



# OZFORD

English Language Centre

## 2025 ELICOS

# Student Handbook



## Contents

<b>ORGANISATIONAL CONTACTS .....</b>	<b>3</b>
<b>Part 1: ABOUT OZFORD .....</b>	<b>3</b>
Ozford Vision and Values .....	4
Ozford Child Safe Statement .....	5
Ozford Programs .....	5
Ozford Facilities .....	5
<b>Part 2: OZLEARN – ACADEMIC INFORMATION .....</b>	<b>8</b>
Academic Progress .....	9
Academic Support .....	9
<b>Part 3: OZCONDUCT– STUDENT CODE OF CONDUCT .....</b>	<b>10</b>
Student Code of Conduct .....	10
Building Regulations .....	12
Non-compliance and Disciplinary Measures .....	13
<b>Part 4: OZWAY– POLICIES AND PROCEDURES .....</b>	<b>16</b>
<b>Part 5: OZLIFE– STUDENT LIFE .....</b>	<b>18</b>
Change of Contact Details .....	18
Accommodation.....	18
Awards, Graduation and Alumni .....	21
<b>Part 6: OZSAFE - Safety and Security .....</b>	<b>21</b>
Family Safety – Reduce Violence against Women & Children .....	24
Online Safety .....	25
Fire, Water and Sun Safety .....	26
Food Safety and Allergy .....	27
<b>Part 7: OZSUPPORT– STUDENT SUPPORT AND SERVICES .....</b>	<b>27</b>
Student Services Desk .....	27
Arrival, Orientation and Transition.....	27
Health and Wellbeing.....	28
First Aid Services .....	30
Job, Career and Further Study .....	30
Emergency, Legal and Crisis Assistance .....	31
Liaison and Advocacy Support.....	31
Bullying and Harassment Support .....	31
Financial Support .....	34
IT Support .....	35
Support for Students with Special Needs.....	35
<b>Part 8: OZVISA – INFORMATION FOR STUDENT VISA HOLDERS .....</b>	<b>35</b>
Working in Australia and Fair Work Ombudsman .....	36
Transfer between Registered Provider .....	37
<b>Part 9: OZCONNECT – BEYOND OZFORD .....</b>	<b>38</b>
Study Melbourne Centre .....	38
<b>Part 10: OZSOS – Emergency, Health &amp; Wellbeing, Crisis &amp; Legal Services* .....</b>	<b>39</b>
Emergency Contacts.....	39
Health and Wellbeing Support Contacts .....	40
<b>Part 11: OZEDGE – AROUND OZFORD.....</b>	<b>42</b>
Food Outlets and Shopping .....	43
Library, Sports and Recreational Facilities .....	44

## ORGANISATIONAL CONTACTS

The International Student Co-ordinator is the official point of contact for all ELICOS students.

- **International Student Co-ordinator**
  - o Email: [ssadmin@ozford.edu.au](mailto:ssadmin@ozford.edu.au)
  - o Phone: 8663 7188

Other staff members that students can contact are below:

Staff	Email	Phone
College Coordinator	<a href="mailto:collegecoordinator@ozford.edu.au">collegecoordinator@ozford.edu.au</a>	8663 7188
Administration and Operations Coordinator	<a href="mailto:ssrivastava@ozford.edu.au">ssrivastava@ozford.edu.au</a>	8663 7188
Student Service Officers	<a href="mailto:studentservices@ozford.edu.au">studentservices@ozford.edu.au</a>	8663 7188
Accounts	<a href="mailto:receivable@ozford.edu.au">receivable@ozford.edu.au</a>	8663 7188
IT Support	<a href="mailto:itservicedesk@ozford.edu.au">itservicedesk@ozford.edu.au</a>	8663 7188
Under 18 Welfare officer	<a href="mailto:welfare@ozford.edu.au">welfare@ozford.edu.au</a>	8663 7188

There are other staff members here at Ozford who 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 about the availability of staff members who speak other languages.

### Part 1: ABOUT OZFORD

Ozford English Language Centre (Ozford) is delighted to extend a very warm welcome to you. You have made a great choice in coming to Ozford. Ozford English Language Centre, located in the heart of Melbourne, is part of the Ozford Education Group which offers ELICOS language programmes, High School Years 10 – 12, and Higher Education courses.

New students are valued at Ozford. We want to ensure you are provided with all the information you need so we recommend you read through this handbook thoroughly to help you to settle in and get connected with Ozford. You will find the information in this handbook useful in helping you to adjust to studying and to life at Ozford and Australia. We run an orientation program to welcome and support 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 and once again, “Welcome”!

Ozford is located in the heart of Melbourne and is easily accessed by the public transport system. Flagstaff and Southern Cross Stations are the closest railway (train) stations.

*Campus Location/Address:* Level 6, 333 Queen Street, Melbourne VIC 3000

*Telephone:* +61 3 8663 7188

*Website:* [www.ozford.edu.au](http://www.ozford.edu.au)

## Oxford Vision and Values

### Our Philosophy

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

At Oxford 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.

Oxford is a college that 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 policies. We are proud that our students go out into the world with a strong ethical and moral grounding, and are pleased that so many of them stay in touch with their friends of different backgrounds long after their time at Oxford has come to an end.

### Our Purpose

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

### Our Vision

Our vision is to provide every student with 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 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 Oxford community and the broader Australian and global community.

### Our Promise

We promise to be true to our Vision, Mission and Values and to provide personalised course offerings and services in a supportive learning environment.

## Oxford Child Safe Statement

Oxford has zero-tolerance for child abuse and is committed to the protection and wellbeing of all children in its school environment.

Oxford is committed to providing a child-safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives.

Oxford is committed to:

- 1.1.1 Embed a culture of child safety, taking into account the diversity and making reasonable efforts to accommodate the needs of all children, including (but not limited to) the needs of Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, children with disabilities, and children who are vulnerable
- 1.1.2 Uphold the values and principles to create and maintain a child safe school environment
- 1.1.3 Implement strategies and practices that promote and manage a culture of child safety
- 1.1.4 Manage all child safety concerns in a sensitive, confidential, honest, responsible and timely manners
- 1.1.5 Support, enable and encourage school staff, parents and children to understand, identify, discuss and report child safety matters
- 1.1.6 Support children in the school who disclose or are otherwise linked to suspected child abuse
- 1.1.7 Monitoring compliance to the Child Safety Policy

## Oxford Programs

Oxford offers the below ELICOS courses:

- General English (GE) (CRICOS Code: 048142A)
- English for Secondary School Preparation (ESSP) (CRICOS Code: 048143M)
- English for Academic Purposes (EAP) (CRICOS Code: 060426K)
- IELTS Test Preparation (CRICOS Code: 050470M)

## Oxford Facilities

At Oxford we are proud of the various accessible facilities that help provide our students with a positive and comfortable learning experience to thrive and succeed. Oxford has been fitted out with modern facilities, furnishings and fittings for students' engagement and interactions.

### Classrooms and Hall

There are more than 8 classrooms and a full-size Lecture Hall on campus. The classrooms are designed to maximise the student learning experience. All classrooms are fully heated and air-conditioned and are equipped with full-sized windows that allow natural light, whiteboards, computers, data projector, noticeboards and seating layouts that provide opportunities for interactions and effective educational delivery.

### Library

Oxford Library is the one-stop student resource centre. It is well-equipped with computer workstations, equipment for printing, copying and scanning, as well as a comprehensive collection of books and resources, including newspapers, magazines, CDs and DVDs.

Oxford encourages students to participate in academic interaction outside class. The Oxford library plays a key role in this by providing quiet spaces for research and assignment preparation and offering students to have discussions and form study groups.

Within the library are the following resources and facilities:

- Desktop computers that can be used by staff and students without the need to book.
- Printers.
- Laptops.
- Tables and chairs of various sizes and seating arrangements.
- Electronic equipment such as calculators, projectors, and cameras for students to use within the library.
- Books, including fiction and non-fiction.
- Journals and periodicals, available in hardcopy or electronically.
- CDs and DVDs

Online, students have access to the following:

- Articles from Business Source Complete and Regional Business News databases through EBSCOhost.
- The library catalogue, which is fully accessible via mobile devices.

Library Opening Hours: Monday to Friday, 8:30 am – 5:00 pm

You can search for Oxford library items at <https://oxford.functionalsolutions.com.au/>

Students can borrow up to two items at a time. You will need to return them within 7 days. All prescribed textbooks need to be returned within three hours.

### **Student Common Areas**

The Student Common Area is a comfortable place for students to relax, recharge and socialise with other students. This area is furnished with tables and desks, microwaves, refrigerators, water filters, and a vending machine. We even have a piano! There are also other casual seating areas on campus for students to use. Please keep these areas clean and tidy at all times. Access to these areas is available every weekday from 8:30 am to 5 pm.

Students are welcome to utilise the student common area for food and drink consumption. To ensure a tidy and comfortable learning environment for all, we ask that:

- No food be consumed in classrooms, the library, and computer labs or near the quick print stations.
- All rubbish is placed in rubbish bins provided.
- Common areas are kept clean and tidy.

