



OZFORD COLLEGE (CRICOS No. 02427A)

2019 High School Student Handbook

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Ozford Contacts

The Student Services Officer is the official point of contact for all High School students. They will assist or refer students to the appropriate support services that are provided by Ozford.

- **Admin Officer/Student Services**
 - o Email: HSadmin@ozford.edu.au
 - o Phone: 8663 7132

Other staff members that students can contact are below:

- **High School Coordinator - Leigh Adams**
 - o Email: ladams@ozford.edu.au
 - o Ph: 8663 7155
- **Head of Student Services and Administration**
 - o Phone: 86637188
 - o Email: cchua@ozford.edu.au
- **Student Welfare Officer**
 - o Phone: 86637155
 - o Email: welfare@ozford.edu.au
- **Librarian**
 - o Email: Ozford Library <Library@ozford.edu.au>
 - o Phone: 8663 7155
- **IT Support**
 - o Email: itservicedesk@ozford.edu.au
- **24 Hour Emergency Help Line: 0403 062 050**

There are other staff members here at Ozford can assist students during their studies here at Ozford. Please feel free to approach the Student Services Officer if you wish to make an appointment to see any staff members in the admissions, accounts or IT departments.

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

Welcome to Ozford College

Ozford is a city college which complements its own resources by embracing the dynamism and experiences of the CBD and environs as an additional classroom and resource. We deliver VCE, VCAL, LOTE and language support.

Ozford promotes flexibility, managed pathways and individual learning programs within the framework of skills of the twenty first century. We also promote practices and highly value hands-on learning experiences that enable real life application of knowledge together with a context for learning. Priority is given to understanding our student cultural and social backgrounds in order to gain a holistic picture of their needs. The College employs teachers who facilitate a culture of learning. They are creative, strong educators with a desire to make a difference to the lives of young people. They view learning as a lifelong pursuit and undertake regular professional development.

Four academic reports are prepared annually and end of semester reports are sent directly to students and parents.

We provide a comprehensive student support service with a dedicated student welfare officer. There is a weekly Activities Program where students participate in sporting activities and cultural visits.

Ozford is a School which supports and promotes the Principles and Practice of Australian Democracy, and encourages an understanding of the meaning of:

- Elected Government
- The Rule of Law
- Equal rights for all before the Law
- Freedom of Religion
- Freedom of Speech and Association
- The values of Openness and Tolerance

These principles and practices underpin the design of our Curriculum and college policies. We are proud that our students go out into the world with a strong ethical and moral grounding, and pleased that so many stay in touch with their friends of different background long after their time at Ozford has come to an end.

Ozford Vision, Mission and Values

Our Vision

Our vision is to provide every student the opportunity to practice skills learned by undertaking real life learning which is based on global needs and values. Our dedicated staff provides a student-focused approach to ensure a supportive individualized and innovative learning experience.

Our Mission

Our mission is to provide quality education courses for domestic and international students to achieve their educational and personal goals and embrace lifelong learning. We will become renowned for:

- fostering a supportive learning environment where our students from diverse cultural and socioeconomic backgrounds attain knowledge, skills and values which enable them to participate effectively in their chosen career field in the global community.
- enabling students to achieve their goals and to become leaders in their communities by addressing contemporary challenges of economic and environmental sustainability, equity and community well-being.

Our Values

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

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

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

Respect: We respect all our students, staff and other stakeholders by providing a caring community based on openness, fairness and friendship. 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.

Our Philosophy

Ozford is committed to the achievement of excellence in education. A student's success is Ozford's success. Ozford strives to be the leader in international education and Ozford is a place where students are able to realise their academic goals and personal potential. Ozford's goal is to be an innovative educational institution with many opportunities offered to students to excel academically.

At Ozford the emphasis is on linking theory with practice to ensure students receive not only an academic education but practical life experience. Students are provided with the opportunity to practice skills learned by undertaking real life learning which is based on community issues and values.

Ozford is a College which supports and promotes the Principles and Practice of Australian Democracy.

Our Promise

We promise to you is to be true to our Vision, Mission and Values and to provide a personalised nature of our course offerings and services in a supportive study environment.

Enrolment Policy

Ozford College has an open entry enrolment policy. Preference in enrolment is primarily determined by the applicant's date of enrolment. Ozford's terms and conditions of enrolment take into account the requirements of laws relating to the school registration, international students, privacy, discrimination and equal opportunity. Students with disabilities and/or special needs will be considered for enrolment along with all other eligible applicants.

Every member of Ozford's community has the opportunity to learn, work and participate in an environment that is free from discrimination, harassment, bullying, vilification and victimization.

All students enrolling at Ozford deserve a smooth transition that enables them to become part of our school with minimum disruption and maximum support.

As Ozford is a Senior High School, there is no requirement for parents/guardians to present an immunisation status certificate before enrolment can be finalized.

Introduction to High School Programmes

Ozford College offers Year 10, the Victorian Certificate of Education (VCE) and the Victorian Certificate of Applied Learning (VCAL).

When students successfully complete a senior secondary qualification or course at Ozford, certification is awarded and issued by the relevant senior secondary awarding body. The Victorian Curriculum and Assessment Authority (VCAA) awards and issues the VCE and VCAL.

