

**OZFORD**  
**Institute of**  
**Higher**  
**Education**  
(CRICOS No. 03429B)



**Student Handbook**

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**OZFORD CONTACTS**

The official contacts for all students is:

**Head - Student Services and Administration – Christine Chua**

Email: [oihess@ozford.edu.au](mailto:oihess@ozford.edu.au)

**Other Organisational Contacts:****Ozford Main Reception – Michelle Brett**

Email: [reception@ozford.edu.au](mailto:reception@ozford.edu.au)

Phone: 8663 7188

**Course Co-ordinator (Accounting) – Dr. Peter Ngigi**

Email: [pngigi@ozford.edu.au](mailto:pngigi@ozford.edu.au)

**Course Co-ordinator (Management): Dr. Steven Mennen**

Email: [smennen@ozford.edu.au](mailto:smennen@ozford.edu.au)

**Librarian- Kerry Sullivan**

Email: [ksullivan@ozford.edu.au](mailto:ksullivan@ozford.edu.au)

**Academic Skills Advisor – Anne Butcher**

Email: [abutcher@ozford.edu.au](mailto:abutcher@ozford.edu.au)

**Student Success Coach – Melanie Butler**

Email: [bbmelanie@ozford.edu.au](mailto:bbmelanie@ozford.edu.au)

**IT Support**

Email: [itservicedesk@ozford.edu.au](mailto:itservicedesk@ozford.edu.au)

## WELCOME MESSAGE

Ozford Institute of Higher Education (OIHE) is delighted to extend a very warm welcome to you. You have made a great choice in coming to OIHE, an innovative institute located in the heart of Melbourne offering approved Higher Education degree programs.

We recommend you to read through this handbook thoroughly to settle in and get connected with OIHE. You will find the information in this handbook useful in helping you adjust to study and life in Australia.

We wish you every success in your studies at Ozford!

## OUR VISION, MISSION, VALUES AND PROMISE

### Our Vision

Our vision is to provide opportunities for our diverse community of students to achieve their goals and contribute positively to a contemporary global community. We will achieve this through our commitment to excellence in learning and teaching and practical graduate outcomes.

### Our Mission

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

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

### Our Values

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

**Passion:** We are passionately committed to delivering quality educational experiences and expanding all learners' horizons through informed learning and teaching through discipline-based research and research into the scholarship of teaching and learning.

**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 recognise that with rights come responsibilities to ourselves, our clients and our stakeholders.

**Integrity:** We act responsibly and honestly in all we do.

**Diversity:** We promote intercultural awareness and understanding through authentic experiences both within the OIHE community and the broader Australian and global community.

## Our Promise

We promise to be true to our vision, mission and values and to provide a personalised learning and supportive study environment.

## OUR PROGRAMS

### **Diploma of Business (CRICOS: 088194B)**

The Diploma of Business program is designed to provide a range of study options for student who either do not seek or are unable to commit the time required to complete a full undergraduate Bachelor degree. Alternatively students might use the diploma as a pathway into the Bachelor of Business and Bachelor of Business (Accounting) degrees as the diploma program comprises the 'core' units of the Bachelor programs.

### **Bachelor of Business (CRICOS: 088192D)**

The Bachelor of Business allows students to complete two specialisations from either **Management, Accounting or Marketing** to increase their employability potential. Each of the programs have been designed to provide essential knowledge and skills while preparing graduates for a variety of career opportunities.

### **Bachelor of Business (Accounting) (CRICOS: 088193C)**

The Bachelor of Business (Accounting) course prepares students for a career in a variety of accounting and finance related positions in accounting practices large and small – from SMEs and large corporations to financial institutions and government agencies.

For more information on the courses we provide please see:

<http://www.ozfordhe.edu.au/courses/> for a full list of units and requirements.

## ACADEMIC INFORMATION

### Course Materials

Courses will require the purchase of text books in either soft or hard copy. You will be informed about required texts by your lecturer and/or through the relevant subject outlines.

