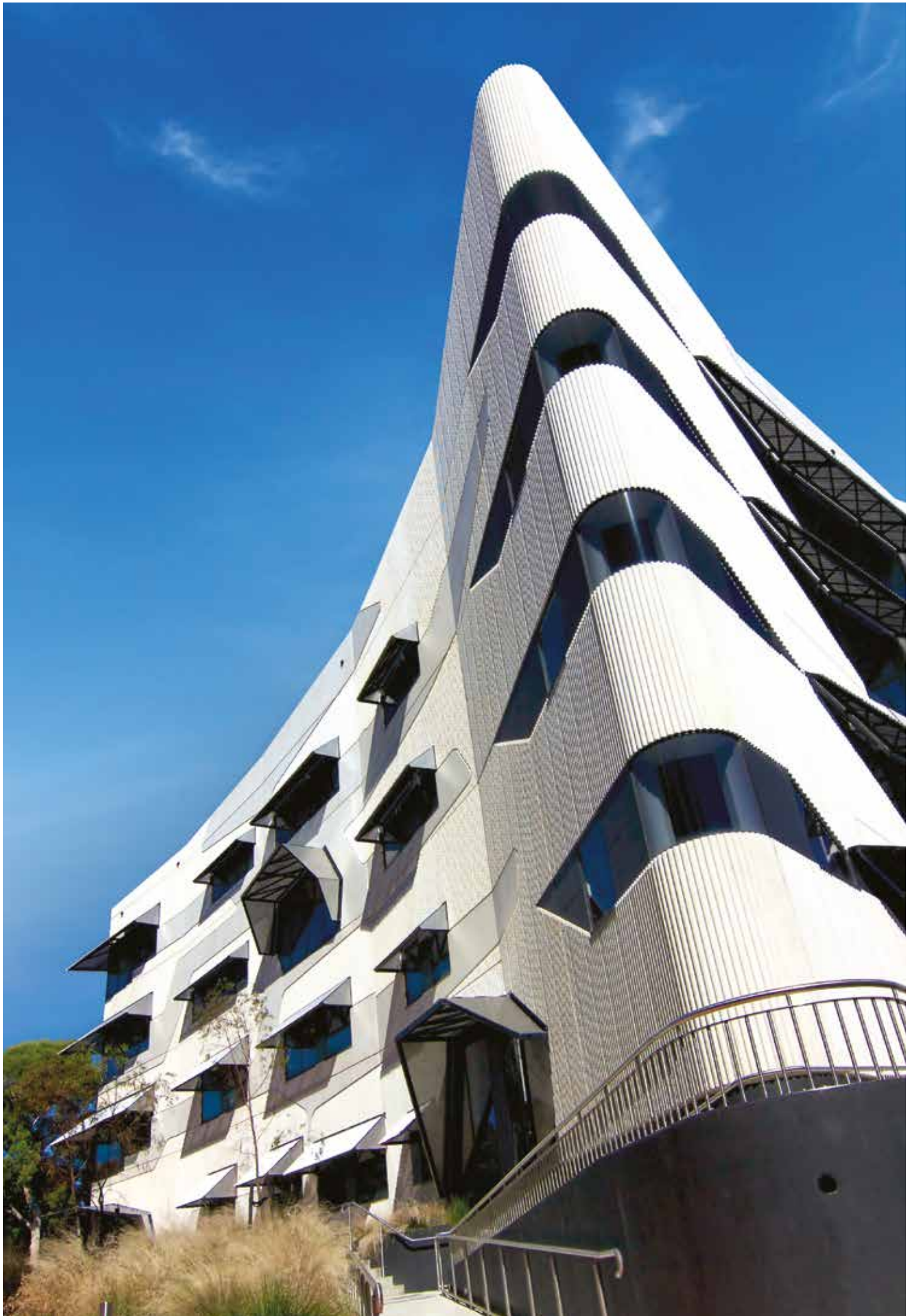




WELCOME

Information for 2019/2020 International Students





WELCOME

Welcome to this beautiful, multicultural country!

Welcome to the most livable city in the world!

Welcome to Box Hill Institute!

We are delighted and pleased that you have chosen to study at Box Hill Institute and made your journey here successfully, safe and sound.