### **Group Study/Meeting Spaces**

For students who prefer to conduct group meetings outside the library group study and meeting spaces are available for students to use for group meetings and discussions every weekday from 9 am to 5 pm. The spaces are equipped with whiteboards and data projectors. Students are free to approach Student Services Officers and the Information Desk to make a free booking. Room bookings can be made on the hour and each booking is limited to 2 hours per day. Students are required to supply names and student IDs of group attendees and vacate the room when booking time is up. The rooms must be kept in their original condition and set up after each booking.

### **Computing Facilities and Systems**

The growing use and integration of Information Technology in teaching and learning are reflected in the availability of IT facilities. There are 2 IT computer labs on campus with high-speed internet access.

Computers, printers and photocopiers connected to the network are also available in the library and student common areas for student use.

Oxford internet service is filtered and can be monitored for security purposes. Malicious emails and software, as well as spam, are blocked.

### **Computer Login and Email Access**

All students are provided with an individual secure computer login and Oxford email accounts. Individual usernames and passwords will be provided to students during orientation. Students can access Oxford email both on and off-campus. All important information, both administrative and academic, will be communicated via email. All official correspondence between Oxford and students will be conducted via official Oxford email. Students should refrain from using private email accounts to contact Oxford. You must ensure that your Oxford email accounts are checked regularly.

### **Wi-Fi**

Free unlimited wireless internet is available on campus for learning purposes. Students are required to follow the Acceptable IT Use rules available in the Student handbook.



### **Printing**

Printers are available on campus. The cost of printing is \$0.10 per page in black and \$0.50 per page in colour. Credit can be purchased at the Student Services Front Desk.

### **Noticeboards (Oxford for All)**

Noticeboards are located mainly in the student common areas and classrooms. They display the following information:

- Term calendar and upcoming events
- Student Newsletters
- Weekly snapshot of Oxford news and updates
- Social activities and what's happening in Melbourne
- Accommodation, health and safety information

Students are advised to check the noticeboards regularly to ensure they are aware of what is happening in Oxford.

### **Student Services and Information Desk**

The Student Services Officers are the first point of contact for all enquiries. They can assist you with a wide range of issues including public transport guidance, street directions, lost property etc. They can also refer you to the appropriate staff/department to provide students with coordinated support.





### **Lockers**

There are lockers located on campus. Please contact Student Services Officer to request the use of a locker. A deposit and a hire fee are required for the use of lockers.

### **Toilets**

There are toilets on every level of the campus. There is a dedicated accessible/disabled toilets on Ground Floor.

For further information on the Ozford facilities please refer to the website gallery:

<http://www.ozford.edu.au/life-at-ozford/gallery/>

## **Part 2: OZLEARN – ACADEMIC INFORMATION**

### **‘English Only’ Policy**

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

### **Academic Requirements**

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



All academic 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 assessments.

To gain a satisfactory result, a student must:

- produce work that demonstrates achievement of the outcomes
- submit work on time
- submit work that is their own

### **Assessment Methods**

Assessments are based on a range of course learning outcomes related to the objectives of the course. These will include such areas as testing, assignments, reports, case studies and presentations. Students are assessed by a combination of:

- Submitted work
- Practical Reports
- End of Course Tests
- Project and Assignments
- Oral Assessment

### **School Report**

An interim report is prepared at the end of Term 1 and Term 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.

### **Access to your records**

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

### **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.

### **Academic Support**

Academic support is the responsibility of the classroom teacher and the ELICOS Coordinator. They have extensive experience in teaching ELICOS 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 ELICOS Coordinator for more information.

The ELICOS Coordinator can help you with the following:

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

## Part 3: OZCONDUCT– STUDENT CODE OF CONDUCT

### Student Code of Conduct

The Student Code and Conduct provides the framework and clarifies the standards of conduct that are expected of students at Ozford. The five basic principles that underpin the Code of Conduct are:

- **Fairness**

Ozford will ensure that all dealings with students are transparent, consistent, equitable and fair, and consistent with the principles of natural justice. Ozford equally expects that student interactions with the College and other students and staff are held to the same standard.

- **Respect**

Ozford as a school is a workplace, a community hub and a place of learning. Everyone involved in our school community deserves to be respected, valued and treated equally.

- **Accountability**

Ozford, its students and staff have rights and responsibilities to each other. Each party will be held accountable for its actions and any breaches or infringements on these rights and responsibilities. Ozford will identify and specify responsibilities and accountabilities for decisions and processes in the resolution of any behavioural issue(s);

- **Appropriateness**

Ozford has defined a framework of penalties that may be imposed for substantiated misconduct that is appropriate, proportionate and consistent.

- **Communication**

The Code of Conduct and Policies and Procedures will be communicated clearly to the students and the manner of resolution of any breach by any person will be consistent throughout.

The Code of Conduct does not cover all situations; it articulates the expectations and aspirations of the College concerning student conduct, including strategies to address inappropriate conduct.

The Code of Conduct is developed as a basis for providing:

- a positive framework to promote high standards of achievement and conduct; and
- Articulation of responses and consequences for inappropriate conduct.

All students are required to act in a manner that promotes a safe, positive, productive and harmonious learning environment, act ethically, respectfully and responsibly, and be accountable for their actions and decisions.

All students have a responsibility to comply with legislation, terms and conditions of their enrolment, Ozford policy and procedures, and the Code of Conduct.

### 3.1 Alcohol and Drugs

Ozford is an alcohol and drug-free establishment. The consumption and or possession of alcohol and/or illegal drugs on Ozford premises are strictly prohibited at all times. Students are forbidden from being involved in Ozford activities whilst under the influence of alcohol or illegal drugs. Smoking

is prohibited on the property and within 4 metres of entrances and exits. Illegal activity will be reported to the relevant authorities.

### **3.2 Assault/Violence**

Any form of assault/ violence in or outside the campus is prohibited and considered serious misconduct. The reference to violence includes not only physical assault but oral, written, electronic and online threats. It also includes assault or threats of a sexual nature and discriminatory behaviour and/or assaults or threats based on race, gender or sexual preference or any other characteristics specified under Anti-Discrimination or Human Rights legislation. Any such conduct, whether between students, directed at staff or directed by students to parties outside the campus is not acceptable and will be subject to disciplinary action.

The possession or threat of possession of weapons or objects that can be used as a weapon is strictly prohibited and may constitute criminal activity and be reported accordingly.

### **3.3 Bullying**

Bullying is a repeated unreasonable behaviour directed toward another person/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 physical, verbal or online in or outside class is strictly prohibited.

### **3.4 Discrimination**

Discrimination exists if and when a person or a group of people, is/are being treated less satisfactorily than another person and/group because of race, colour, nationality or ethnic origin, sex, pregnancy or marital status, age, physical disability, religion, sexual preference, trade union activities or any other characteristics specified under the Anti-Discrimination or Human Rights legislations. Discrimination and harassment in or out of class are strictly prohibited and will be subject to disciplinary action.

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

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

### **3.5 General Misconduct**

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements (e.g. non-payment of fees); misuses, damages or steals Oxford's property or the

property of others; alter/defaces Ozford documents or records; prejudices the good name of Ozford, or otherwise acts improperly.

The following examples indicate the kinds of general misconduct which constitute student general misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- contravenes any rules or acts;
- prejudices the good name or reputation of Ozford;
- prejudices the good order and governance of Ozford or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the College;
- fails to comply with conditions agreed in the contract;
- fails to comply with the overseas student visa conditions;
- wilfully disobeys or disregards any lawful order or direction from Ozford personnel;
- refuses to identify him or herself when lawfully asked to do so by a staff member;
- fails to comply with any penalty imposed for breach of conduct;
- misbehaves in a class, meeting or other activity under the control or supervision of staff members, or on the premises or other premises to which the student has access as a student of Ozford;
- obstructs any member of staff in the performance of their duties;
- acts dishonestly concerning admission to Ozford;
- knowingly makes any false or misleading representation about things that concern the student as a student or breaches any of Ozford rules;
- alters any Ozford documents or records;
- harasses or intimidates another student, a member of staff, a visitor, or any other person while the student is engaged in study or other activity as a student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- breaches any confidence of Ozford;
- Misuses any facility in a manner that is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the premises while acting as Ozford student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- Steals, destroys or damages a facility or property of Ozford or for which Ozford is responsible.

### 3.6 Academic Misconduct

Ozford is committed to promoting academic integrity among students and staff and ensuring all assessment of student learning is undertaken in accord with the highest levels of academic integrity.

### Building Regulations

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

- No smoking in the building.
- No smoking within 4 meters of building entrance.
- Not pressing the emergency button in the lift unless there is an emergency.
- Not using or interfering with emergency equipment, such as fire extinguishers and fire alarms, unless in the case of a genuine emergency.

Penalties apply to those caught breaking the building regulations.



### **Dress Code**

Oxford does not impose compulsory uniforms for students, instead, all students are encouraged to learn responsibility with their choice of clothing and 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 in the class and must be removed upon request of a staff member unless written permission has been granted by Oxford Staff. Students may be asked to go home and change if any dress items are deemed inappropriate.