Before undertaking any studies all students must sign an agreement to abide by VCAA regulations, which is part of the Student Personal Details form (on VASS). Students are invited to give permission for their data to be forwarded to newspapers and other government bodies for the calculation of awards and prizes and for the DEECD [On Track survey](#). This must be done for each year of enrolment. Students are also asked to grant copyright permission for the use of their work in publications and productions approved by the VCAA.

What is VCE?

The **Victorian Certificate of Education (VCE)** is the certificate that the majority of students in Victoria receive on satisfactory completion of their secondary education. The VCE provides diverse pathways to further study or training at university or TAFE and to employment.

If you intend applying for entry into a tertiary institution, you should be aware that in addition to requiring VCE, there are often specific entrance requirements including minimum age requirements, course selection criteria and English language requirements. The course selection criteria need to be considered in selection of units of study.

What is VCAL?

The **Victorian Certificate of Applied Learning (VCAL)** is a 'hands-on' option for students in Years 11 and 12.

Like the VCE, the VCAL is a recognised senior secondary qualification. Unlike the VCE, which is widely used by students as a pathway to university, the VCAL focuses on 'hands-on learning'.

Students who do the VCAL are more likely to be interested in going on to training at TAFE, doing an apprenticeship, or getting a job after completing VCAL.

Year 10 Program

The Year 10 Program is a preparation year for VCE study courses. Year 10 students are provided with a comprehensive curriculum. All Year 10 students study the same subjects. These subjects are designed and taught so as to assist students to make the change from the way they were taught in their home country to the Australian way of teaching and learning. There are 9 subjects and each subject delivered as two semester units, one in each semester.

Subjects Offered in Year 10:

- English as an Additional Language (EAL)
- Commerce
- Mathematics
- Science
- Health and Physical Education
- Information Technology

Year 11 VCE Program

Year 11 is the first year of the VCE program. Subjects are organized into semester long units. A normal student study load in Year 11 is 12 units in a full year (6 units each semester). English as an Additional Language (EAL) must be included in the 6 units studied each semester. Students select 6 subjects from the list of subjects offered. Students who start in Terms 2 and 3 undertake 6 units. Students who are of a very high standard and have the approval of the Ozford High School Academic Director may be permitted to study one VCE Unit 3/4 subject in Year 11. This possibility is only available to students who start Year 11 at the start of the year (January).

Subjects Offered in Year 11:

- English as an Additional Language (EAL)
- Accounting
- Business Management
- VCE Languages: Chinese FL and Vietnamese
- Information Technology
- Mathematics – General
- Mathematics – Methods
- Physics

Year 12 VCE Program

Year 12 is the second year of the VCE Study program. Subjects are organised into semester long units. A normal student workload in Year 12 is five Unit 3/4 sequences (each sequence is a full year subject) in a full year. English as Additional Language (EAL) Units 3/4 must be included in the 5

sequences. Students select 5 subjects from the list of subjects offered. Generally, for best results, each of the subjects selected for Year 12 should have been studied in Year 11.

Students who are of a very high standard and have the approval of the Ozford High School VCE Coordinator may be permitted to study one additional VCE study Unit 3/4 subject. Highly able students can also apply in Year 12 to participate in Enhancement and Extension Programs offered by some universities in Melbourne. These programs provide students with the opportunity to study a first year equivalent university subject in addition to their normal VCE study workload. Some credit towards a university degree is given if the subject is completed to a satisfactory standard. Entry into these programs is granted by the universities that offer the programs. Additional costs may be incurred for entry into these course programs.

Subjects Offered in Year 12:

- English as an Additional Language (EAL)
- Accounting
- Business Management
- VCE Languages: Chinese FL and Vietnamese
- Informatics (IT)
- Mathematics – Further
- Mathematics – Specialist
- Mathematics – Methods

Senior VCAL Program

The VCAL Senior program is primarily focused on preparing students for vocational education and for work. To complete the VCAL study students need to gain 10 credits across all 4 of the following strands:

- Literacy and Numeracy
- Industry Specific Skills
- Work Related Skills, and
- Personal Development Skills

Students who undertake the VCE study program in Year 11 may change to the VCAL study for Year 12. Most students will be able to complete the VCAL study in the first semester of Year 12. Students who do not wish to proceed to university at the end of Year 12 should consider this option.

Students who have completed Year 11 in their home country and who have graduated from the Ozford English Language Centre or a similar English language program may also apply for admission to the Ozford VCAL Program. Please discuss with your course advisor or academic coordinator for further information.

Satisfactory Completion of VCE

Minimum Requirements to obtain the Victorian Certificate of Education (VCE) Studies is satisfactory completion of 16 units of study consisting of:

- At least three units from the English group listed below:
 - Foundation English Units 1 and 2
 - English Units 1 to 4
 - English as an Additional Language (EAL) Units 3 and 4

- English Language Units 1 to 4
- Literature Units 1 to 4

At least one of these units must be at Unit 3 or 4 levels. However, VTAC advises that for the calculation of the ATAR, students must satisfactorily complete both Unit 3 and Unit 4 of an English sequence.

- Four sequences of Unit 3 and 4 studies in addition to the sequence chosen from the English group.

Usually, these requirements mean that students must satisfactorily complete (pass) at least six Units from the Year 11 Program (Units 1 & 2) and ten units from the Year 12 program consisting of five Unit 3 & 4 Sequences. Some other combinations of Units from the Year 11 and Year 12 Programs may also lead to meeting the minimum requirements.