### Assessment

Over the duration of your course you will be required to produce work at a level that satisfies course outcomes and requirements.

Each subject in a Higher Education course has a number of learning outcomes. A **learning outcome** describes what you are expected to achieve and the skills you will be able to demonstrate on completion of a subjects. Assessment tasks are set within each subject to determine whether or not you have achieved the learning outcomes and therefore satisfactorily completed a subject. Assessment tasks are set by your lecturer and are detailed in individual subject outlines. They can include:

Assessment Task	Application
Class test	<ul style="list-style-type: none"> <li>• A class test is a written text administered during normal timetabled class time (such as in a tutorial).</li> <li>• The purpose of a class test is to provide early feedback to students on their progress</li> <li>• A class test is normally administered in the early part of a trimester (typically in week 5).</li> <li>• A class test will normally comprise multiple choice, short answers and in some cases, practical questions.</li> </ul>
On-line test or quiz	<ul style="list-style-type: none"> <li>• An on-line test or quiz refers to an assessment task that is administered on-line.</li> </ul>
Written assignment	<ul style="list-style-type: none"> <li>• A written assignment is an assessment task for students to complete outside of normal timetabled class times.</li> <li>• It may be in the form of a case study, or a research task, or written responses to a series of set questions.</li> <li>• A written assignment must conform to the maximum word limits prescribed</li> <li>• A written assignment will normally be specified for group or individual submission.</li> </ul>

Oral class presentation	<ul style="list-style-type: none"> <li>• An oral class presentation refers to a student presentation made during normal timetabled class time as an assessment task.</li> <li>• Oral presentations may be group or individual. A group presentation involves students sharing responsibility for the making of the presentation.</li> <li>• Oral presentations are normally (but not always) part of a written assessment task.</li> </ul>
Group Assessment Task (or Assignment)	<ul style="list-style-type: none"> <li>• An assessment task which is submitted by a small group of students. Group assessment tasks are used to address the Graduate Attribute of <b>teamwork</b>.</li> </ul>
Examination	<ul style="list-style-type: none"> <li>• An examination normally refers to an end of trimester assessment task.</li> <li>• Examinations are usually three hours in duration, are formally administered under supervised conditions and take place during the nominated exam period at the end of the trimester.</li> </ul>

### **Assessment Deadlines**

All work is to be completed on time and to the best of your ability. If you are experiencing difficulties you must first approach your lecturers, then you're respective Course Coordinator or the Head of School well before the due date, for assistance. Students are expected to maintain at least a minimum level of a pass in all units.

### **Academic Misconduct**

Academic misconduct refers to cheating, plagiarism and any other conduct by which a student seeks to gain an academic advantage for them or for any other person which they are not entitled to; or where this conduct unfairly disadvantages another student.

### **Plagiarism**

Plagiarism is the use of someone else's ideas or words as if they were your own. Plagiarism is one form of academic dishonesty, and students are expected to avoid it by: doing their own work when independent work is required; acknowledging all sources of information and ideas; and acknowledging all group members when group assignments are required.

Students must refrain from:

- a) Duplication: submitting an assignment, for assessment, which has been previously submitted in another unit at the Institute or at another institution
- b) Copying: copying another student's work or using the same words of the original text without acknowledging the source and placing direct quotes within quotation marks
- c) Copying or quoting from another source without acknowledging that source and appropriately identifying all quoted material; and

- d) Paraphrasing another person's work closely, with minor changes, but with the essential meaning, form and/or progression of ideas maintained, without acknowledging the source of the paraphrase. (Extensive paraphrasing, even when acknowledged is not good academic practice and will reduce the value and grade of the work.)
- e) Collusion: lending an assignment to other students, paying another person to perform an academic task, acquiring another person's academic work for plagiarising purposes, offering to complete another person's work or seeking payment for completing another person's work and working with others but passing off the work as one's own.