Like you, we are ready for your wonderful study journey with us; we are prepared to provide you a vibrant, supportive and highly recognized educational environment.

Box Hill Institute was the Winner of the 2018 International Training Provider of the Year award, the Finalist for the 2017 International Training Provider of the Year and the Winner of the 2016 Large Training Provider of the Year which are awarded by the Australian Government at the Australian Training Awards.

With you, together, we are committed to sharing a different and enriching experience, to ensure you have access to internationally recognized education and practical experience with current technology and processes that are leading industries Australia wide. At the same time, we also want you to have an enjoyable Australian life with brilliant experiences in leadership, innovation and multicultural integration that will prepare you to be a future leader in your field of passion.

This booklet has been prepared to assist you with information relevant to important aspects of living and studying with us in Australia. It also provides important information about Box Hill Institute and the relevant Australian Government regulations that are directly linked with your student visa. Please ensure that you have read and understood everything that is explained in the following pages. The information has been arranged by topics in alphabetical order and includes Frequently Asked Questions (FAQs) as well.

Every Box Hill Institute staff member welcomes your arrival, in particular, my colleagues dedicated to providing you a wide variety of international student development activities and services; they are looking forward to assisting you with any queries or concerns. Please feel free to make contact with them; they are calm, concise, professional and enthusiastic and are always ready to support you in any challenges you may face.

We wish you good luck, good health and every success in your studies and time here in Australia. We always feel exceptionally proud when students choose to study with Box Hill Institute and thank you for letting us be a part of your story.

John Qiu
General Manager
Vice President - International



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A

ACCOMMODATION

What is available?

Several accommodation options are available to International students. While Box Hill Institute does not provide on-campus or off-campus accommodation, printed and web material is available to assist students with finding accommodation. Accommodation may be a single room, shared accommodation with another or other persons, homestays or renting of a whole unit/house/apartment.

What does it cost?

Rental costs will depend on the location, size and facilities included as well as the condition of the building. Rental costs for houses may range from \$380 upwards. Sharing a house is a viable option and may cost from \$130 per week for renting a room (plus a share of the gas, electricity, phone bills etc.) Usually a bond (which is equivalent to a month's rent) is required. Rents are paid on a monthly basis with one month's rent due in advance. The bond is refundable at the end of the lease depending on conditions specified in the rental contract which is between the student and the landlord/estate agent.

How do I look for rental accommodation?

Accommodation can be found through:

- › Advertised rental accommodation in local and weekly newspapers.
- › BHI Student Web which has a listing of rental properties for sole lease or shared accommodation. This is maintained by the Student Life Team at Elgar campus.
- › You can also find resources to help you find accommodation from the International Student Wellbeing Officer.
- › Homestay can be arranged by contacting the Australian Homestay Network (AHN) on 1300-024-628.
- › The services of Real Estate Agents for private rentals of single rooms, or a whole unit/house/apartment. These are usually unfurnished and for longer term leases. There are a number of real estate agents in the Box Hill area.
- › Sources such as other students, community agencies and noticeboards.
- › You may wish to speak to the International Student Wellbeing officer to help you look for accommodation.

As a tenant what are my rights and responsibilities?

Students are advised to be aware of their legal rights and responsibilities as tenants.

Further information regarding tenants' rights can be obtained from:

<http://www.tuv.org.au/homepage.aspx>
<http://www.consumer.vic.gov.au/>

APPEALS

Can I appeal against decisions made by the Institute?

Yes. All students can access the Institute's internal Student Complaints Policy and Procedure. This policy applies to grievances relating to academic and nonacademic matters by all enrolled students. Grievances will be managed equitably, fairly and in a confidential manner and in relation to international students in accordance with the requirements of Standard 10 of the National Code 2018.

The Institute's Student Complaints Policy and Procedure is available on the Institute's website www.boxhill.edu.au/international

Click on the 'International' tab then on 'International Students' where you will find a variety of subheadings, click on 'Studying at Box Hill Institute'



B

WHAT ARE THE ADVANTAGES OF STUDYING AT BOX HILL INSTITUTE?