### **Non-compliance and Disciplinary Measures**

Students may be subject to disciplinary measures if any allegation of misconduct is verified and upheld. In some cases where the student's misconduct is severe, Oxford has the right to cancel the student's enrolment.

### **Use of IT Facilities and Services**

Information systems and computer networks are an integral part of Oxford's operation. Oxford has made a substantial investment to create and protect these systems. IT facilities and services are provided to users to support the strategic objectives of Oxford.

Users must take responsibility for using IT facilities and services in an ethical secure and legal manner; having regard for the objectives of Oxford and the privacy, rights and sensitivities of other people.

#### **3.1 Privacy**

- 3.1.1 While Oxford desires to provide a reasonable level of privacy, users should be aware that the data they create or store on Oxford resources, or while using Oxford resources, is the property of Oxford.
- 3.1.2 Students are responsible for exercising good judgment regarding the personal use of Oxford resources.
- 3.1.3 The use of personal data storage devices to transfer stored data to or from Oxford's IT resources is strictly prohibited unless undertaken with the full knowledge and written approval of the IT Services Manager and meets the security requirements
- 3.1.4 Oxford may monitor users' use of the Oxford resources.
- 3.1.5 Oxford may monitor the equipment, systems and network traffic of users at any time.
- 3.1.6 Oxford can access and audit networks and systems (including electronic mail systems and information stored in the network) on a periodic basis for any business purpose including but not limited to:
  - security, network and maintenance purposes;
  - assessing the level of personal use;
  - accessing or retrieving email or data that may have been deleted;
  - ensuring that there is no illegal or improper use of email or the internet;
  - monitoring potential breaches of confidential information;
  - assessing any violations that may constitute harassment or discrimination;
  - investigating complaints of users, clients or suppliers;
  - obtaining all data about the use of email and the internet for strategic purposes; and,

- Assessing whether this policy is being adhered to and identifying any possible breaches.

### **3.2 Security**

- 3.2.1 Students are responsible for the security of their passwords and the use of Ozford resources via their accounts.
- 3.2.2 Passwords must remain secure and students should refrain from disclosing their password to any person and, from sharing accounts.
- 3.2.3 All PCs, laptops, tablets, mobile devices and workstations should be secured by logging off or locking the workstation when the system is unattended.
- 3.2.4 Ozford email accounts are provided for academic and study-related communications
- 3.2.5 Students must not copy, duplicate (except for backup purposes), disclose, or allow anyone else to copy or duplicate any confidential information.

### **3.3 External IT Equipment / Cloud services and solutions**

- 3.3.1 Any external or personal equipment that students wish to be connected to Ozford's networks must first be approved by the IT services division. Approval is dependent on there being an active antivirus program running on the equipment within current antivirus definitions.
- 3.3.2 The accessing, storing and working on 'Cloud' services must abide by the same legislations and Ozford policies with regards to access, privacy, security and data breach.

### **3.4 Electronic Mail Guidelines**

- 3.4.1 The contents and size of student email accounts will be defined by the IT services division.
- 3.4.2 Some types of emails and attachments will be blocked by the systems to help secure the environment from spam, viruses, worms or other harmful software.

### **3.5 Personal Mobile Phone, Hand Devices and Computers**

Personal mobile phones, hand devices and computers are the personal belongings of students. It is the student's responsibility to ensure they are kept secured and safe. Students are expected to use them in a safe, responsible and ethical manner at all times. This includes:

- keeping mobile phones on silent and in your school bag during class times (except for approved learning purposes);
- respecting others and communicating with others in a supportive manner, never verbally or in writing participating in bullying (for example, harassing phone calls/text messages, forwarding messages and supporting others in harmful, inappropriate or hurtful online behaviours);
- protecting own privacy; not giving out any personal details, including name, telephone number, address, passwords and images;
- protecting the privacy of others; never posting or forwarding their details or images without their consent - carefully considering the content before uploading or posting online;
- Investigating the terms and conditions (e.g. age restrictions, parental consent requirements). If unclear seek further explanation from a teacher/manager;
- not bringing to Ozford or downloading unauthorised programs, including games;
- respecting the privacy of others; only taking photos or recording sound or video when formal consent has been given or when recording is part of an approved lesson; and,

- Obtaining appropriate (written) consent from individuals who appear in images or sound and video recordings before forwarding them to other people or posting/ uploading them to online spaces.

### 3.6 Prohibited Activities

Under no circumstances is a student authorised to engage in any activity that is illegal under local, state, federal or international law while using Ozford resources.

The following activities are expressly prohibited:

- violations of the rights of any person or Ozford protected by confidentiality, copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including but not limited to the installation or distribution of "pirated" or other software products that are not appropriately licensed for use, or the duplication or transmission of copyrighted or otherwise protected materials. This prohibition also applies to materials that are considered "Confidential";
- sending spam using Ozford resources;
- the use of any peer-to-peer file-sharing software or websites, including but not limited to Bit Torrent, eMule, LimeWire or Ares;
- the use of any IRC or messenger software or websites, including but not limited to Facebook Messenger or other "Messengers", IRC or "chat" clients (except that, for the avoidance of doubt, Voice Over IP products are allowed for the Ozford business purposes only, where the employee has first registered the name and service with the IT services division and obtained his or her consent to such use);
- unless specifically for academic or business purposes, posting or subscribing to newsgroups, online discussion boards or email list groups;
- using Ozford resources to actively engage in procuring or transmitting material that is in violation of sexual harassment, privacy, discrimination or workplace laws including but not limited to material that is offensive, obscene, threatening, pornographic, defamatory, discriminatory, insulting, inappropriate, disruptive, intimidating or in violation of a person's privacy;
- effecting disruptions to, or interfering with, any other computer or network;
- using any form of network monitoring which will intercept data not specifically intended for the employee, unless this activity is a part of the employee's normal job responsibilities;
- circumventing user authentication or security of any host, network or account;
- providing information about, or lists of, Ozford's users, customers or potential customers to any third party; or outside Ozford;
- activities which discredit Ozford;
- using electronic mail or the internet for political, religious, private commercial, personal profit-making, gambling or personal advertising purposes;
- unauthorised use, or forging, of email header information;
- connecting to the internet, or sending email through, an anonymous proxy server or similar conveyance designed to obfuscate the user's identity;
- creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type;
- installing any software that is not approved by the IT department;
- unauthorised accessing, copying of Ozford information to a personal USB memory stick, hard disk or removable storage device/cloud (whether it is to a mobile phone, tablet, music player, cloud storage or otherwise);
- the 'ripping', copying or storage of music for any purpose; and,

For further information, please refer to the Use of Information Technology Facilities and Services Policy and Procedures.



## Part 4: OZWAY– POLICIES AND PROCEDURES

Oxford policies state principles that guide Oxford in its operation. Procedures describe in detail the process to implement a policy.

You need to familiarise yourself with Oxford policies and procedures that are relevant to your enrolment and study at Oxford.

The following overview is to give you a basic knowledge of some of Oxford's policies and procedures. Detailed information is available on our website, at:

<https://oxford.edu.au/policies-procedures/>

### **Attendance Policy**

All students are expected to attend all of their classes. At Oxford, 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 Oxford 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.

Oxford 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 Head – Student Support and can be placed on an Academic Goal Card. A final Intention to Report for Unsatisfactory Attendance Letter will be issued when students' attendance falls below 80%.

Oxford 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 demonstrating that compassionate and compelling circumstances apply, and;
2. The student is attending at least 70% of the scheduled course contact hours for the course.

### **Illness**

Students must have medical certificates as evidence if they 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 the reasons for your lateness or absence.

### **Holidays**

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

### **Academic Progress Policy and Procedures**

Oxford monitors the academic progress of students to ensure they complete the course within the duration specified in their Confirmation of Enrolment (CoE). Study duration will only be extended where it is clear that the course cannot be completed in the expected duration as a result of:

- compassionate or compelling circumstances - see Deferring, suspending or cancelling a student's enrolment – Policy & Procedures
- a student undergoing an academic counselling or remedial program to address unsatisfactory progress;
- An approved deferment or suspension of study under Deferring, suspending or cancelling a student's enrolment – Policy & Procedures.

### **Transfer between Registered Providers Policy**

All current students seeking to transfer to other educational providers in the first 6 months of their principal course need to apply for transfer and obtain our approval, to be able to enrol in another provider.

Oxford will assess whether the transfer request should be refused or granted based on:

- whether there are compassionate and compelling grounds, e.g. illness, family emergency and natural disaster;
- whether there are any issues with the capacity of Oxford to meet the student's requirements;
- whether the transfer may have a negative impact on your future study options;
- whether there are outstanding course fees;
- Whether the student has failed to meet satisfactory academic progress.

### **Critical Incident Policy and Procedures**

A critical incident is defined as '*a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury*'. It includes, but is not limited to incidents that may cause physical or psychological harm. Critical incidents are not limited to, but could include:

- missing students;
- severe oral, written or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster;
- issues such as domestic violence, sexual assault, drug or alcohol abuse, and
- Signs of physical and/or sexual abuse, and neglect.

Oxford recognises that planning for the management of a critical incident is essential to enable Oxford and its staff to meet the duty of care owed to its students.

