa subclasses, go to www.homeaffairs.gov.au

Below are some of the examples of Student Visa conditions:

Visa Condition 8105

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 recognized periods of vacation offered by your education provider.

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

Visa Condition 8202

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). **See:** cricos.education.gov.au

Visa Condition 8501

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).

Visa Condition 8516

You must continue to satisfy the requirements for grant of your student visa.

This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.

Visa Condition 8517

You must maintain adequate schooling arrangements for your school-age dependents who joined you in Australia on a student dependent visa for more than 3 months.

Visa Condition 8533

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

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 enroll 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.homeaffairs.gov.au/Trav/Stud/>

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

Your visa was granted based on your declaration that you have sufficient funds to cover your living and tuition expenses in Australia. You must continue to have sufficient funds to support yourself and accompanying family members while you are in Australia. You should not rely on work to support yourself or family while in Australia.

When you have started your course of study in Australia, you can generally work up to 40 hours per fortnight when your course is in session and unlimited hours during scheduled course breaks. Your family members can work up to 40 hours per fortnight, after you have started your course of study in Australia.

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

Your accompanying family members aged 18 years or older can study in Australia for up to three months. If they want to study for more than three months, they must apply for their own student visa.

See: <https://www.homeaffairs.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders>

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 Australian Government Department of Home Affairs directly. Please see link below for further information:

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

CRISIS AND ASSISTANCE SERVICES

In case of emergency requiring fire brigade, police or ambulance, dial: **000**.
If evacuation of the building may be required, alert the nearest Fire Warden.

24 hour counselling Hotlines

Lifeline: 131 114	Suicide Helpline: 131 114
Aidsline: 1800 133 392	Kids Helpline: 1800 55 1800
Beyond Blue(depression): 1300 22 4636	Quit Line (to stop smoking) 137 848

Australian Search and Rescue

Aviation Search & Rescue: 1800 815 257	Maritime Rescue: 1800 627 484
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

<i>Coburg Financial Counselling Centre</i> 78 Bell Street, Coburg 3058 Ph.: (03) 9350 4555	<i>Flemington & Kensington Community Legal Centre</i> 22 Bellair Street, Kensington 3031 Ph.: (03) 9376 4355
<i>Broadmeadows Community Legal Centre.</i> Shop 214/8-34 Gladstone Park Drive, Gladstone Park 3043 Ph.: (03) 9310 4376	<i>Footscray Community Legal Centre</i> Level 1/72 Buckley Street, Footscray 3011 Ph.: (03) 9689 8444
<i>Darebin Community Legal Centre</i> 732 High Street, Thornbury Ph.: (03) 9484 7753	<i>Monash Oakleigh Legal Service</i> 60 Beddoe Avenue, Clayton North 3168 Ph.: (03) 9905 4336
<i>Fitzroy Legal Service</i> 124 Johnston Street, Fitzroy 3065 Ph.: (03) 9419 3744	<i>YouthLaw - At Frontyard</i> 19 King Street, Melbourne 3000 Ph.: (03) 9611 2412
<i>Tenants Union of Victoria</i> 55 Johnston Street, Fitzroy 3065 Ph.: (03) 9411 1444	<i>Victoria Legal Aid (VLA)</i> 1300 792 387

Court Network

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

Ph.: 1800 681 614

Health Information Services

Eating Disorders Foundation of Victoria 1300 550 236	Maternal And Child Health Line (24 hrs) 132 229
Women's Domestic Violence Crisis Service of Victoria 1800 015 188	Nurse-On-Call (24 hour health advice and information from a registered nurse) 1300 606 024
Alcohol & Drug Information: 1800 811 994	Family Drug Help: 1300 660 068
Poisons Information Centre 131 126	

Other Counselling Services

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) Ph.: (03) 9663 2939	Road Trauma Support Team (Confidential service for people affected by road trauma) Ph.: 1300 367 797
SANE Mental Illness Helpline (9-5 M-F) 1800 187 263	Mental Illness Fellowship Victoria (helpline) Ph.: 8486 4200
Mensline Australia (for men with family and relationship concerns) Ph.: 1300 789 978	Men's Referral Service (for men concerned about their anger or violence) Ph.: 1300 766 491
Interpreting Service: 131 450	

List of Medical Centres in Melbourne CBD:

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

<p>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</p>	<p>La Trobe Street Medical Address: Shop 152, Level1 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</p>
<p>Melbourne City Medical Centre Address: 68 Lonsdale St, Melbourne VIC 3000 Phone: (03) 9639 9600 Hours: 8:30am–6pm Monday to Saturday Closed Sunday and Public Holidays Fees: General Consultation Fee \$70-\$120, International students \$40 gap fee applies.</p>	<p>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).</p>
<p>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 \$20 gap fee applies.</p>	<p>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</p>