Further, students are required to attach a signed cover sheet to all assignments which declares that:

- They have read this Institute policy and understand the consequences of engaging in academic misconduct and/or plagiarism.
- They have not plagiarised the work of others or engaged in unauthorised collaboration in preparing the assignment.
- The assignment is their own work and has not been previously submitted at the Institute or elsewhere.

### Cheating

Cheating refers to a student's attempts to gain an unfair advantage by circumventing assessment requirements and rules in examinations and other assessment tasks.

For further information, please refer to Academic Integrity Policy on OIHE website.

### Statement of Results

At the end of each trimester you will receive a **Statement of Results**. The Statement of Results will include all units completed with a corresponding letter or number grade.

### Academic Support

Academic support including language, literary and numeracy is the responsibility of the students' lecturers, tutors, Course Coordinator and the Academic Skills Advisor.

If necessary, assessment methods can be adapted, where appropriate, to ensure every student has equal access to a fair assessment.

If you are experiencing any academic issues, you are urged to make contact with the Academic Skills Advisor as soon as practicable.

The Academic Skills Advisor is available to assist students with a variety of issues including:

- Academic problems including advice about how these might be tackled
- Learning support including language and literacy support

If you are experiencing any other issues, you are urged to make contact with the OIHE Head of Student Services and Administration located on level 9, 310 King Street.

## GENERAL INFORMATION

### Attendance

Students are expected to attend all lecture and tutorials as scheduled on their timetable.

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

Students with less than satisfactory course progress will be required to meet with the **Course Coordinator**.

### Email and Access

Once enrolled students will be provided with a school email ([sXXXXXX@ozford.edu.au](mailto:sXXXXXX@ozford.edu.au)) and access to the Higher Education Ozford's Moodle website with their own login and password. Course work and information will be available on the school's moodle website. It is every student's responsibility to ensure that they check their email regularly and respond in a timely manner.

All school related communication will be conducted via email. Course notices will also be posted by lecturers on their respective moodle pages. Students must ensure these are checked regularly.

### Access to your records

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

Students who need to access their records or obtain a replacement of Statement of Attainment or qualification at other times are advised to fill in a 'Student Services Request' Form available at the Student Services Desk. There may be a charge for replace certificates if required

### Change of personal details

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

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

## CODE OF CONDUCT

The OIHE Code of Conduct stresses the importance of treating each other fairly, ethically and with respect and dignity at all times.

We expect that all students will conduct themselves accordingly ~~and behave~~ and behave in a mature and responsible manner. It is expected that students will:

- Attend scheduled lectures and tutorial sessions on time
- Always bring relevant study materials, learning resources, along with completed assessment tasks (if required) to every tutorial
- Submit all assessments on time with the required cover sheet attached.
- Be respectful and courteous to all staff members and other students
- Dress and behave in an appropriate manner
- Contribute to the life of the OIHE in a constructive manner
- Respect the property of the OIHE and other students
- Comply with all reasonable requests and instructions given by staff members
- Comply with all relevant policies and regulations
- Comply with all visa regulations for overseas students
- Conduct yourself in a manner that will provide a safe and rewarding learning environment for all

### **Access and Equity**

Access and equity policies are incorporated into all operational procedures. OIHE prohibits discrimination towards any group or individual in any form, inclusive of:

- Gender
- Physical, intellectual or psychiatric disability
- Pregnancy
- Sexuality
- Race, nationality, ethnic or ethno-religious background
- Age
- Marital status
- Socioeconomic factors

## **Harassment and Discrimination**

OIHE is required under Australian law to ensure we provide a workplace and study environment that is free from all forms of harassment and discrimination, so that students feel valued, respected and are treated fairly.

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

Any breach of harassment or anti-discrimination policy will be considered a serious offence and immediate action will be taken.

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

- Age
- Disability/impairment
- Industrial activity/inactivity
- Lawful sexual activity/sexual orientation
- Marital status, including de-facto relationships
- Physical features
- Political belief or activity
- Pregnancy
- Race
- Religious belief or activity
- Sex
- Status as a parent or carer
- Irrelevant criminal record
- Breast feeding
- Gender identity
- Personal association with someone with the above attributes

Harassment is a type of discrimination and can take many forms. It may involve inappropriate actions, behaviour, comments or physical contact that is objectionable or cause offence. Unlawful harassment may relate to any of the characteristics covered by Equal Opportunity Legislation.