Please ensure you read and understand the Critical Incident policy and procedures and report to Oxford if you or someone you know is involved in a critical incident. We will endeavour to provide support to the people involved.

### **Student Support and Services Policy and Procedures**

This policy is designed to ensure that Oxford provides the necessary services, staff and resources to support students in achieving their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

## Part 5: OZLIFE– STUDENT LIFE

Student life at Ozford is much more than attending classes and completing school work. It is also 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.

### 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.

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

### Accommodation

Students who require Accommodation support can speak to the Student Services staff. Students under the age of 18 must live in accommodation approved by Ozford. Students over the age of 18 will be provided with a list of accommodation options and Student Services staff can help students to make accommodation arrangements in consultation with students.

Below are some of the common accommodation options available for students over the age of 18:

#### **Private Rental (Price guide: \$200-\$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 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 Ground Floor.

#### **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.



Consumer Affairs Victoria has a dedicated renting section for students and has produced a resource toolkit that can help students with renting problems. The toolkit includes:

- sample social media posts for posting on your Facebook or Twitter channels;

- short and long article for publishing on your website or newsletter;
  - video links to short animated [renting videos on YouTube](#) - available in 12 different languages.
- See: <https://www.consumer.vic.gov.au/internationalstudents>

## 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 the 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 overburden 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 coursework. 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 show 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 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 friends 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>

<https://www.youthcentral.vic.gov.au/money/how-budget-and-save>

<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 families for the first time. With your family overseas, you need 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 sleeps; 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 issues, health (physical, mental, emotional sexual) & wellbeing to work & study support, please refer to the below website:

<https://headspace.org.au>

<https://www.betterhealth.vic.gov.au>

### **8. Share and help**

Share your experiences with other newcomers 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.

## Awards, Graduation and Alumni

At Ozford we love to recognise and celebrate students' success. At the end of every year, students with outstanding academic achievements are selected and awarded with a Certificate of Academic Excellence.

Graduation is a milestone that calls for recognition and celebration. All graduates have the opportunity to invite family and friends to the Graduation Ceremony to celebrate this important milestone.

## Part 6: OZSAFE - Safety and Security

Maintaining a safe physical and virtual learning environment is important in providing high-quality education programs and a positive learning experience to the students. Ozford acknowledges that student safety is paramount to student success and implements preventative measures to monitor and enhance student safety and has developed and implemented measures below to address student safety both on-campus and online. There is also a suite of policies, procedures, programs, information including the Student Handbook and the Code of Conduct addressing safety matters.

### Campus Safety

Ozford is committed to providing and maintaining a safe and healthy learning and teaching environment for its staff and students. Ozford 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, injury and unacceptable conduct**. Ozford is a drug and alcohol-free place.

All staff are required to wear Ozford's identification badges or staff ID, which displays the names of the staff members. Students are required to carry their student ID cards with them at all times on campus. The student ID cards must be presented for **identity verification** upon request of staff members. For safety and security reasons, building occupants may be asked to leave the building if their identity cannot be verified.

Staff and students must **conduct** themselves in a safe manner and **promptly report** any potential or actual incidents of injuries, harassment behaviour or unsafe working conditions or equipment to the reception 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 plans** available on campus. A fire warden is allocated to each floor of the building. You will be guided through the emergency exit and the plan during orientation and at the beginning of every trimester. Please ensure you are familiar with the emergency exits and the emergency evacuation plan. The evacuation plan is available next to the emergency exit.

If you feel unsafe or threatened on campus, speak to a staff member immediately or approach the reception desk on Ground Floor.

If you or someone you know have experienced or witnessed the assault or threatening conduct on campus and did not report the incident previously, you are still encouraged to report the incident to the Head of Student Services and Administration. We value your input and we will listen to you and discuss appropriate support options and take further actions to further enhance the safety of the campus.

Support services are available for victims of assault including Sexual Assault Crisis Line – 1800 806 292 and National Sexual Assault Domestic Violence Counselling Service – 1800 737 732.

For other emergencies, health, support and legal services contact, please refer to the OZSOS section of this Student Handbook.

### **Personal and Travel Safety**

We each have the right to feel safe, valued and to be treated with respect and dignity.

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. If you need to use ATMs to withdraw cash, use it during the day when there are people around and immediately safeguard the cash.

Other **Personal Safety** Tips:

- Never leave any personal belongings such as handbags, phones or wallets unattended both on and off-campus
- Do not lend your keys, bank cards or items with personal information to anyone
- Do not be afraid to act assertively if you are uncomfortable or if you think someone is acting inappropriately.

### **Guidelines for Emergency Situation**

- Call '000' for any emergency, ambulance, Fire or Police. 'If your friends are in danger, help them, Call '000''
- 'If you feel you are in a risky situation, find a crowded and well-lit area, then call the police '000' for help.'
- 'If you are a victim of a crime (e.g. online/ phone scams, assault, theft), reporting it to the police '000', will not affect your visa, police checks, job applications, studies or grades.'
- 'Don't be scared - Reporting a crime (e.g. online/phone scams, assault, theft), or making a complaint will not affect your visa, police checks, job applications, studies or grades.'
- 'You can get free, independent and confidential legal advice for your troubles (e.g. landlord issues, work and employment issues) from your local Community Legal Centre (call 1300 792 387 or visit [www.fclc.org.au](http://www.fclc.org.au))'
- 'If you see a crime in public (e.g. assault, robbery), and are not in danger, call 1300 333 000 or report to [www.crimestoppersvic.com.au](http://www.crimestoppersvic.com.au). They are 100% confidential.'

**Travel Safety** - There are several 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 7 pm, 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.
- Always be alert to your surroundings and the people around you



For more information, visit:

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

<https://www.police.vic.gov.au/public-transport-safety>

### **Respectful Relationship - Child Safety, Family and Gender-Based Safety**

Oxford has zero-tolerance for child abuse and is committed to the protection and wellbeing of all children in its school environment.

It is expected that all staff, volunteers, contractors, parents/ guardians/ care giver/homestay and any other member of the school community adhere to the Child Safe code of conduct available on Child Safety Policy which establishes clear expectations for appropriate behaviour with children and to help protect children from abuse.

### **Respectful Relationship**

Spending time with someone you like should be fun, enjoyable and something that makes you feel good. However, it is important to know that not all relationships you experience will necessarily be healthy ones.

A **respectful relationship** is one of mutual respect, trust, good communication, understanding and honesty. Being in a relationship should be a positive experience for both people. We each have the right to feel safe, valued and cared about in our relationships, and this is particularly important when starting a closer, intimate relationship.

A respectful relationship includes:

- Being able to have fun together
- Having respect for yourself and your partner
- Feeling comfortable
- Being able to say 'no'
- Being able to make your own decisions
- Feeling accepted and free to be yourself
- Listening and being heard
- Being able to express your thoughts and feelings honestly with each other
- Being able to talk things through together and make compromises
- Supporting each other through the good times and bad

Visit the link for more information about Respectful Relationships:

<https://bodytalk.org.au/relationships/respectful-relationships/>

### **Consent Matters! Understanding Consent**

**Sexual consent** means that both people actively and verbally agree to sexual activity. Sexual activity means many things to different people and is generally a lot more than just oral, anal or vaginal sex. It can include kissing, hugging, touching, rubbing and many other behaviours that people might find pleasurable. If both people do not say "yes," then consent has not been given.

If you have a partner, you and your partner need to understand that you have the right to change your mind about what you do or do not want to do at any time. This means that even if you are engaging in sexual acts with a person and you or the other person changes your and their minds, you must stop whatever you are doing and respect the other party's wishes. Not respecting those wishes could be crossing the line into illegal behaviour (sexual misconduct).

Trying to persuade someone into saying "yes" when they are not sure or do not want to have sex is not consent. It is called sexual coercion.

If a person is under the influence of drugs or alcohol, they cannot legally give consent. Engaging in sexual activity with someone who is under the influence of drugs or alcohol is considered rape.

A person must be a certain age to be able to legally give consent. This age is called the "age of consent," and age of consent laws vary from state to state. In Victoria, the age of consent is 16. A person can be charged with a sexual offence if they perform a sexual act that breaks these age limits, even if the younger person agrees to it.

### **Sexual Assault Offences**

In Australia, any sexual activities imposed on another person without consent are serious offences! The offenders have committed a criminal offence regardless of whether the victim is drunk, drug-affected, asleep or unconscious or submits because of force or fear, or if the person is under the legal age of consent. Consent is explained in full at the following websites:

[Sexual Orientation | Understand Your Sexual Orientation](#)

<https://sydney.edu.au/students/sexual-health-consent.html>

<https://aifs.gov.au/cfca/publications/age-consent-laws>

### **Who to talk to?**

For 24-hour support concerning sexual harassment and assault, call **1800RESPECT on 1800 737 732** or visit **1800RESPECT.org.au**. In an emergency, call **000**.

For information about reporting sexual offences to Victoria Police, please refer to

<https://www.legalaid.vic.gov.au/find-legal-answers/sex-and-law/sexual-assault/reporting-sexual-assault-to-police>

For other emergencies, health, support and legal services contact, please refer to Part 9: OZSOS of this Student Handbook.