In choosing to study at Box Hill Institute, you have selected an Institute:

- › That has been acknowledged as 2018 International Training Provider of the Year.
- › Recognised as one of Australia's premier, multipurpose TAFE institutes that prides itself on its ability to deliver a broad range of vocational education and training services
- › That has a proud record of innovation in teaching and has outstanding facilities
- › Whose courses provide students with a variety of pathways to employment, promotion and further tertiary study that collaborates with local community groups and business to improve education and employment outcomes, with an active involvement in local community issues and causes
- › That has fostered relationships with local government and local organisations
- › With less than 1000 international students from more than 50 countries around the world
- › With four main campuses located within easy reach of Melbourne's central business district

Congratulations on your choice. It's a wise one!

BOX HILL INSTITUTE CAMPUSES

How can I find my way around?

A good way would be to familiarise yourself with the various campuses, facilities and services available. Box Hill Institute has two major campuses located in the Box Hill area within walking distance of each other. Box Hill Institute also has a campus in Melbourne city and Lilydale. Further along, you will see the location of the campuses. A list of the various teaching Faculties located on each campus has also been provided. You can also view maps on each campus on Student Web on the top right hand corner under the heading 'Campus Information'.

To locate your classroom, you will be given the room number on your timetable. The alphabet represents the campus (e.g. E=Elgar, N=Nelson) followed by a number which represents the building number. The first number after the dot represents the floor level and the number that follows is the room number.



OTHER ON-CAMPUS FACILITIES

Cafeterias

The Cafeterias on Elgar, Nelson and Lilydale campuses provide a range of food and coffee options, and a space to relax if you prefer, away from classes. In addition, Box Hill Institute's close proximity to Box Hill Central and Doncaster Shopping Town also mean extended food and shopping facilities are close at hand. For CAE students the vibrant city precinct provides a variety of food and beverage options close by. For Lilydale students, the local shopping centre is only minutes away and there is a cafe on campus.

Library

Libraries are located at our Elgar, Nelson, City and Lilydale campuses, and enable you to borrow items from the library collection at any campus. This includes books, journals/magazines, DVDs, CDs, kits, musical scores and toys. There are also spaces for you to study quietly, plus computers available for use, along with printing and copying facilities. The Libraries are all wireless enabled.

Other Services

A range of other services are available to students, some for a small fee.

Services include:

- › Flowers on Elgar
- › Fountains Restaurant
- › Prayer Room (Nelson campus N1.G138, Elgar campus E4.261, CAE City campus B211)
- › Pets on Elgar (veterinary clinic and pet supplies store)
- › Hair & Beauty (hairstyling and barbering services)
- › Day Spa
- › Short Courses
- › Breastfeeding Room (Nelson Campus).

Global Education Network (GEN)

Box Hill Institute partners with like-minded educational institutions in Canada (Southern Alberta Institute of Technology), Singapore (Institute of Technical Education) and the USA (Kirkwood Community College), to enable international learning and exchange opportunities.

Find out about international study options, at gen@boxhill.edu.au

STUDENT ADMINISTRATION/ CUSTOMER SERVICE

BHI Student Administration/CAE Customer Service provide a range of educational administrative services to you throughout the duration of your course. Enrolment cashiers are also located here, along with Student ID card services.

BHI Student Administration Office is located at Elgar Campus. CAE Customer Service Office is located at City Campus, Level 2. Enrolment Cashiers are located in Building LB at Lilydale Campus.

Office hours:

(These may reduce during term breaks, and extend during peak enrolment periods)

Student Administration – Elgar Campus

Building 4, Ground Floor

8.00am – 5.00pm	Monday-Friday
8.00am – 7.00pm	last Tuesday of each month (school holidays excepted)

Customer Service CAE – City Campus

Building B, Level 2

8.30am – 6.00pm	Monday-Thursday
8.30am – 5.00pm	Friday
9.30am – 12.30pm	Saturday

Contacts:

BHI Phone:	1300 BOX HILL (1300 269 445)
CAE Phone:	1300 269 445
BHI Phone:	Direct: (03) 9286 9555
CAE Phone:	Direct: (03) 9652 0611 (May not be manned during peak enrolment sessions)
BHI Fax:	(03) 9286 9018
CAE Fax:	(03) 9654 7840
BHI Email:	studentadmin@bhtafe.edu.au
CAE Email:	enquiries@cae.edu.au

Forms:

Commonly used forms for student administration are downloadable from:
www.boxhill.edu.au/for-students/student-information/forms-and-downloads/

Please Note:

If you have outstanding fees or fines at any point in the year, your academic results may be held until the outstanding amounts have been paid. You will also be unable to receive a certificate of completion or graduate until all outstanding fees and fines are settled.