### **Assault and Violence**

Any form of assault in class or outside class is strictly forbidden.

This includes assaults of the following nature:

- Physical
- Oral or written
- Electronic
- Sexual
- Racial

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

### **Bullying**

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

- Excluding someone from workplace/learning activities
- Giving someone the majority of unpleasant tasks
- Verbal abuse
- Abuse using electronic formats such as text messages, phone calls or posting messages or video recordings on websites
- Humiliating someone through sarcasm or insults
- Intimidation
- Initiation practices
- Sabotaging someone's work
- Practical jokes

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

Student's enrolment at Ozford Institute of Higher Education can be suspended and cancelled for serious and continued misconduct.

### **Building Regulations**

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

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

## STUDENT FACILITIES

### **Student Common Areas**

OIHE provides access to microwaves and refrigerators in the student common area on level 7, 310 King Street. Students are welcome to utilise the student common area for food and drink consumption. Ozford provides access to microwaves and refrigerators in student common areas.

Each student is responsible for ensuring this and other areas ~~are clean~~ [are clean](#) and tidy at all times.

### **Computing Facilities**

We provide quick print stations in the student common area on level 2 and 5. There are also student computers in the library for study use on level 4. We also provide computer lab access during class time. We provide high-speed internet access and all students are given a computer login account and an email. Free wireless internet is available in the basement and the library.

Please note the IT Use section.

### **Library**

The Library is located on Level 10, 310 King St. Campus.

The Library Opening Hours for staff and students is 8:30am – 5pm Monday to Friday.

All Ozford students are entitled to borrow items from the library upon presentation of a valid Student ID card. Items must be returned by the due date, items returned late may incur a fine.

### **Noticeboards and Portal**

Noticeboards are located mainly in the student common areas.

They display the following information:

- Accommodation and health information
- Student newsletters
- OIHE news and updates
- Weekend activities
- Institute excursion details
- Social activities
- Employment information and job opportunities

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

OIHE Intranet/Portal serves the function as noticeboards

Students are able to access the Intranet/Portal using their computer login and password.

## STUDENT SUPPORT AND SERVICES

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

### **Student Services Desk**

The Student Services Desk is located at Level 7, 310 King Street, Melbourne. Students are free to ask for any help or make general enquiries, for example: directions, public transport and other day to day needs.

The Student Services Desk is open from 8am to 5pm Monday to Friday.

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

Email: [OIHESS@ozford.edu.au](mailto:OIHESS@ozford.edu.au)

Phone: (03) 8663 7188

### **Student Welfare Services**

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

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

Counselling services and other external referrals will be arranged if deemed appropriate by the Student Welfare Officer. There is no fee attached to this welfare support and referral service. Any cost charged by the external services will be paid by students.

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

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

*Stephy Yu Counselling Services*

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

Ph: 0425884437

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

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

*Cherie Lacis*

Address: City Medical Centre: 68 Lonsdale Street, Melbourne VIC 3000

**Ph:** 0422 598 313

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

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

### **Job, Career and Further Study**

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

Please contact the Student Services Desk to make an appointment with the Student Success Coach or attend the weekly Career Workshop.

### **Other Available Services and Support**

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

### **Emergency**

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

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

### **Health and General Wellbeing**

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

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

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

A list of medical centres with contact details and fees charged is provided at the back of this handbook. Please approach the Student Services Desk if you need assistance with making a medical appointment.