All VCE units require 50 hours of class time. You need to attend sufficient class time to complete work. Ozford has set the minimum class time and attendance rules at 80% of class time which is the same as the visa requirement for international students. You can find more information on the attendance requirements under the 'Administrative Information: Students' section of the VCE and VCAL Administrative Handbook -

<http://www.vcaa.vic.edu.au/Pages/schooladmin/handbook/2018/index.aspx>

Satisfactory Completion of Senior VCAL

To Satisfactorily Complete VCAL Studies for a Senior VCAL Certificate, students must complete a minimum of 10 credits which consists of a minimum of 2 VCAL units and must cover the four curriculum strands. At Ozford the VCAL Senior curriculum consists of:

- 6 VCE study Units including at least one English/EAL
- 5 Senior VCAL credits including:
 - VCAL Literacy skills Reading and Writing senior;
 - VCAL Numeracy skills senior
 - VCAL Work-Related Studies 1 (Senior);
 - VCAL Work-Related Studies 2 (Senior); and
 - VCAL Personal Development Studies 1 (Senior).
- 4 Industry-based units at Certificate II level of Business Management (requires at least 90 nominal hours of study).

Switching Between VCE and VCAL

If you change your mind and want to start or stop doing VCE or VCAL, it may be possible to change at the end of a semester period. If you've started VCE and you decide you want to change to VCAL, some of the VCE subjects you've completed successfully will count towards your VCAL.

If you start your VCAL and then decide you'd prefer to switch to VCE, any VCE subjects you've successfully completed as part of the VCAL program will count towards your VCE.

Please ensure you make an appointment to see the Head of High School or Head of Student Services to discuss the option.

Academic Information

Textbooks

All students must have the required text books to successfully undertake their studies.

Please refer to <http://www.northoftheyarra.com.au/ozford.html> .The estimated cost for textbooks is approximately \$400-\$500 per annum. You may order and pay for your books online and they will be individually packaged and sent to the College. Please see Janelle Zhang in Student services for more information.

Assessment Methods

Assessment for all year levels including VCE and VCAL is based on a range of student learning outcomes related to the objectives of the course. These will include such areas as testing, assignments, reports, case studies and presentations.

Subjects in VCE and VCAL are assessed by a combination of:

- Submitted work
- Practical Reports
- End of Semester Tests
- Project and Assignments
- Oral Assessment
- Year 12 - Examinations and SACS (School Assessed Coursework Tasks)

Academic Requirements

All school work is to be completed on time and to the students' best standard. If the student is experiencing difficulties they must approach the teacher or Student Services Officer well before the due date for assistance. Students are expected to maintain a minimum pass in all subjects.

To gain a satisfactory result, a student must:

- produce work that demonstrates achievement of the outcomes
- submit work on time
- submit work that is clearly their own
- observe Victorian Curriculum and Assessment Authority (VCAA) and Ozford school rules.

Students must comply with the following rules for authentication of School-based Assessment:

- A student must ensure that all unacknowledged work submitted for assessment is genuinely their own.
- A student must acknowledge all resources used, including:
 - text, websites and source material
 - the name and status of any person who provided assistance and the type of assistance provided.
- A student must not receive undue assistance from another person in the preparation and submission of work.
 - Acceptable levels of assistance include:
 - the incorporation of ideas or material derived from other sources (for example, by reading, viewing or note taking), but which has been transformed by the student and used in a new context
 - prompting and general advice from another person or source, which leads to refinements and/or self-correction.
 - Unacceptable forms of assistance include:
 - use of, or copying, another person's work or other resources without acknowledgment
 - corrections or improvements made or dictated by another person.
- A student must not submit the same piece of work for assessment in more than one study, or more than once within a study.
- A student must not knowingly assist another student in a breach of rules.

Students are required to comply with all rules for examinations conducted by or on behalf of the VCAA, as well as the day-to-day rules of the institution providing the venue for examinations.

School Reporting

An interim report is prepared at the end of Term 1 and 3 and a Semester report is prepared at the end of Term 2 and 4. A copy of the reports is supplied to students and their parents.

The reports are used to monitor the student's academic progress and to ensure that the student will complete the course within the expected duration.

Unsatisfactory Academic Progress

Failure to hand in schoolwork on time or poor standard of work will result in the student being required to complete the work after school hours. If you do not attend these after school sessions you will be issued with a Notice of Failure. If you do not comply with a Notice of Failure, then you will fail the subject.

A student will receive N for VCE/VCAL Units of study when one or more of the outcomes are not achieved because:

- the work does not demonstrate achievement of the outcomes
- the student has failed to meet a school deadline for the assessment task, including if an extension of time has been granted for any reason, including Special Provision
- the work cannot be authenticated
- there has been a substantial breach of rules, including school attendance rules.

The N result is used for students who only partly complete work or whose attendance records breach school rules.

You will be issued with Academic Progress Warning letters at the end of Terms one and three if you are awarded grades of E or N in three or more subjects.

If you fail three or more Units in a semester, you are considered as making unsatisfactory academic progress and you may be issued with an intention to report letter. You will be reported after 25 working days of the issue of this letter unless you appeal (see Appeals page 10).