BOX HILL INSTITUTE STUDENTS' COMMITMENTS AND POLICIES

International Students are required to familiarise themselves with the Institute's policies and procedures with regards to the Student Code of Conduct attendance, academic progression and complaints policies. These can be found on the main menu of the Box Hill Institute website under the 'Studying at Box Hill Institute' tab.

Course Progress

You must maintain satisfactory course progress. Box Hill Institute implements the Department of Home Affairs (DoHA) Course Progress Policy and Procedures. Under the DoHA Course Progress Policy a student has made unsatisfactory progress if the student has not successfully completed or demonstrated competency in at least 50% of the course requirements in a study period. For course progression purposes, the duration of a study period is 10 weeks for VET and 20 weeks for Higher Education.

Box Hill Institute aims to identify any reasons for a student's inability to satisfy the course progress requirements and to implement intervention strategies that would assist a student to meet satisfactory course progress requirements.

What happens if I do not make satisfactory course progress?

If you do not make satisfactory course progress in a study period (10 weeks), your Faculty will formally advise you in writing that you have been "deemed a student at risk" and an Intervention Strategy will be implemented. If you do not make satisfactory course progress in two consecutive study periods the Institute will inform you in writing that it is our intent to report you to DoHA for being in breach of student visa. All students have access to the Institute's complaints and appeals policy (Refer to Box Hill Institute's Student Complaints Policy and Procedure in Student Web). More information about Visa conditions can be found on the DoHA website: www.homeaffairs.gov.au

ATTENDANCE

Are there any attendance requirements?

Students are required to attend classes regularly. Irregular or poor attendance will be deemed as putting the student at 'risk'. The student will be required to give reasons for absence and take action to rectify this. A study plan will be developed and a range of strategies recommended which you will be required to follow through with.

ELICOS students are required to maintain 80% attendance.

Who should I talk to if I am having problems?

- > If you have not been attending because of difficulties of a personal nature you should make an appointment with the International Student Wellbeing Officer who will endeavor to assist you.
- > If your problems are course-related you should speak to your teachers and/or your course coordinator. You may also meet with the International Student Wellbeing Officer. It is important that you speak to staff as early as possible so that strategies can be put in place to assist you.

Change of Provider

Students wishing to change providers prior to completing the stipulated 6 months of their principal course need to apply for a release. The student will need to complete the Request for Release Form. There is no cost to apply for, or to be issued a release.

All applications will be assessed in accordance with Box Hill Institute's Inbound International Student Transfer between Providers Policy and Procedure. Documented evidence supporting circumstances/reasons for seeking a release must be included with the application. Release is granted under limited circumstances outlined in the guidelines of the related policy.

Students wishing to appeal the Institute's decision to refuse a release letter may access the Institute's Student Complaints Policy and Procedure.

Students do not need a release letter if they have completed the stipulated 6 months of their principal course.

For further information refer to the link in the Box Hill Institute website on Enrolment and Transfer to access Inbound International Student Transfer Between Provider Policy and Procedures.

Change of Personal Details

You must notify Box Hill Institute of your residential address within 7 days of arriving in Australia. Any change in your residential address or contact details must be reported within 7 days of the change. This can be done by completing and submitting the Change Personal Details Form to Student Administration.