24 hour health advice and information from a registered nurse **“Nurse-On-Call” Phone number: 1300 606 024**

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

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

### **Legal Services**

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

### **Transition Support**

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

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

### **Banking**

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

## IT USE

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

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

- You will not use the Network to look for material which is unrelated to the curriculum
- You may not use the Internet to access, download or create unacceptable material – This includes but is not limited to films, music, pornography and videos
- You must not place content on the Internet relating to Ozford College
- You must not harass another person or persons
- You agree not to copy, print or download software, data or other material which is protected by copyright unless permission is granted.
- You agree to respect the rights and privacy of others and you will not reveal your username and/or password to others or allow them to use your account
- In fairness to other users, you will make your network use as efficient as possible
- You agree to take care and avoid damage to computer hardware and software and you must not install software on the school's computers
- You acknowledge and accept the rights that we reserve and you also agree to maintain your personal folder and mailbox according to the guidelines
- You must not attempt to obtain unauthorised access to the College computer resources and agree to check disks and storage media used at the school regularly for viruses
- You will not use technology resources to publish or distribute information related to the school

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

### **Charges**

#### **Internet**

Students are have access to unlimited internet via our school's computers. We also provide Wi-Fi for student use in the building.

#### **Printing**

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

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

## PRIVACY

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

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

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

## SAFETY AND SECURITY

Ozford is committed to providing a safe and healthy work environment for its staff, students and visitors. Ozford encourages all workplace participants to regard accident prevention and working safely as a collective and individual responsibility. The safety of students is regarded to be of primary importance.

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

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

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

This includes to:

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

The Occupational Health & Safety Act can be found at <http://www.worksafe.vic.gov.au>.

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

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

## ACCOMMODATION INFORMATION AND SUPPORT

### Accommodation listings

There are a number of places that you can look for accommodation, although it depends on the type of accommodation you are looking for. The following is a guide to where you can find listings (i.e. advertisements) for various types of accommodation.

### Student hostels

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

### Homestay

OIHE can arrange for students to live with a homestay family. Please collect an application form from Student Services Desk if you would like to be placed with a homestay family.

### Private rental

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

- Rental listings are available from real estate agents
- Rental properties on their websites and on a number of search engines (search 'real estate Victoria') or <http://www.realestate.com.au/>
- Newspapers like *The Age* on Wednesday and Saturday and *The Herald Sun* on Saturday and remember to also check the local community newspapers in the areas where you would like to live

### Share houses

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

- community noticeboards – sometimes found in local cafes and bookstores
- internet
- Newspapers – look in *The Age* on Wednesday and Saturday and *The Herald Sun* on Saturday. Remember to also check the local community newspapers in the areas where you would like to live.

### **Inspecting a private rental property**

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

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

### **Applying for a private rental property**

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

You may be asked questions about:

- Income and bank details
- Previous rental history
- Employment details and history
- References

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

### **Application deposits**

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

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

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

**For more information phone the Tenants Union Advice Line on (03) 9416 2577 or refer to the website:**

**[www.tuv.org.au](http://www.tuv.org.au)**

## COMPLAINTS AND APPEALS

Students have the right, where reasonable grounds exist, to make and have a concern/complaint/appeal heard. A complaint may be made about any matter related to Ozford Institute of Higher Education and the services and courses it offers.

Student services staff are the first point of call for students who may want to make a complaint or lodge an appeal or simply wish to discuss their options on any matters of concern relating to: teaching and assessment, teaching quality, student amenities, administration, student support, bullying, discrimination, sexual harassment or any other areas where they feel that they have been subjected to inappropriate or unfair treatment.

Please refer to the following policies for more details (available via Moodle and on the Website):

### **Student Grievances and Appeals Policy**

Students may appeal to an external independent third party for review of the processes and decisions implemented by OIHE if they are not satisfied with the outcome of any internal appeal or complaints hearing.

OIHE uses the following independent third parties for this service to students:

- **For domestic Australian students**

LEADR

Phone: 02 9251 3366

Email: [leadr@leadr.info](mailto:leadr@leadr.info)

Website: <http://www.leadriama.org/>

Address: Level 1, 13 -15 Bridge St, Sydney 2000

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

OVERSEAS STUDENT OMBUDSMAN

Phone: 1300 362 072

SMS: 0413 266 662

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

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

Address: G.P.O.Box442, Canberra, ACT 2601

### **About LEADR**

Formed in 1988, LEADR is a not-for-profit, membership organisation providing assistance with an independent third party person to educational and training organisations.