High School Year Level Promotion Policy

Year 10 to 11

Students must satisfactorily complete all Year 10 second semester units. Specific emphasis is given to the core subjects of Mathematics, English, Science and Humanities (Geography & History). Please refer to the Ozford College Academic Progress Policy on the College website.

Year 11 to 12 (VCE)

- Student must satisfactorily complete at least 6 units in Year 11 including one English Unit (EAL) to be able to complete the VCE at the end of Year 12 the following year.
- Students enrolled in High School during the first semester will have their promotion to Year 12 reviewed if they do not pass at least 3 units from the first semester.

Year 11 to VCAL

Students must satisfactorily complete a minimum of 6 VCE units in Year 11 or 12 INCLUDING one English subject, and then study VCAL Literacy and Numeracy Skills Senior, VCAL Work Related Skills (1 & 2), VCAL Personal Development (1) and 4 additional units.

Academic Support

Academic support is the responsibility of the classroom teacher and the High School Coordinator. They have extensive experience in teaching secondary students. Teachers with experience, skills and knowledge in the area of career counselling may also provide advice. You are advised to approach your teacher or the High School Coordinator for more information.

The High School Coordinator can help you with the following:

- Study Skills
- Subject/Unit selections
- Career Counselling
- Timetables
- Learning Support Strategies

Careers and Further Study

Students are provided with information and assistance in relation to careers and study options after they have completed High School. Assistance is given with selection of possible University and TAFE Courses through the VTAC system. An information and advice program, including some talks by staff from Universities and TAFE providers is organised, especially for year 12 students each year.

Role of Mentors

Mentors provide the service for students to participate in meeting their course requirements and maintaining their attendance. Students in year 11 and 12 are required to attend a weekly mentor group meeting. Student mentors have responsibilities for pastoral care matters, for study management, goal setting activities and career guidance. They are the initial contact for students experiencing difficulties associated with study skills, problems to complete tasks on time, health issues, and personal matters. They will refer all serious matters to the appropriate experienced person in Student Services.

Teachers are also responsible for alerting the High School Coordinator and Student Services of any problems with students relating to serious matters including the illegal consumption of alcohol, cigarettes or illegal drugs as these are prohibited at Ozford.

Contact details: Student Mentors can be contacted directly when they are not teaching (usually in their staff room)

General Information

Enrolment and Orientation Programs

Ozford conducts enrolments and an orientation program for all new students as they start their study here at Ozford. They will be guided through the campus and introduced to different staff members at Ozford.

Attendance

All students are expected to attend all of their classes.

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 the timetable. **Students of Ozford are required to attend 80% or more of their classes every term (study period) to be considered as meeting satisfactory attendance requirements.**

For international students, it is visa requirements that you **must** maintain satisfactory attendance in your course and course progress for each study period as required by your education provider. For VCE students, it is a VCAA requirement that students attend a minimum of 50 face-to-face hours of teaching for each VCE Unit of study. This means you must attend every class.

The minimum attendance requirement for all VCE/VCAL units of study is 80% and 100% attendance is required for all assessment activities.

Ozford implements intervention strategies when students' attendances fall below 90%. Warning letters will be issued to students' home addresses and students will be required to attend a meeting with the High School Coordinator and can be placed on an Academic Goal Card. A final warning of Ozford's Intention to Report for Unsatisfactory Attendance Letter will be issued when students' attendance falls below 80%.

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

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

Students will be reported 25 days after the final Warning of Ozford's Intention to Report for Unsatisfactory Attendance Letter is issued if students do not appeal.

Access to your records

You may gain access to your records by completing a 'Request for Student Services Form', available at Student Services Desk.

Change of Contact 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 when they change address, phone number or email address within 5 working days.

Illness

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

If You Are Going to Be Late or Away

Ring the Student Services Desk - **8663 7188** - and explain reasons for your lateness or absence.

Holidays

Students must be at school for the first class on the first day and on the last day of each term. Leaving early and returning late from holiday is not permitted.

Code of Conduct

At Ozford students are provided with a mature and professional learning environment and are not expected to behave according to a rigid code of discipline. We expect all students behave in a mature and responsible manner.

We expect that all students will:

- attend school every day
- be respectful and courteous to administrative staff, teachers 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 visa regulations for overseas students
- sign the register if they need to leave the school during school hours

Classroom Behavior

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

- attend class on time
- bring the appropriate text book, stationery and materials to class each lesson
- be respectful of the teacher and fellow students
- not disrupt the class or other students
- speak only English in class
- complete class work in an exercise book and to submit written work on loose leaf paper
- remain in the classroom throughout the class
- ask permission from class teacher before leaving the room
- not eat or drink in the class
- turn off mobile phones during class time
- submit all class work and homework on time
- leave the class room tidy after each lesson

It is the students' responsibility to be familiar with their course requirements and prepare a study plan that will assist them in meeting the course requirements.

Assault/Violence

Any form of assault in class or outside class is strictly forbidden. This includes assaults of the following nature: physical, oral or written, electronic, sexual or racial. Assault between students or between student and teacher will not be tolerated.

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

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 teacher or between staff will not be tolerated.

Discrimination

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.