<https://www.boxhill.edu.au/for-students/studentinformation/forms-and-downloads/>

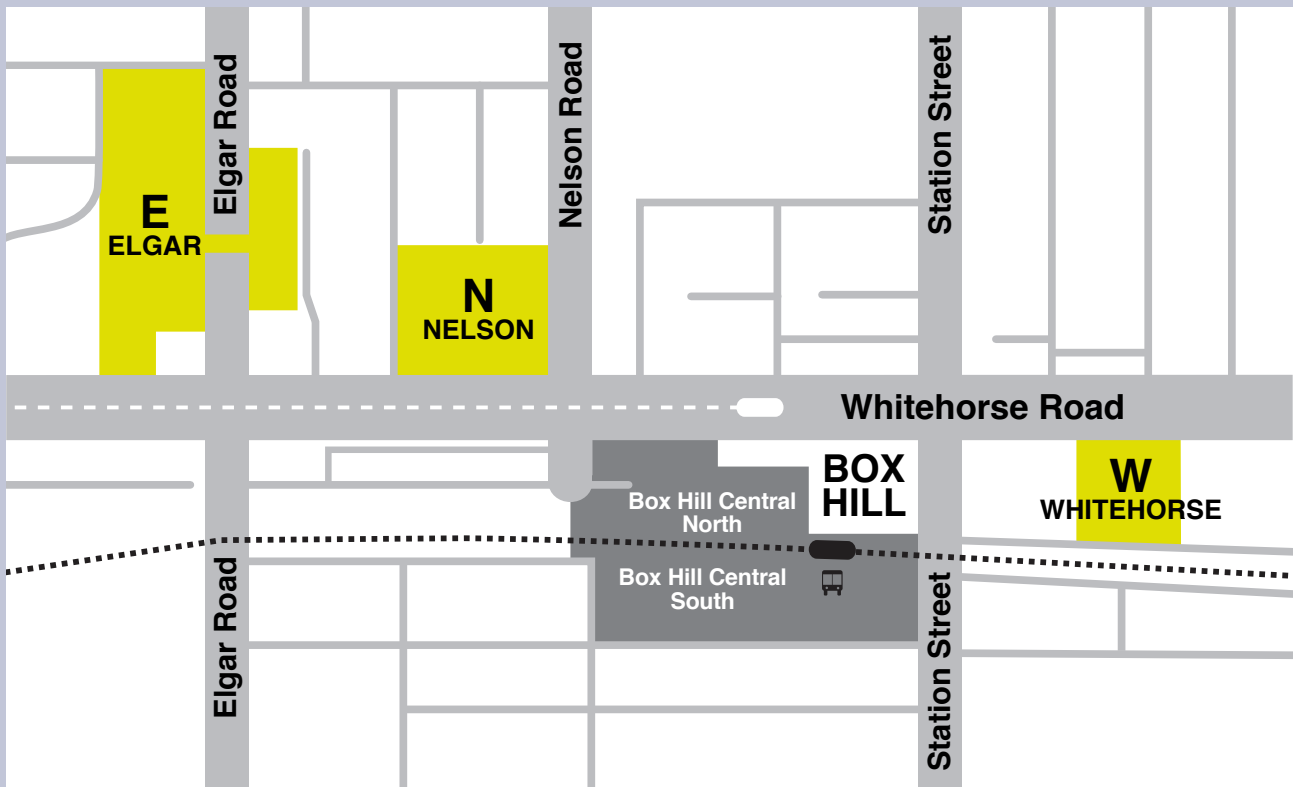
It is important to note that if official correspondence such as your fees notification, enrollment or exam results does not reach you the Institute does not take responsibility or make exceptions in such cases if you have not provided or informed us of changes to your details.

C

CAMPUS LOCATIONS

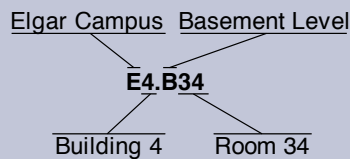
Our three Box Hill campuses are located in the heart of Box Hill within a 1km radius. Many courses are also on offer in Melbourne city at CAE, and also at our newer campuses in Lilydale.

Elgar Campus	465 Elgar Road, Box Hill	E (map below)
Nelson Campus	853 Whitehorse Road, Box Hill	N (map below)
Whitehorse Campus	1000 Whitehorse Road, Box Hill	W (map below)
CAE – Melbourne City	253 Flinders Lane, Melbourne	
Lilydale John St Campus	34 John Street, Lilydale	
Lilydale Lakeside Campus	Jarlo Drive, Lilydale	

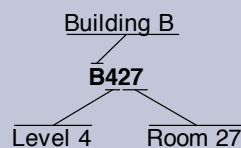


Room Numbering

BHI – The room number is made up of Campus/Building No/Floor Level/Room. eg, E4.B34