Since 2002, LEADR has administered the Student Mediation Scheme to provide educational and training institutions with an external appeals process. The Scheme allows a member educational and training institution or its student to refer to LEADR as the external review body once their internal grievance system has been exhausted. LEADR appoints a suitably qualified mediator, liaises between the parties as necessary and manages the process.

### **About OVERSEAS STUDENT OMBUDSMAN**

The Overseas Students Ombudsman investigates complaints about problems that overseas students or intending overseas students may have with private education and training in Australia.

The Ombudsman Act 1976 was amended in 2011 to give the role of Overseas Students Ombudsman to the Commonwealth Ombudsman. The function commenced on 9 April 2011.

## IMPORTANT POLICIES AND PROCEDURES

The following overview of important policies and procedures are included here to give students a basic knowledge of the policies and procedures of Ozford Institute of Higher Education.

The full policy and procedure in each case can be found on the OIHE website.

### **Deferring, suspending or cancelling a student's enrolment – Policy & Procedures**

This policy/procedure supports 'Standard 13 – Deferring, suspending or cancelling the student's enrolment' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' which states:

***“Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.”***

Students are able to initiate deferral, suspension or cancellation of their studies during their stay in Australia only in certain limited circumstances as described below.

Students may also have their enrolment suspended by OIHE due to misconduct, which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by the OIHE to defer, suspend or cancel their studies and the OIHE will not notify the Department of Education/DIBP of a change to the enrolment status until the internal complaints and appeals process is completed.

A student who stops attending a course or does not return from leave for the commencement of a new term, and is not contactable by OIHE, has "inactively" advised OIHE of their failure to continue studying. Under Section 19(1) of the ESOS Act, OIHE must notify Department of Education via PRISMS of termination of an accepted student's studies within 14 days of the event occurring. This process does not require OIHE to give the student access to the appeals process.

### **Credit Transfer & Articulation Policy**

#### **Credit Transfer**

Credit transfer is the process by which equivalency of the learning outcomes of prior study is identified, given a credit value and transferred into an Institute qualification where credit is sought.

The Credit Transfer and Articulation Policy for awarding course credit towards an Ozford Institute of Higher Education course will maximise student progression. Credit transfer will be granted for previous learning which has been assessed as equivalent in learning outcomes, volume of learning, learning and assessment approaches and the approved content of the relevant course of study at the Institute.

Articulation agreements may be established with other selected Education Providers in order to build learning pathways for students to maximise opportunities for recognition of their prior studies. These agreements will create clear and expanding pathways to assist students who have previously successfully completed studies and who meet the relevant admission requirements.

## **Credit**

Credit is the value awarded in recognition of the equivalence of the content and learning outcomes of different qualifications. Credit can be awarded where a pre-determined assessment has been made of a different qualification and agreement has been reached between the Institute and another provider on the amount of credit to be granted. Credit can also be granted on an individual application basis, applying the criteria in this Credit Transfer and Articulation Policy.

## **Academic Progress Policy**

OIHE monitors the workload of students to ensure they complete the course within the duration specified in their Confirmation of Enrolment (CoE) and do not exceed the allowable portion of online or distance learning (not applicable). OIHE will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances. OIHE does not offer any online or distance learning.

Unsatisfactory academic progress will be handled as described in the Academic Progress Policy.

Study duration will only be extended where it is clear that the course cannot be completed in the expected duration as specified on the Confirmation of Enrolment 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 Standard 13. See *Deferring, suspending or cancelling a student's enrolment – Policy & Procedures*.

An application to extend the duration of a student's enrolment must be discussed with the Head of School (HE) and Head of Student Services.

## **Student Grievances and Appeals Policy & Procedures**

Oxford Institute of Higher Education is committed to resolving student complaints and appeals in a manner that both protects and respects the rights of both the Institute and the student.