Oxford College will act quickly to ensure that unlawful discrimination does not occur, or continue to occur for either students or staff

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 or open shoes are not permitted. Hats and sunglasses are not to be worn within the building and must be removed upon request of a staff member unless written permission has been granted by Ozford Staff. Students may be asked to go home and change if any dress items are not acceptable.

Building Regulations

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

- do not smoke in the building (\$200 fine)
- do not press the emergency button in the lift unless there is an emergency (\$200 fine)
- sign the register if they need to leave the school during school hours

Food and Drink

To ensure a tidy and comfortable learning environment:

- food and drinks are to be consumed in the student common areas only
- no food may be consumed in the classrooms and computer lab
- chewing gum is banned
- all rubbish is to be placed in bins provided
- kitchen areas are to be kept clean and tidy

Alcohol and Drugs

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

Students who breach the behavior policy will be subject to disciplinary action. These include but 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 these areas clean and tidy at all times.

Computing Facilities

There are computer labs with printers at Ozford, as well as a computer station on Level 7 and Level 10. Please check the notices outside the labs for opening hours. We provide high speed Wi-Fi internet access and all students are given a computer account, email address and \$5.00 credit for printing. Please note the IT Use section on p.10.

Library

The Library is located on Level 10, King Street Campus. Please check the notice outside the library for opening hours.

Noticeboards

Noticeboards are located across all levels. They display the following information:

- Accommodation and health information
- Weekend activities and excursions
- Job board (for students looking for jobs)
- High School calendar
- Exam schedule
- Social activities
- Information about changes to schedules
- Students required to see College staff

Student Support and Services

Oxford provides students with a number of support and services free of charge. We are here to help students not only with their studies, but also other aspects of living in Australia.

Student Services Desk

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 daily from 8.30am to 5.00pm Monday to Friday.

Homestay and Accommodation

Homestay accommodation can be arranged if required. Students under 18 years of age must stay in a Homestay or with a parent/guardian. Please request for a copy of "Homestay Application Form" from the Student Services Desk. The Student Welfare Officer will ensure students are placed in a suitable accommodation to meet their individual requirements.

If you ever become unhappy with your homestay situation, please speak to the Student Welfare Officer. The school will require at least two weeks in advance for a need of an allocation of a more suitable Homestay.

Student Welfare Services

- If you have any issue or need support during your study and life in Oxford and Australia, including course progress, attendance requirements and accommodation issues, please make an appointment to see the Student Welfare Officer on Level 7. Urgent matters will be attended to promptly.
- The Student Welfare Officer will refer students to the appropriate Oxford 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:

Oxford College Pty. Ltd is trading as Oxford College (CRICOS No. 02427A Registered School No. 2016) Last updated: March 2019

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.

Other Available Services and Support

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

- Emergency
 - In emergency, please ring 000 for Police/Fire Department/Ambulance
 - Ozford's 24 hour emergency help line is 0403062050
- Health Services
 - There are many medical centres available in Melbourne CBD close to Ozford. A list of medical centres is available at the back of this handbook. If you think you are unwell or require medical check, please approach the Student Services Desk who can help you to make appointments to see a doctor. 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 60 60 24 for the cost of a local call from anywhere in Victoria. (Calls from mobile phones may be charged at a higher rate).
- Legal Services
 - Please speak to the Student Welfare Office if you require any legal services.
 - More information can be obtained from the Crisis and Assistance Services list at the back of the handbook.
- Study Skills Support – Student Mentor and the weekly mentor group meeting is available to support you with study skills
- Transition Support – the Enrolment 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.
- Information seminars
- Banking – students are welcome to approach Student Services Desk for any banking enquiries/issue. Ozford can assist students in opening bank accounts. Please contact Student Services on Level 7 for more details.

IT Use

There are 2 computer labs and a short-term computer printing station at Ozford College Level 4 for students' use. Students have an individual login that they use to access the network.

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

By logging onto the Computer network at Ozford College 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 menace or 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 my personal folder and mailbox according to the Guidelines.
- You must not attempt to obtain unauthorised access to the College computer resources. You also agree to check disks and storage media used at school regularly for viruses.
- You will not use technology resources to publish or distribute information related to the school.

Please note:

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

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.

Charges:

Internet: Students have unlimited Wi-Fi access at the College. Logon details can be acquired at the Student Services Desk.

Printing: The cost of printing is \$0.10 per A4 black and white coloured page. Students receive \$5.00 credit on their student card and further credit can be purchased using your student ID card via the coin slot machine located next to the photocopier on Level 7.

Safety and Security

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.

1. Create a fire escape plan for your home

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.

2. Smoke Alarms

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.

Security

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

Have your personal emergency contact in your phone.

If you feel unsafe or threatened, you can ring the police on 000.

Water Safety at the Beach or River

- 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 30+ 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; 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.

OZLIFE- STUDENT LIFE

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

INFORMATION SESSIONS AND SOCIAL EVENTS

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

There are also monthly social events and excursions for students including BBQ, visits to various Melbourne ionic locations and day tours out of Melbourne.

These events are advertised on our Noticeboards. Please refer to noticeboards for regular updates. Students are invited to participate in these events. Fee may apply to some of the events.

ACCOMMODATION

Students who require this Accommodation support can speak to the Student Services staff. Students will be provided with a list of accommodation options and Student Services staff can help students to make accommodation arrangement in consultation with students.