## **Family Safety – Reduce Violence against Women & Children**

Australia has well-defined laws concerning domestic and family violence. Domestic and family violence can occur at home between partners, housemates 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.

**Domestic violence** – refers to acts of violence that occur in domestic settings between two people who are, or were, in an intimate relationship. It includes physical, sexual, emotional, psychological and financial abuse

**Emotional/psychological violence** – can include a range of controlling behaviours such as control of finances, isolation from family and friends, continual humiliation, threats against children or being threatened with injury or death.

**Family violence** – is a broader term than domestic violence, as it refers not only to violence between intimate partners but also to violence between family members. This includes, for example, elder abuse and adolescent violence against parents. Family violence includes violent or threatening behaviour or any other form of behaviour that coerces or controls a family member or causes that family member to be fearful. In Indigenous communities, family violence is often the preferred term as it encapsulates the broader issue of violence within extended families, kinship networks and community relationships, as well as intergenerational issues.

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 eight factsheets on the following topics:

[Domestic and family violence](#)

[Sexual assault](#)

[Forced and early marriage](#)

[Family violence and partner visas](#)

[Dowry abuse](#)

[Female genital mutilation/cutting](#)

[LGBTIQ relationships](#)

[Trafficking and slavery](#).

No one should have to endure an abusive relationship. Whether it's physical violence, emotional abuse, neglect, or something else, there is help available. Read about the types of abuse, how to spot an abusive relationship, and where you can get help. <https://au.reachout.com/tough-times/abuse-and-violence>

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.

You can also speak to one of the staff or our Student Welfare Officer in a confidential setting if you have concerns or queries about the behaviour or conduct of another person.

## Online Safety

The eSafety Commissioner (eSafety) is committed to empowering all Australians to have safer, more positive experiences online. It provides a wide range of online safety programs and resources that aim to empower all Australians to have safer, more positive experiences online. For more information, go to: <https://www.esafety.gov.au/report>

## Fire, Water and Sun Safety

**Fire 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 homes—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 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. Landlords are required by law to install and maintain working smoke alarms in all rental properties.



- 'It is compulsory to have a working smoke alarm in your house. Check those batteries are still good. They save lives.'
- 'Just in case of fire, make sure you have a running away plan where you live.'
- 'Do not leave your cooking alone – cook your food, not your house.'
- 'If there is a fire or explosion, call the Fire Brigade'

**Water Safety** - In Australian waterways in the 12 months to 3 June 2017, 291 lives were lost to drowning. Many of the deaths occur 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.

Visit:

<https://sls.com.au/>

**Sun Safety** - In Australia, the high level of the **sun's ultraviolet (UV)** radiation makes people more vulnerable to sunburn, skin cancer and heat stroke than in many other countries. Visit Sun smart website for [tips and information on sun safety](#).

(<https://www.cancersa.org.au/prevention/sunsmart/fast-facts-about-sun-protection/>)

## Food Safety and Allergy

When people get sick from eating food, this is known as foodborne illness or 'food poisoning'. Some types of bacteria and viruses can cause food poisoning. Although food poisoning is usually mild and lasts a short time, it can become a serious problem for some children, especially if they have a condition that decreases their immunity

The principles of food safety aim to prevent food from becoming contaminated and causing food poisoning. This is achieved through a variety of different avenues, some of which are:

- Properly cleaning and sanitising all surfaces, equipment and utensils
- Maintaining a high level of personal hygiene, especially hand-washing
- Storing, chilling and heating food correctly with regards to temperature, environment and equipment
- Comprehending food allergies, food poisoning and food intolerance

Anaphylaxis is a potentially life-threatening severe allergic reaction, that requires immediate treatment with adrenaline. A severe allergic reaction can be rapid in onset and commonly occur within 20 minutes to two hours after eating the food so students need to be able to recognise the symptoms of food allergy and respond by seeking an adult's help.

Anaphylaxis should always be treated as a medical emergency. Call an ambulance (000 in Australia or 111 in New Zealand) immediately after giving an adrenaline auto-injector.

## Part 7: OZSUPPORT– STUDENT SUPPORT AND SERVICES

Oxford provides support to students to assist all students to achieve their full potential. We offer more than just high-quality academic courses, we also provide comprehensive support services to help you to adjust to studying and living in Australia. Whatever your needs are, we are here to help.

### Student Services Desk

Come and see us at the Student Services Desk on Ground Floor, from 8:30 am to 5 pm, Monday to Friday. Students are free to ask for any help or make general enquiries. We will always do our best to help you with any questions, including directions, public transport and other day-to-day needs.

### Arrival, Orientation and Transition

We conduct orientation to help all new students. If you are new to Oxford, or Australia, you will be guided through the campus and introduced to different staff members.

You will be given information about how to get the most out of your learning experience with Oxford, including:

- Course-related information such as exam preparation and timetable

- Information related to adjusting to study and life in Australia
- Upcoming social events organised by Ozford or other organisations in Melbourne
- Upcoming information sessions and workshops on campus
- Guides for the international student such as Australian culture, renting and working in Victoria

For ongoing support, regular workshops are held on topics such as: Living in Melbourne, Australian Culture, Safety and Security and Budgeting.

### **Accommodation**

Students under 18 years of age must stay in a Homestay or with a parent/guardian/caregiver. Homestay accommodation for all other students can be arranged if required. Please request a copy of the “Homestay Application Form” from the Student Services Desk. The Student Welfare Officer will ensure students are placed in an appropriate accommodation suitable to their needs and age.

If you have any feedback/ concern/issue with your homestay situation, please speak to the Student Welfare Officer.

### **Health and Wellbeing**

We care about your health and wellbeing. So we provide students with information and workshops to teach you about things like:

- Positive lifestyle habits.
- Importance of physical activities.
- Recognising signs of physical and mental health issues.
- Drug and substance misuse.
- Sexual health.
- And many more.

### **Medical Services**

There are many medical centres close to Ozford. Please approach the Student Services Desk if you need assistance with making a medical appointment. Alternatively, you can ring any of the medical centres listed at the back of this handbook to make an appointment.

- ‘Know your OSHC (Overseas Student Health Cover) and what it pays for Use their websites or call them to know your health insurance benefits’
- ‘For better health (physical, mental, emotional, sexual) click here: <https://www.betterhealth.vic.gov.au>’
- ‘Your OSHC website and app will list international student-friendly Doctors you can seek help from. The insurance provider will pay these doctors on your behalf.’
- ‘If you are feeling unwell, unusual, stressed or unhealthy, it is ok to talk to a Health Professional.
- ‘If you care about sexual health (e.g. diseases, pregnancy), see Melbourne Sexual Health Centre (<https://www.mshc.org.au/>) for more information. Their services are confidential
- ‘If you are feeling unwell, unusual, nervous, lonely, stressed or depressed, there is free confidential help (e.g. Counselling) available from Beyond Blue (call 1300 224 636 or visit [Get support - Beyond Blue - Beyond Blue](#))’

- 'If someone is in crisis or needs suicide prevention, use Lifeline, call 13 11 14 or visit <https://www.lifeline.org.au>

#### **Medical Emergency Procedures:**

1. Be aware of your safety and any present danger, such as fire, electricity or toxic emission.
2. If safe, help the injured/ill person by making them feel comfortable and removing them from the source(s) of danger.
3. Contact the nearest first aid officer to attend to the emergency.
4. Do not move the injured/ill person or leave them unattended, where possible.
5. If instructed by a staff member, dial 000 and advise Ambulance of details of the injured/ill person and direct them to the scene.

#### **Tuberculosis (TB)**

According to the 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).

#### **Personal Counselling and Psychologist Services**

Students who are encountering difficult circumstances or critical events in their personal life that may impact their wellbeing and have an adverse effect on their studies are welcome to seek help. Students can make an appointment to see the HOSSA or Student Welfare Officer who has extensive experience with student support. During the meeting, students are provided with the opportunity to discuss any issues in a relaxing and confidential setting. If required and with student permission, students will be referred to an appropriate external organisation that can provide the help the student may need. This referral service is free however you are expected to pay for any fees charged by the external providers.

Professional counselling is a safe and confidential collaboration between qualified counsellors and clients to promote mental health and wellbeing, enhance self-understanding, and resolve identified concerns. Clients are active participants in the counselling process at every stage.

Counselling can be broad or focused. Clients may explore: aspects of identity, spirituality, relationships with self and others, past experiences, parenting, grief and loss, trauma, domestic violence, child abuse, use of alcohol and other substances, depression, anxiety, and other experiences.

The external counselling practice we use is:

Stephy Yu Counselling Services

Add: **Ground Floor, 69 Canterbury Road, Canterbury, VIC 3126**

Ph.: 0425884437

Email: [stephycounselling@gmail.com](mailto:stephycounselling@gmail.com)

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



The external Clinical Psychologist we use is:

Cherie Lacis

Add: Mediclinic Clayton

Website: <http://www.mediclinicclayton.com.au/>

Cherie Lacis is a registered clinical psychologist with the Australian Health Practitioner Regulation Agency (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.