The OIHE Student Grievances and Appeals policy covers all forms of student complaints and appeals in relation to the operations of the Institute including teaching and assessment, the quality of the teaching, student amenities, administration, student support, student services, bullying, discrimination, sexual harassment and any other areas of perceived inappropriate, unfair or discriminatory treatment, action or decision.

The Institute will receive student complaints or appeals concerning any decision, action or situation relating to or arising from the operations of the Institute and will carefully and respectfully consider all complaints and appeals in a fair and judicious manner.

Students may make a complaint or lodge an appeal on any matters of concern relating to teaching and assessment, the quality of the teaching, student amenities, administration, student support, bullying, discrimination, sexual harassment and any other areas of perceived inappropriate or unfair treatment.

## **Refund Policies**

Please refer to Oxford's Refund Policy for details.

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

This policy aims to ensure that Ozford Institute of Higher Education complies with Standard 7 of the National Code – transfer between registered providers. This means that OIHE:

- does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer
- assesses student requests for transfer to other providers using this policy
- provides a written response to student requests for transfer
- enables students to appeal through the Student Grievances and Appeal Policy and Procedures
- keeps copies of all documents.

OIHE will not seek to recruit students within the first 6 months of their course unless:

- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- the original registered provider has provided a written letter of release
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

All current students seeking to transfer to other providers within 6 months of commencement of their principal course need a letter of release to be able to enrol in another institution.

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

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, and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.
- signs of physical and/or sexual abuse, and neglect.

The critical incident policy will ensure that the Institute has:

- an effective approach in responding to critical incidents as they occur
- appropriate support and counselling services available to those affected
- appropriate training and information resources provided to staff.

After a traumatic event, the people involved will need support. The nature of this support will vary amongst individuals but generally those closest to the incident will need more assistance than others. On advice from staff, the Student Welfare Officer should determine the nature and degree of support needed. At a minimum level, this should mean providing opportunities for those involved to express and share with others the reactions that they had to the incident. Those in charge and those providing support also need extra consideration during this time.

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

The OIHE policy on student services has been developed to meet the requirements of the Section 6 “Responsibilities to students” of the Higher Education Standards Framework (Threshold Standards) 2011 and the National Code 2007 Standard 6, where OIHE meets its responsibilities to students, including through the provision of information, support and equitable treatment and supports students to adjust to study and life in Australia.

In particular this policy is designed to ensure that OIHE 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.

The rationale for this policy is to ensure that OIHE 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 their course.

This is consistent with the mission and values of OIHE and consistent with the Higher Education Standards Framework (Threshold Standards) 2011 that specifies the higher education provider documents its responsibilities to students and meets its responsibilities to students, including through the provision of information, support and equitable treatment and the National Code 2007 Standard 6 which specifies that providers must help students access study support and welfare-related services and assist students to adjust to study and life in Australia