Below are some of the common accommodation options available for students:

Private Rental (Price guide: \$175-\$400/week)

This is true independent living – renting an apartment or a house either alone or with housemates. Living with others is ideal for meeting new people and reducing your costs. However, if you decide to go alone you will have to pay for everything. Rentals come either furnished or unfurnished. Both will require you to buy the basic necessities such as kitchen appliances.

Homestay (Price guide: \$300-\$350/week)

A homestay is staying with a family in their home with meals, internet and utilities covered by the family. Ozford can arrange for you to live with a homestay family if you complete a Homestay application form at the Student Services Desk on Level 10.

Student Apartment (Price guide: \$350-\$500/ week)

These large centres are full of apartments of varying sizes (1 to 5 bedrooms). You will get a fully furnished bedroom with 24-hour support, internet included and private ensuites are available.

Generally, they are conveniently located, safe and secure. Many have a social calendar so you can make friends. The downside to this is the internet can slow down at peak times and the rooms can be quite small.



SEARCH TIPS:

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

Inspecting a private rental property

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

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

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

Applying for a private rental property

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

You can be asked questions but not limited to:

- Income and bank details
- Previous rental history
- Employment details and history
- References - you may be asked for 2

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

The agent or landlord may ask for an application deposit. If you have to pay a deposit, make sure you obtain a receipt. Your deposit must be refunded to you or put towards your bond or first month's rent.

It is illegal for agents and landlords to charge fees for the following:

- Letting you inspect a property
- Issuing a rent payment card
- Establishing and using direct debit facilities

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

SAFETY AND SECURITY

Campus Safety

Oxford is committed to provide and maintain a safe and health learning and teaching environment for its staff and students. Oxford will take all reasonable and practicable steps available to ensure the safety of all its staff and students on campus with an emphasis on the prevention of accidents and injury.

As a student, you have an obligation to conduct yourself in a safe manner and promptly report any potential or actual injuries, harassment or unsafe working conditions or equipment to a staff member as soon as practicable.

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

There are emergency exits and evacuation plan available on each level. You will be guided through the emergency exit and the plan during orientation. Please ensure you are familiar with the

emergency exits and the emergency evacuation plan. The evacuation plan is available next to the emergency exit.

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, wallets, laptop computers and mobile phones should never be left unattended on or off campus (this includes on-campus classrooms). If you need to use ATMs to withdraw cash, use it during the day, when there are people around and immediately safeguard the cash.

If you feel unsafe or threatened on campus, speak to a staff member or approach the Student Services Front Desk on Level 10. If you are not on campus, you can ring the police on 000.

For students who are under 18 years of age, the 24/7 contact number +61 0403 062 050 can be called.

Home Safety

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

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

A **smoke alarm** senses smoke and can alert you to a fire to give you time to escape. If your smoke alarm does not work, we strongly recommend that you contact your estate agent or your landlord immediately.



Family Safety

Australia has well defined laws concerning domestic and family violence. Domestic/family violence can occur at home between partners or family members. It includes behaviours that cause fear or threaten safety, such as hitting, choking, denying essential money and insulting or constantly criticising the partner.

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

The pack includes four factsheets on the following topics, they are available from the links below:

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

- [domestic and family violence](#)
- [sexual assault](#)
- [forced and early marriage](#)
- [family violence and partner visas](#)

The government also provides information, support, essential services and emergency contact in the event of, essential services and emergency contacts in Australia.

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

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

Travel 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 of the train so you are close to the driver.
- If there are other passengers on the train, sit near them, not by yourself.

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

Water Safety

In Australian waterways in the 12 months to 3 June 2017, 291 lives were lost to drowning. Many of the deaths occurs at the beach. Here are some beach safety hints:

- 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

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.

STUDENT LIFE – MUST KNOW TIPS

At Ozford we want all students to excel in their studies. Here are some useful guidelines and suggestions to get you started.

1. *Set some goals*

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

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



2. Attend classes

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

3. Get involved

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

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

4. Make new friends and develop positive friendships

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

On the other hand, friends who set on having a good time at the expense of a good education can be seriously detrimental so choose your friendship carefully.

5. Seek help

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

6. Budget

Living on a student budget can be tricky, especially when you're still adjusting to life in a new country. If required, start keeping a record of all your savings and expenditures. Stop spending on things you don't need. Buy your books and supplies only if it is very necessary. Try borrowing resources from the library or rent them. It will save a lot of money and effort in case you decide later on to drop a class.

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

<http://www.studiesinaustralia.com/news/study-tips/10-student-budgeting-tips>

<http://www.youthcentral.vic.gov.au/managing-money/saving-spending/budgeting>

<https://www.moneysmart.gov.au/life-events-and-you/under-25s/studying/living-on-a-student-budget>



7. Look after your health and wellbeing

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

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

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

For more information and help regarding life issue, health & wellbeing to work & study support. Please check via <https://headspace.org.au/>

Tuberculosis (TB)

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

Seek medical advice if you have any of these symptoms:

- cough or fever for more than two weeks
- excessive tiredness
- night sweats
- poor appetite and weight loss
- Coughing up blood.