## First Aid Services

Oxford is equipped to provide first aid where required during working hours. Whilst Oxford has staff trained in basic first aid and provides first aid supplies, it can provide basic first aid only. Serious injuries or illnesses will be referred to appropriate medical services which can provide more comprehensive medical assistance.

Our first aid-trained staff members are equipped with first aid kits and are located on Ground Floor. They can administer some emergency treatment of injuries and illnesses, as well as assist with access to other medical facilities and services if required.

Please approach the Information Desk if you require any first aid services. If this is not possible during an emergency, please notify any of our staff members.

## Online Health and Wellbeing Information

Better Health Channel (<https://www.betterhealth.vic.gov.au/>) is a Victorian Government's website that provides health and medical information to improve the health and wellbeing of people and the communities they live in. This information aims to help people understand and manage their health and medical conditions, and help them make lifestyle choices based on their needs.

## Job, Career and Further Study

Head of Student Support is available to provide students with future pathway advice. Students are guided to self-assess and conduct research related to their areas of study or interest and encourages them to reflect on how they might achieve their personal and career objectives.



## Emergency, Legal and Crisis Assistance

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



Please ensure you read and understand the Critical Incident policy and procedures and report to Ozford if you or someone you know is involved in a critical incident. We will endeavour to provide support to the people involved.

Other organisations provide help, support counselling in an emergency/ urgent situation. Many of these organisations offer a 24-hour helpline, please refer to Part 9 of the Student Handbook.

If you require any other crisis assistance or legal services, you can either refer to Section 9 of the Student Handbook or speak to the Student Services Officer.

## Liaison and Advocacy Support

At times, students may require help to understand or clarify Ozford's policies and procedures. They may feel that they have been treated unfairly or inequitably or unsure of their rights in a particular situation or need assistance with application for various procedures or appeals such as deferral application or academic progress appeal. Students' issues will usually relate to one of the following three broad areas:

- academic issues
- administrative issues;
- Issues involving discrimination and harassment.

Students are free to approach the International Student Co-ordinator to raise their concerns. After listening to the student's concerns, the International Student Co-ordinator will explain Ozford's policies and processes in detail and help students navigate these processes to resolve their issues. Students may receive free and confidential advice and support from the HOSSA to ensure that they are fairly represented and understand their rights and responsibilities within Ozford by contacting the HOSSA.

Any student with a concern or complaint may raise the matter with the staff and attempt an informal resolution of the question or concern. Students are free to seek support and assistance from student services staff as part of this process. Student Complaints and Appeals Policy and procedures will be implemented if an informal resolution cannot be reached.

## Bullying and Harassment Support

Everyone has the right to be safe with people and be protected from bullying/abuse.

# PROTECT

**Everyone has the right to be safe and be protected from abuse.**

No one should behave in a way that makes you feel unsafe or afraid, including anyone in your family, anyone at school or anywhere else in the community.

Tell a teacher or any adult at your school if you feel unsafe.



**It's everyone's responsibility.**

Adults at school must listen and respond to concerns about child abuse.

If you suspect abuse of any child or young person, you have a responsibility to report it, even if you are not sure.

**Further information & resources**

[www.education.vic.gov.au/protect](http://www.education.vic.gov.au/protect)



Have you ever done, seen or experienced the following behaviours?

- 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

Bullying can threaten wellbeing, health and safety. Any form of bullying will not be tolerated. Sexual harassment is a form of bullying that is focused on a person's appearance, body parts, sexual orientation or sexual activity. It can be in the form of comments, gestures or actions that is intended to hurt, offend or intimidate another person.

Bullies may make comments about someone or use technology to harass someone sexually (like sending inappropriate text messages, pictures, or videos).

If you have been sexually harassed or assaulted, you might experience a range of emotions and it's important to know there are support services available at Ozford and outside that can help you. It is not something you have to live with on your own. Below are some things you can do straight away. Remember – the sexual harassment or assault you have experienced was not your fault and no one can judge you as you are a victim of someone else's actions.

At any time, if you need to talk to someone urgently you can call the following numbers:

- SARC - 1800 199 888 / 08 6458 1828
- National Sexual Assault and Domestic Family Violence Counselling Service - 1800 737 732
- Lifeline - 13 11 14
- Beyond Blue - 1300 22 4636

### **1. In an emergency, ensure that you're safe and seek immediate help**

If you or someone you know is in immediate danger of sexual misconduct or violence, or you're worried about your safety, contact the police on 000 immediately and try to get to somewhere safe. Police in Australia are safe and can be trusted. 000 is the national Emergency number for life-threatening or time-critical emergencies.

### **2. Trust yourself**

Remember no matter where you are from, where you work or study, who you are, your religion or your beliefs, you never have to put up with uncomfortable sexual-based behaviour. If you feel like you are on the receiving end of sexual harassment, it is important that you speak up as soon as possible and demand the appropriate person to stop the unwelcome conduct. Explain that it makes you feel uncomfortable and that his or her advances are unwelcome.

If you are unable to stop the behaviour and someone harassed or assaulted you, you may not feel confident about what to do next. Trust your instincts. Remember that it's never okay for someone to harass or assault you for any reason.

### **3. Seek medical and police help if required**

If you've been sexually harassed or assaulted physically, medical support is essential. If you can, try to get to a hospital or health centre where they can give you appropriate medical care.

Sexual assault may or may not begin with sexual harassment. Sexual assault is a serious crime and police intervention is necessary.

### **4. Report/Disclose the Incident to Ozford**

Ozford has zero-tolerance towards sexual harassment, sexual assault and any violence and treats all reports or concerns seriously and sensitively.

If you or someone you know have experienced or witnessed sexual harassment, assault, threatening or other sexual misconduct (sexual assault or sexual harassment - SASH) incident on the campus of any form or nature, even if it is a minor incident, you are advised to **report the incident** immediately to the HOSSA or Student Welfare Officer (Student Services Unit) by email, phone or in person. If you did not report the incident previously, you are still encouraged to report the incident.

If the incident did not happen on campus, you are still strongly encouraged to report the incident to Ozford.

### **5. Seek Support at Ozford**

Ozford provides a range of support to students affected by SASH. We value your input and we will listen to you and discuss appropriate support options, suggestions on strategies for coping with the incident and steps to further enhance your safety. Private and confidential personal counselling services to get help and support will be offered to affected students. Ozford will also support the student to make contact and liaise with any internal unit or external agencies if necessary.

If the incident happened on campus, Ozford will take further actions to further enhance the safety of the campus. With your permission, cases of sexual misconduct on campus will be investigated. You will be required to engage with the complaints process, and to provide sufficient details of their complaint to permit Ozford to conduct an assessment and investigation of the case. The outcome of the case will be determined by the findings of any investigation, the seriousness of the case and your wishes and decision. Where appropriate and with your consent, the matter will be referred to Victoria Police. You will be supported by the Student Services Unit in your dealings with both internal and external parties during the process.

## **6. Talk to someone**

You can also find someone you can talk to, such as a friend, family member, [counsellor](#) or [youth worker](#). Contact [an organisation in your state or territory](#) that can give you relevant information on seeking help.

## **7. Seek external confidential professional help and support**

If you feel you would like to speak to someone external for support or information, call 1800RESPECT on 1800 737 732 or visit [1800RESPECT.org.au](http://1800RESPECT.org.au). They provide free and confidential counselling 24-hours a day, 7 days a week. If you need a free interpreter call 131 450.

If you have experienced sexual harassment, you can also make a complaint to the Australian Human Rights Commission by calling our Infoline on 1300 656 419 (local call).

For more information about a service in your state or local area download the DAISY App in the App Store or Google Play.”

Other Support services available for victims of assault including Sexual Assault Crisis Line – 1800 806 292 and National Sexual Assault Domestic Violence Counselling Service – 1800 737 732.

## **8. Know your legal rights**

The laws relating to sexual assault vary from state to state. To find out about your rights, check out the [Law stuff](#) website.

For information about reporting sexual offences to Victoria Police, please refer to:

<https://www.legalaid.vic.gov.au/find-legal-answers/sex-and-law/sexual-assault/reporting-sexual-assault-to-police>

Ozford will support students to make a report to the police for any criminal matter. When required, Ozford and the Police can work together to enable us to support you more effectively and respond to any processes (such as the use of restraining orders) that the Police may assist you in putting in place.

For other emergencies, health, support and legal services contact, please refer to Part 10: OZSOS of this Student Handbook.

## **Financial Support**

Students who are faced with financial difficulties and unable to make their fees are welcome to make an appointment with the Accounts Office to discuss the option of a payment plan.

We encourage you to access the financial guidance website ([www.moneysmart.gov.au](http://www.moneysmart.gov.au)) to improve your financial literacy. You can also undertake an online learning module on money management to understand budgets better. Visit:

<https://www.moneysmart.gov.au/teaching/teaching-resources/teaching-resources-for-vet/module-delivering-asics-be-moneysmart>

## IT Support

The IT Support Officers from the IT Department provide support to both staff and students both on-site and off-site. Staff and students who require IT support are advised to lodge an IT service ticket via email or phone. The IT Department will respond to all service request tickets.