## CRISIS AND ASSISTANCE SERVICES

<p><b>Police/Fire Department/Ambulance</b> 000</p> <p><b>24 hour Counselling Hotlines</b> Lifeline 131 114 Suicide Helpline 131 114</p> <p><b>Aidsline</b> 1800 133 392</p> <p><b>Alcohol &amp; Drug Information:</b> <i>Directline</i> 1800 811 994 <i>Family Drug Help</i> 1300 660 068</p> <p><b>Australian Funeral Directors Association</b> <i>Advice Line</i> (03) 9859 9966</p> <p><b>Australian Search And Rescue</b> <i>Aviation Rescue</i> 1800 815 257 <i>Maritime Rescue</i> 1800 641 792</p> <p><b>Coast Guard Search &amp; Rescue</b> 9598 7003</p> <p><b>Centre Against Sexual Assault</b> 1800 806 292</p> <p><b>Children's Services</b> <i>Child Abuse Prevention</i> 1800 688 009 <i>Child Protection</i> 132 111 (24 Hours)</p>	<p><b>Community Legal Centres</b> <i>Coburg/Brunswick Community Legal &amp; Financial Counselling Centre</i> 78 Bell Street, Coburg 3058 Ph: (03) 9350 4555</p> <p><i>Footscray Community Legal Centre</i> 220 Nicholson Street, Footscray 3011 Ph: (03) 9689 8444</p> <p><i>Flemington and Kensington Community Legal Centre</i> 22 Bellair Street, Kensington 3031 Ph: (03) 9376 4355</p> <p><i>Broadmeadows Community Legal Service Inc.</i> 180 Widford Street, Broadmeadows 3047 Ph: (03) 9302 3911</p> <p><i>Fitzroy Legal Service</i> 124 Johnston Street, Fitzroy 3065 Ph: (03) 9419 3744</p> <p><i>Darebin Community Legal Centre</i> 732 High Street, Thornbury Ph: (03) 9484 7753</p> <p><i>Monash Oakleigh Legal Service</i> 60 Beddoe Avenue, Clayton North 3168 Ph: (03) 9905 4336</p> <p><i>YouthLaw - At Frontyard</i> 19 King Street, Melbourne 3000 Ph: (03) 9611 2412</p> <p><i>Tenants Union of Victoria</i> 55 Johnston Street, Fitzroy 3065 Ph: (03) 9411 1444</p>
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<p><b>Court Network</b> (information, support &amp; referral services for people attending court, M-F, 9-5) 1800 681 614</p> <p><b>Eating Disorders Foundation of Victoria</b> 1300 550 236</p> <p><b>Gay and Lesbian Switchboard Victoria</b> (counselling, information and referral 6-10pm daily, 2-10pm Wednesday, Friday, Saturday, Sunday and public holidays from 6pm until 9pm) (03) 9663 2939</p> <p><b>Interpreting Service</b> 131 450</p> <p><b>Victoria Legal Aid (VLA)</b> 1300 792 387</p> <p><b>Maternal And Child Health Line (24 hrs)</b> 132 229</p> <p><b>Women's Domestic Violence Crisis Service of Victoria</b> 1800 015 188</p> <p><b>Nurse-On-Call</b> (24 hour health advice and information from a registered nurse) 1300 606 024</p>	<p><b>Mensline Australia</b> (for men with family and relationship concerns) 1300 789 978</p> <p><b>Men's Referral Service</b> (for men concerned about their anger or violence) 1300 744 491</p> <p><b>Poisons Information Centre</b> 131 126</p> <p><b>Quit Line</b> (to stop smoking) 137 848</p> <p><b>Road Trauma Support Team</b> (Confidential service for people affected by road trauma) 1300 367 797</p> <p><b>SANE Mental Illness Helpline</b> (9-5 M-F) 1800 187 263</p> <p><b>Mental Illness Fellowship Victoria</b> (helpline) 8486 4200</p> <p><b>Teen Challenge Careline</b> (Youth suicide prevention) (03) 5852 3777</p>
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## LIST OF MEDICAL CENTRES IN THE MELBOURNE CBD

### Details, prices and charges subject to change

#### **William Angliss Medical Centre**

**Address:** L2, 555 La Trobe Street Melbourne VIC 3000

**Phone:** 03 9606 2208

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

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

#### **Latrobe Medical Centre**

**Address:** Shop 152, Level1 Melbourne Central

**Phone:** 9650 0023

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

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

#### **Medical One** (Located in QV)

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

**Phone:** 8663 7000

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

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

#### **Swanston Street Medical Centre**

**Address:** Level 3, 255 Bourke St., Melbourne

**Phone:** 9205 7500

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

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

#### **NATIONAL Home Doctor- DOCTOR TO YOUR DOOR \*\***

**Address:** Melbourne VIC 3000

**Phone:** (03) 94295677

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

**Fees:** No gap fee. Bulk billed

### **Disclaimer**

Every effort has been made to ensure that the material in this handbook was correct at the time of publishing. Ozford accepts no responsibility for the accuracy or completeness of information and Ozford reserves the right to alter, amend or delete information on this handbook without notice.