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

8. Share and help

Share your experiences with other new comers and help those who are in need. Your emotional wellbeing plays a large part in your overall health, so it is important that you are feeling happy and maintain an active social life in addition to attending classes and studying. Balancing your study commitments with your social life is an important part of being a student. Attend events on campus (such as movie screenings and markets), make friends with your classmates and join a student club

or a sporting team. As long as you manage your time effectively and keep up with your studies, social activities can provide a nice break from study and can help to reduce stress.

OZVISA – INFORMATION FOR STUDENT VISA HOLDERS

This section is applicable to students holding a student visa. You must abide by your visa conditions or your visa could be cancelled.

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 **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).
- If you have not turned 18 you must maintain accommodation, support and general welfare arrangements that have been approved by your education provider.
- 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.



Please refer to Department of Home Affairs website for more details on Student Visa conditions:
<https://www.homeaffairs.gov.au/>

Character requirements

If you engage in criminal activity in Australia, your visa may be cancelled. More information is available at <https://www.homeaffairs.gov.au/about/corporate/information/fact-sheets/79character>

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>

OZCONNECT – BEYOND OZFORD

STUDY MELBOURNE CENTRE

There is a range of services that Study Melbourne can provide to students, including a quiet study space with Wi-Fi and free printing, caseworkers to help with personal and welfare issues, job seminars and resume check, free legal advice and information sessions about accommodation, health, work rights and legal problems.

You are welcome to drop in between 9am and 5pm, Monday to Friday to access free support, information and contacts to help you enjoy living and studying in Victoria.

Address: 17 Hardware Lane, Melbourne VIC 3000

Phone number: 1800 056 449



International Student Guide

The City of Melbourne has produced a guide to help international students settle into the Melbourne way of life. This guide was written by students for students to answer most questions about what to do and where to go in Melbourne.

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



InterCom3 Student Committee

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

For updates on how to be part of InterCom3, subscribe to their newsletter at <http://www.melbourne.vic.gov.au/community/health-support-services/for-young-people/international-students/Pages/international-students.aspx>

Recreational Facilities

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

Melbourne City Baths

There is an extensive range of services - from gym, group fitness classes, cycle studio and squash courts to reformer pilates beds, stretching areas and more. They also have massage services to help you relax and recover.

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

Address: 420 Swanston Street, Melbourne, VIC 3000.

Opening Hours:

Monday to Thursday: 6am to 10pm

Friday: 6am to 8pm

Saturday and Sunday: 8am to 6pm

North Melbourne Recreation Centre

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

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

Opening hours:

Monday to Friday: 6am to 9pm

Saturday and Sunday: 8am to 6pm

Carlton Baths

If you enjoy social sports, join in on one of their weekly stadium sports competitions, including netball, basketball and badminton. You can register your interest by contacting the customer service team on (03) 9347 3677 or sending an email to carltonbaths@ymca.org.au.

Address: 248 Rathdowne Street,
Carlton, VIC 3053

Opening Hours:

Monday to Friday: 6am - 10pm

Saturday to Sunday: 8am - 8pm



OZSOS – Emergency, Health & WELLBEING, CRISIS & Legal Services AND CONTACT*

Emergency Contacts - Fire/Ambulance/Police

In case of emergency requiring fire brigade, police or ambulance, dial: **000**.

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

- type of emergency service needed (Police, Ambulance or Fire)
- your location (State, Suburb, Street and nearest Cross Street)
- your house number and location
- any other information requested of you.

If evacuation of the building may be required, alert the nearest Fire Warden.

Other Emergency Contacts - 24 Hour Helpline

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

24 Hour Counselling/Helpline

Organisation Name	Phone	Website/Email
Lifeline Australia (Crisis Support & Suicide Prevention)	13 11 14	www.lifeline.org.au
Beyond Blue (Support for anxiety or depression)	1300 22 4636	www.beyondblue.org.au
Kids Helpline (counselling for young people aged 5 to 25)	1800 55 1800	www.kidshelpline.com.au E: counsellor@kidshelpline.com.au
1800 RESPECT (National Sexual Assault, Domestic Family Violence Counselling Service)	1800 737 732 Interpreter: 131450	www.1800respect.org.au

Health and Wellbeing Support

Organisation Name	Phone	Website/Email
National Home Doctor Service (after hours medical care)	137425	https://homedoctor.com.au/
Headspace (Information and support for young people)	(03) 9027 0100	https://headspace.org.au/
SANE (support for mental health)	1800 187 263	www.sane.org/
Quitline (to help people give up smoking)	13 78 48 (8am to 8pm Mon to Fri)	www.quit.org.au/
Mensline (support, information and referral service for men with family and relationship concerns).	1300 789978	https://mensline.org.au
Child Protection (Advice or to report concerns about child abuse after hours)	13 12 78	https://www.police.vic.gov.au/content.asp?Document_ID=43369
Safe Steps Family Violence Response Centre	1800 015 188	www.safesteps.org.au
Sexual Assault Crisis Line (Victorian Centres Against Sexual Assault)	03 9635 3610/ 1800 806 292	www.casahouse.com.au Email: casa@thewomens.org.au

Melbourne Sexual Health Centre	03 9341 6200	https://www.mshc.org.au
Queerspace (support for the LGBTIQ+)	03 9663 6733	https://ds.org.au/our-services/queerspace/
QLife (counselling and referral service for LGBTIQ+ people)	1800 184 524	
Eating Disorders Victoria (help with eating disorder)	1300 550 236	www.eatingdisorders.org.au/
The First Stop (Alcohol & drug support)	1300660068	https://thefirststop.org.au/
Gambling Help Online	1800 858 858	www.gamblinghelponline.org.au/
Road Trauma Support Services	1300 367 797	https://rtssv.org.au/
Child Abuse Prevention	02 9716 8000	https://childabuseprevention.com.au/