## Support for Students with Special Needs

Oxford will assist with various processes which a person with a disability may require. Amongst other things, Oxford will:

- Assist students who have difficulty with the application and enrolment process.
- Assist with accessing results, course advice and course transfers.
- Provide or refer students to student counselling services and intensive literacy and numeracy support when required.

Oxford will liaise on behalf of the student with special needs if requested. This includes:

- Organise and allocate appropriate internal and external disability support staff
- Provide student/teaching staff liaison on delivery, assessment and learning support issues
- Provide advocacy and conflict resolution services if any grievance arises.
- Assess the student's learning support needs in consultation with each student (and/or an associate of the student)
- Recommend reasonable adjustments to delivery and assessment to appropriate teaching staff.
- Recommend tutor and assist students with understanding tasks, including the planning and reviewing of assignments, editing and proofreading.
- Provide appropriate disability support, e.g. Auslan interpreter, note-taker, participation assistant, special equipment.
- Supervise and scribe for tests.
- Review reasonable adjustment arrangements as required to allow for changing needs of students
- Ensure adequate physical access and facilities.

## Part 8: OZVISA – INFORMATION FOR STUDENT VISA HOLDERS

This section applies to international students holding a student visa. Your visa is subject to several visa conditions that you must comply with. Different visa conditions apply to you and members of your family unit.

Breaching a visa condition may result in the cancellation of your visa.

Some examples of the conditions are:

- You cannot work more than 40 hours per fortnight\* when your course is in session (other than work that 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 the 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 5 days of the change.

Please refer to the Immigration website for more details on Student Visa conditions:  
<https://www.homeaffairs.gov.au/>

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>

## Character requirements

If you engage in criminal activity in Australia, your visa may be cancelled. More information is available at <https://immi.homeaffairs.gov.au/visas/cancelling-a-visa>

## Working in Australia and Fair Work Ombudsman

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 your accompanying family members while you are in Australia. You should not rely on work to support yourself or your 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 student visa.

See: [Work conditions for student visa holders](#)

### Fair Work Ombudsman

International students have the same workplace rights as all other workers in Australia. The Fair Work Ombudsman (FWO) is an independent government agency that provides free advice and assistance to all workers to help them understand these rights. Contact details are available in Section 9 of this Student Handbook.

For more information on working in Australia as an international student, visit:  
[www.fairwork.gov.au/internationalstudents](http://www.fairwork.gov.au/internationalstudents)

Watch this short video on YouTube about working in Australia. It's available in many languages:

<https://youtu.be/-PbNpgHczrA?si=cg5h7Fq-Rvsvet3Q>



Download the free Record my Hours app to keep track of your working hours. It is available for both Apple and Android and is developed with young visa workers in mind. You can also keep other work-related information such as your roster using the app. This app is also available in 18 different languages: <https://www.fairwork.gov.au/app>.

Use the PACT Calculator (Pay and Conditions Tool) to find your correct pay rate and other entitlements at work: <https://calculate.fairwork.gov.au/findyouraward>

The Anonymous Report is an online interactive form that allows you to report a workplace concern anonymously: [www.fairwork.gov.au/tipoff](http://www.fairwork.gov.au/tipoff)

## Transfer between Registered Provider

If you are thinking about changing your course and education provider, you need to ensure that you continue to meet the conditions of your student visa. In some cases, you will need to apply for a new student visa.

Student Visa Condition 8202 stated that you must:

- remain enrolled in a registered course (if you are a Foreign Affairs or Defence sponsored student or a secondary exchange student you must maintain full-time enrolment in your course of study or training)
- maintain enrolment in a registered course that is the same [Australian Qualifications Framework \(AQF\) level](#) or higher for which we granted your student visa unless changing from AQF level 10 to level 9. **See:** [Change in study situation](#).
- maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

If you are holding a student visa, you must stay enrolled at the same or higher course level (unless you are dropping from a Doctoral degree - PhD to a Master's degree), or you may be breaching condition 8202 of your visa and your visa might be cancelled.

[The Australian Qualification Framework \(AQF\)](#) sets course levels.

You will generally need a new student visa if you want to change your main course of study to:

- a lower AQF level course
- a non-AQF course

This is the case even if the new course is with the same education provider.

You would need to apply for a new visa in these example situations:

- You are studying for a Bachelor of Science (AQF Level 7). You want to change to a Diploma of Accounting (AQF Level 5) at the same institution.
- You are studying a Certificate IV (AQF Level 4). You want to transfer to an ELICOS course (non-AQF course) at a different institution.

Visit: <https://immi.homeaffairs.gov.au/change-in-situation/study-situation>

Further information about the impact of changing courses or educational institutions is available on the Department of Immigration and Border Protection's website at <https://immi.homeaffairs.gov.au/change-in-situation/study-situation#>

If you have not completed 6 months of your main course, you can only change education providers in some limited situations. **See** [Education Services for Overseas Students \(ESOS\) National Code](#) for details.

Before you enrol at another school or college, refer to Oxford's Transfer between Provider Policy and Procedures to learn how your request will be processed.

## Part 9: OZCONNECT – BEYOND OZFORD

Students from all over the world come to Melbourne to study. The City of Melbourne provides a range of services, advice and support for international students. Other external organisations provide help, support and various opportunities to students to engage with the community to enrich their study experience.

### Study Melbourne Centre

The Study Melbourne Student Centre offers free and confidential support and welfare service for international students studying in Victoria. Call its 24-hour phone line on 1800 056 449 (free call from landline phones) or visit the [Study Melbourne Student Centre website](#).

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 checks, free legal advice and information sessions about accommodation, health, work rights and legal problems.

You are welcome to drop in between 9 am and 5 pm, 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



### 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 5 pm 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>

### 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 [https://www.melbourne.vic.gov.au/international-students?utm\\_source](https://www.melbourne.vic.gov.au/international-students?utm_source)

### **International Student Representation**

Australian Federation of International Students (AFIS) and the Council of International Students Australia (CISA) are two of Australia's peak representative organizations for international students. Students are welcome to sign up with CISA and AFIS to get involved with the activities and programs organised by CISA and AFIS to enrich their study experience in Australia.

### **Consumer Affairs Victoria**

Knowing your consumer rights will help you avoid problems when you buy products or services. View our information on:

- [Products and services](#) - your rights when buying in a store, online, at your door, or by phone
- [Mobile phone contracts](#) - read our tips before you sign a contract
- [Cars](#) - buying a new or used car
- [Scams](#) - how to identify and avoid common scams.

Contact details are available in Section 9 of this Student Handbook.

### **City of Melbourne Welcome Desk**

The Student Welcome Desk at Melbourne's Tullamarine Airport will give you a free welcome pack and information and advice on:

- temporary accommodation options
- transport options from the airport to central Melbourne or your school
- Things you may need.

For more information, visit the [Student Welcome Desk website](#).

### **Refuge of Hope**

Refuge of Hope is a non-profit organisation that provides assistance and advice to refugees and international students from Latin America. For more information, visit <http://www.refugeofhope.org.au/>.



## **Part 10: OZSOS – Emergency, Health & Wellbeing, Crisis & Legal Services\***

### **Emergency Contacts**

**Fire/Ambulance/Police** In case of an emergency requiring fire brigade, police or ambulance, dial: **000**.

This telephone number should only be called in life-threatening or emergencies 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.

### Other Emergency Contacts - 24 Hour Helpline

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

### 24 Hour Counselling / Helpline

Organisation Name	Phone	Website/Email
Lifeline Australia (Crisis Support & Suicide Prevention)	13 11 14	W: <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
Beyond Blue (Support for anxiety or depression)	1300 22 4636	W: <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
Kids Helpline (counselling for young people aged 5 to 25)	1800 55 1800	W: <a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a> E: <a href="mailto:counsellor@kidshelpline.com.au">counsellor@kidshelpline.com.au</a>
1800 RESPECT (National Sexual Assault, Domestic Family Violence Counselling Service)	1800 737 732 Interpreter: 131450	W: <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
Counselling Online (Free Drug and Alcohol Counselling)	1800 888 236	W: <a href="https://www.counsellingonline.org.au/">https://www.counsellingonline.org.au/</a>

### **Health and Wellbeing Support Contacts**

Organisation Name	Phone	Website/Email
National Home Doctor Service (after hours medical care)	137425	W: <a href="https://homedoctor.com.au/">https://homedoctor.com.au/</a>
Headspace (Information and support for young people)	(03) 9027 0100	W: <a href="https://headspace.org.au/">https://headspace.org.au/</a>
Head to Health (digital mental health resources)		W: <a href="https://headtohealth.gov.au/">https://headtohealth.gov.au/</a>
SANE (support for mental health)	1800 187 263	W: <a href="http://www.sane.org/">www.sane.org/</a>