Food Outlets

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
Gangnam Pocha Address: 1/270 King St, Melbourne VIC 3000 Open: lunch and dinner	The Worker Food Room Address: 472 Little Lonsdale St, Melbourne VIC 3000 Open: breakfast and lunch

Apps for food, friends and getting around Melbourne

There are plenty of apps to help you feel like a local in no time. Try downloading these using VicFreeWiFi. Free public WiFi is available outdoors in the Melbourne central



Unlock Melbourne

Unlock Melbourne is Study Melbourne's official app for international students. It will help you with everything from setting up a tax file number and writing your resume to finding good weekend activities and making friends.

Zomato (www.zomato.com.au)

Melbourne is famous for its fantastic food, coffee, and nightlife. With so many places to enjoy our world-class hospitality, it can be hard to know where to choose! Zomato helps you find good bars, restaurants, and cafes across the city. It provides user-generated reviews and ratings on things like food, service, and atmosphere, and includes photos and menu listings.

Shopping

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

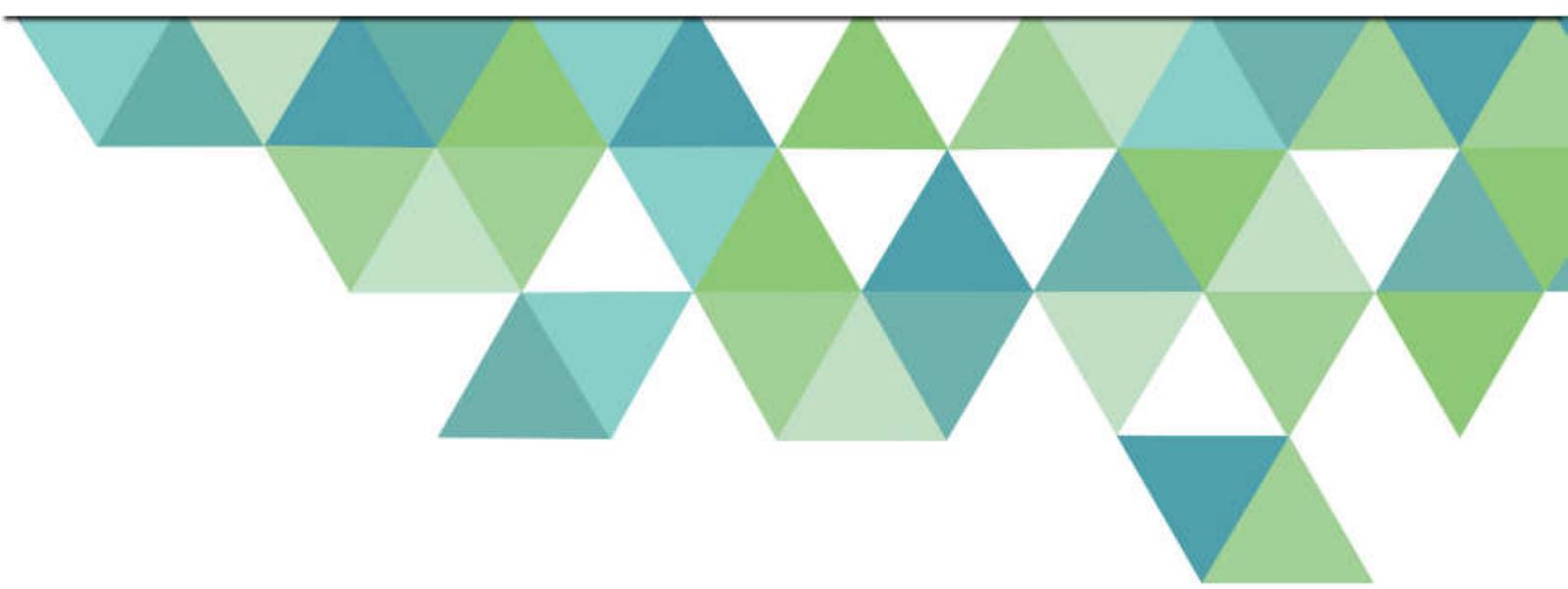
Other outstanding shopping experiences include The Emporium, Melbourne Central, Bourke St Mall and The District Docklands for all the biggest local and international brands. South Wharf DFO (Direct Factory Outlets) is where you get the best bargains in town.



Festivals

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

*The information is provided by Ozford 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.



Updated: June 2018