Legal / Consumer/ Work Services

Organisation Name	Phone	Website/Email
Victoria Legal Aid (free information about the law and legal help)	1300 792 387	https://www.legalaid.vic.gov.au/
YouthLaw – At Frontyard (free legal advice for under 25)	03 9611 2412	http://youthlaw.asn.au
Court Network (support and referral to people going to court)	1800 681 614 or 1800 267 671	https://courtnetwork.com.au/
Fair Work Ombudsman	13 13 94	https://www.fairwork.gov.au/
Consumer Affairs	1300 55 8181	https://www.consumer.vic.gov.au/
Tenants Victoria	03 9416 2577	https://www.tuv.org.au/



Medical Centres around Ozford

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>

OZEDGE – AROUND OZFORD

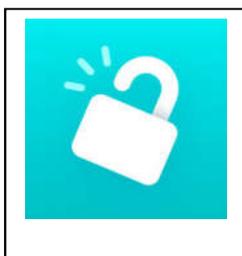
Food Outlets

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:

<p>Sonex Café-Take Away Restaurant Address: 324 King St, Melbourne, VIC 3000 Open: breakfast and lunch</p>	<p>Sbriga Espresso Bar Address: 3/280 King St, Melbourne VIC 3000 Open: breakfast and lunch</p>
<p>Frescatis Fine Foods Address: 469 La Trobe St, Melbourne VIC 3000 Open: breakfast and lunch</p>	<p>Biryani House Address: 343 King St, Melbourne VIC 3000 Open: lunch</p>
<p>Gangnam Pocha Address: 1/270 King St, Melbourne VIC 3000 Open: lunch and dinner</p>	<p>The Worker Food Room Address: 472 Little Lonsdale St, Melbourne VIC 3000 Open: breakfast and lunch</p>

Apps for food, friends and getting around Melbourne

There are plenty of apps to help you feel like a local in no time. Try downloading these using VicFreeWiFi. Free public 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.

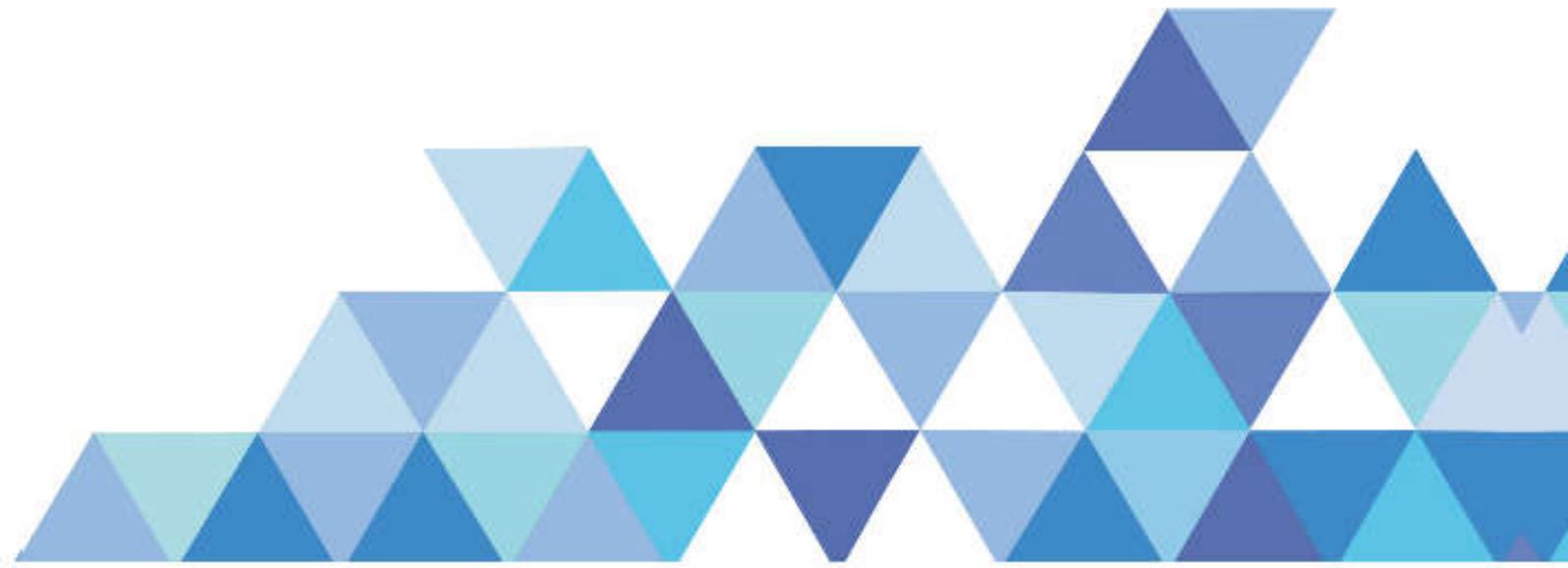


Festivals

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.

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Last updated: March 2019