<b>Quitline</b> (to help people give up smoking)	<b>13 78 48</b> (8 am to 8 pm Mon to Fri)	W: <a href="http://www.quit.org.au/">www.quit.org.au/</a>
<b>Child Protection</b> (Advice or to report concerns about child abuse after hours)	<b>13 12 78</b>	W: <a href="https://www.police.vic.gov.au/content.asp?Document_ID=43369">https://www.police.vic.gov.au/content.asp?Document_ID=43369</a>
<b>Safe Steps Family Violence Response Centre</b>	<b>1800 015 188</b>	W: <a href="http://www.safesteps.org.au">www.safesteps.org.au</a>
<b>Sexual Assault Crisis Line</b> (Victorian Centres Against Sexual Assault)	<b>03 9635 3610/ 1800 806 292</b>	W: <a href="http://www.casahouse.com.au">www.casahouse.com.au</a> E: <a href="mailto:casa@thewomens.org.au">casa@thewomens.org.au</a>
<b>Melbourne Sexual Health Centre</b>	<b>03 9341 6200</b>	W: <a href="https://www.mshc.org.au">https://www.mshc.org.au</a>
<b>WIRE</b> (Women's Information and Referral Exchange)	<b>1300 134 130</b>	W: <a href="https://www.wire.org.au">https://www.wire.org.au</a>
<b>Mensline</b> (support, information and referral service for men with family and relationship concerns).	<b>1300 789978</b>	W: <a href="https://mensline.org.au">https://mensline.org.au</a>
<b>Queerspace</b> (support for the LGBTIQ+)	<b>03 9663 6733</b>	W: <a href="https://ds.org.au/our-services/queerspace/">https://ds.org.au/our-services/queerspace/</a>
<b>QLife</b> (counselling and referral service for LGBTIQ+ people)	<b>1800 184 524</b>	
<b>Eating Disorders Victoria</b> (help with eating disorder)	<b>1300 550 236</b>	W: <a href="http://www.eatingdisorders.org.au/">www.eatingdisorders.org.au/</a>
<b>The First Stop</b> (Alcohol & drug support)	<b>1300660068</b>	W: <a href="https://thefirststop.org.au/">https://thefirststop.org.au/</a>
<b>Direct Line</b> (Victoria alcohol & drug support)	<b>1800 888 236</b>	W: <a href="https://www.directline.org.au/">https://www.directline.org.au/</a>
<b>Gambling Help Online</b>	<b>1800 858 858</b>	W: <a href="http://www.gamblinghelponline.org.au/">www.gamblinghelponline.org.au/</a>
<b>Road Trauma Support Services</b>	<b>1300 367 797</b>	W: <a href="https://rtssv.org.au/">https://rtssv.org.au/</a>
<b>Child Abuse Prevention</b>	<b>02 9716 8000</b>	W: <a href="https://childabuseprevention.com.au/">https://childabuseprevention.com.au/</a>
<b>ARCAP</b> (ACA & PACFA registered counsellors & psychotherapist)	<b>1300 784 333</b>	W: <a href="https://www.arcapregister.com.au/">https://www.arcapregister.com.au/</a> W: <a href="https://www.theaca.net.au/find-registered-counsellor.php">https://www.theaca.net.au/find-registered-counsellor.php</a> W: <a href="https://www.pacfa.org.au/">https://www.pacfa.org.au/</a>

### Legal / Consumer/ Work Services

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

## Part 11: OZEDGE – AROUND OZFORD

Oxford is located in Melbourne CBD. Melbourne is a welcoming city with venues, services and facilities designed to make your trip into the city accessible, easy and enjoyable. Find out more about Melbourne's Accessible amenities.

Visit: <https://whatson.melbourne.vic.gov.au/visitors/accessibility/Pages/Accessibility.aspx>

### Medical Centres near Oxford

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

<p><b>William Angliss Medical Centre</b>  <b>Address:</b> L2, 555 La Trobe Street Melbourne VIC 3000  <b>Phone:</b> 03 9606 2208  <b>Hours:</b> 8.30 am to 5.00 pm Monday to Friday excluding public holidays  <b>Fees:</b> Local (Medicare) full-time students' bulk billed, no gap fee for OSHC students</p>	<p><b>La Trobe Street Medical Centre</b>  <b>Address:</b> Shop 152, Level 1 Melbourne Central  <b>Phone:</b> 9650 0023  <b>Hours:</b> Monday to Friday, 8.30am – 5.00pm, Saturday, 10.00am – 6.00pm, Sunday, 11.00am-6.00pm.  <b>Fees:</b> Local (Medicare) full-time students' bulk billed, no gap fee for OSHC students</p>
<p><b>Melbourne City Medical Centre</b>  <b>Address:</b> 68 Lonsdale St, Melbourne VIC 3000  <b>Phone:</b> (03) 9639 9600  <b>Hours:</b> 8:30 am–6 pm Monday to Saturday  Closed Sunday and Public Holidays  <b>Fees:</b> General Consultation Fee \$70-\$120, International students \$40 gap fee applies.</p>	<p><b>QV Medical Centre</b> (Located in QV)  <b>Address:</b> Level 7, 1 Elizabeth St  Melbourne VIC 3000  <b>Phone:</b> 9662 2256  <b>Hours:</b> Monday to Friday, 9 am-8 pm; Saturday 10-4.00pm and Sunday 10.30-4.30pm  <b>Fees:</b> Local (Medicare) full-time students bulk billed, International Students \$65 (no gap).</p>
<p><b>Swanston Street Medical Centre</b>  <b>Address:</b> Level 3, 255 Bourke St., Melbourne  <b>Phone:</b> 9205 7500  <b>Hours:</b> Monday to Thursday 8.30am – 6.00pm, Friday 8.30am – 5.00pm, Saturday 9.00am -1.00pm  <b>Fees:</b> Local students bulk-billed, International students \$20 gap fee applies.</p>	<p><b>NATIONAL Home Doctor- DOCTOR TO YOUR DOOR **</b>  <b>Address:</b> Melbourne VIC 3000  <b>Phone:</b> (03) 94295677 or 137425  <b>Hours:</b> Monday to Friday 4.00 pm to 8.00 am. Saturday 10.00 am onwards, 24 hours on Sunday and Public Holidays  <b>Fees:</b> No gap fee. Bulk billed</p>

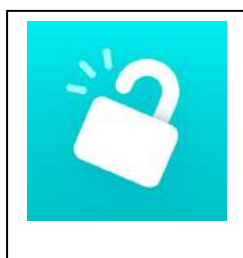
## Food Outlets and Shopping

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

<b>PHO NUNG</b> <b>123 Lonsdale St, CBD</b> <b>Open: breakfast and lunch</b>	<b>KOREAM BB Q BUFFET</b> <b>139 Lonsdale St, CBD</b> <b>Open: breakfast, lunch and lunch</b>
<b>Hawker Chan</b> <b>157 Lonsdale St, CBD</b> <b>Open: breakfast, lunch and dinner</b>	<b>Curry Bowl</b> <b>101 Lonsdale St, CBD</b> <b>Open: lunch</b>
<b>Stalactites Restaurant</b> <b>177/183 Lonsdale St, CBD</b> <b>Open: lunch and dinner</b>	<b>DonDon</b> <b>198 Little Lonsdale St, CBD</b> <b>Open: lunch and dinner</b>

### 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 Wi-Fi is available outdoors in the Melbourne central business district (CBD) including Bourke St Mall, Queen Victoria Market, Melbourne Convention and Exhibition Centre, Melbourne Museum and on platforms at CBD train stations.



### 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 find good weekend activities and making friends.

### Zomato ([www.zomato.com.au](http://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.

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 stallholders 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.



Student discount is available at some retailers, including some online stores, so it is always worth to check out if a discount is available before you make a purchase. Some discounts available for students are published on the following links:

<https://www.myunidays.com/AU/en-AU>  
<https://studentedge.org/>



## Library, Sports and Recreational Facilities

The City of Melbourne Libraries has six branches across the municipality, located in the central city, Carlton, Docklands, East Melbourne, North Melbourne and Southbank. Visit:

<https://www.melbourne.vic.gov.au/community/libraries/locations/Pages/locations.aspx>

Melbourne's parks, gardens and public open spaces offer a wonderful range of opportunities to make the most of your leisure time. Explore major Parks and public spaces in the city of Melbourne. Visit:

<https://www.melbourne.vic.gov.au/community/parks-open-spaces/guide-to-parks/Pages/guide-to-parks.aspx>

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

Visit: <https://www.melbourne.vic.gov.au/community/sports-recreation/Pages/sports-recreation.aspx>

### **Melbourne City Baths**

There is an extensive range of services - from the 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: 6 am to 10 pm

Friday: 6 am to 8 pm

Saturday and Sunday: 8 am to 6 pm

### **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 a 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: 6 am to 9 pm

Saturday and Sunday: 8 am to 6 pm

**Carlton Baths**

If you enjoy social sports, join in on one of their weekly stadium sports competitions, including netball, basketball and badminton or you can swim or work out at the gym. 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

**Melbourne Events and Festivals**

Find out [what's on in Melbourne](https://whatson.melbourne.vic.gov.au/Pages/Home.aspx) with all the latest events, restaurants, shopping destinations and things to do. Visit: <https://whatson.melbourne.vic.gov.au/Pages/Home.aspx>

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, colour and sound from dawn to dusk. Lunar 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 for the information contained on the list for any purpose.