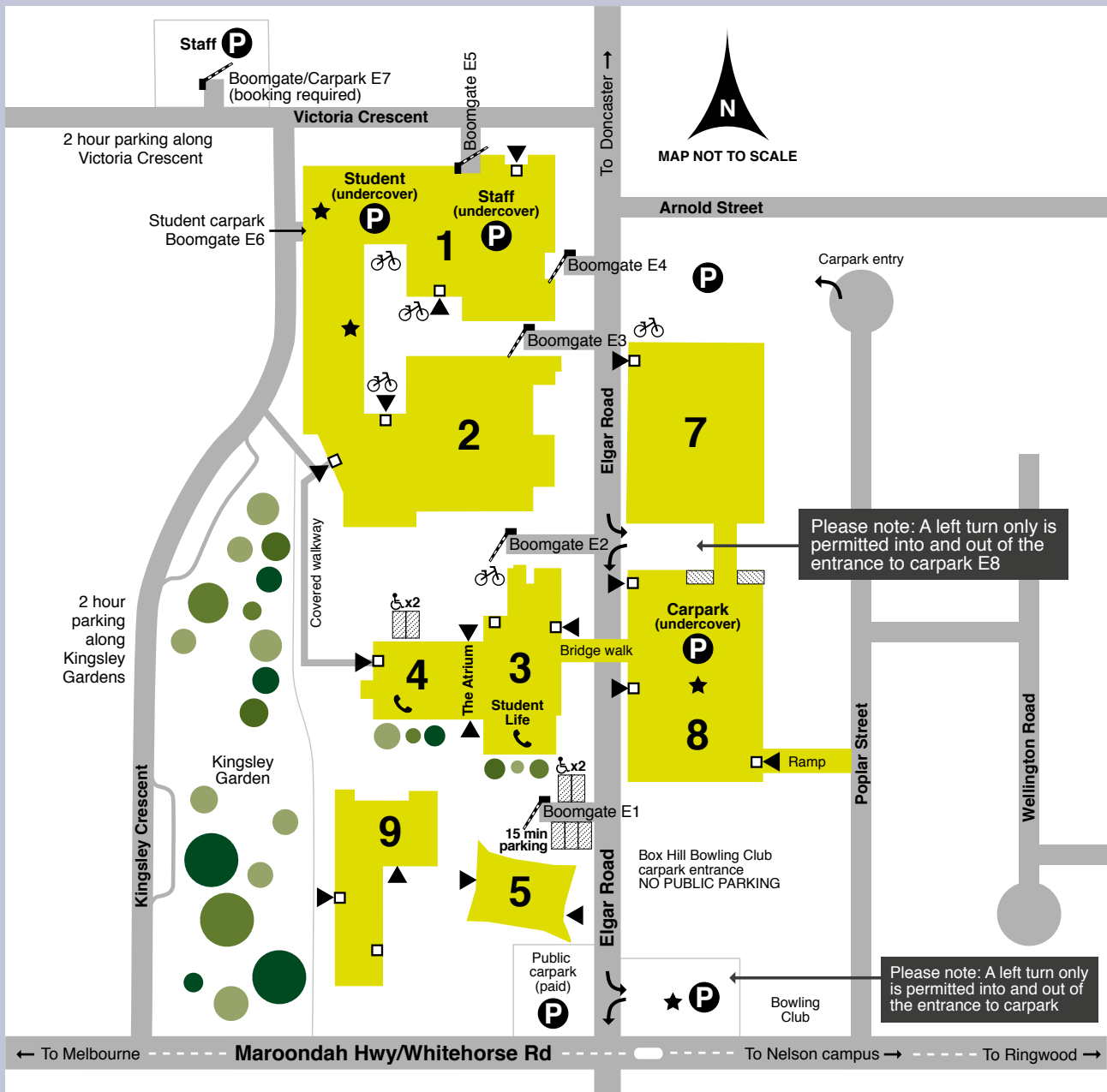


CAE – The room number is made up of |Building/Floor Level/Room. eg, B427



ELGAR CAMPUS MAP

465 Elgar Road, Box Hill



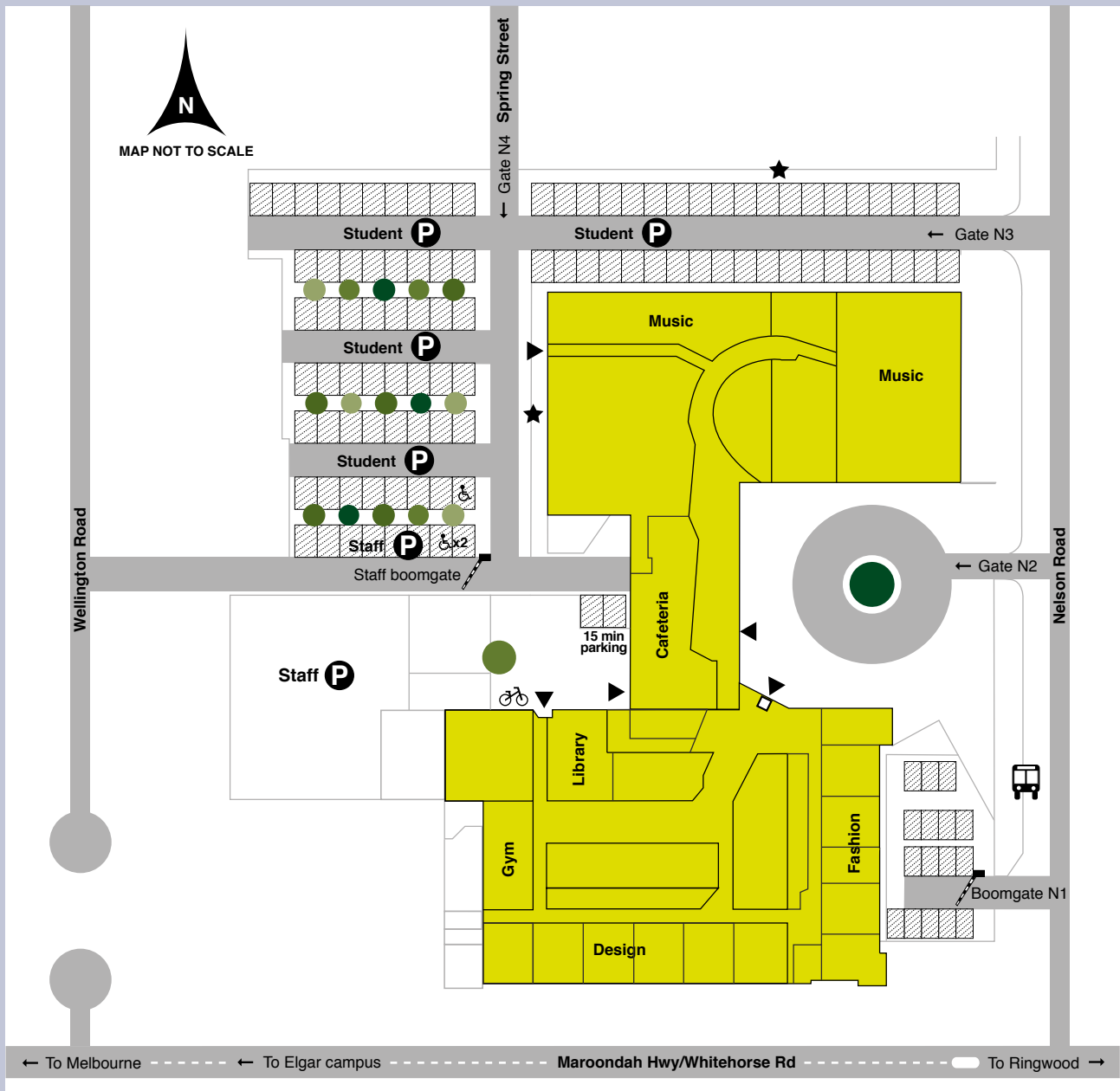
KEY

▶ Entrances	--- Tram route
□ Entrances with disabled access Train route
Ⓟ Available parking areas	🚏 Bus Stop
♿ Disabled parking	🚲 Bicycle Racks
🚧 Boomgate (Restricted Parking)	☎ Public Telephone
	★ Ticket machine



NELSON CAMPUS MAP

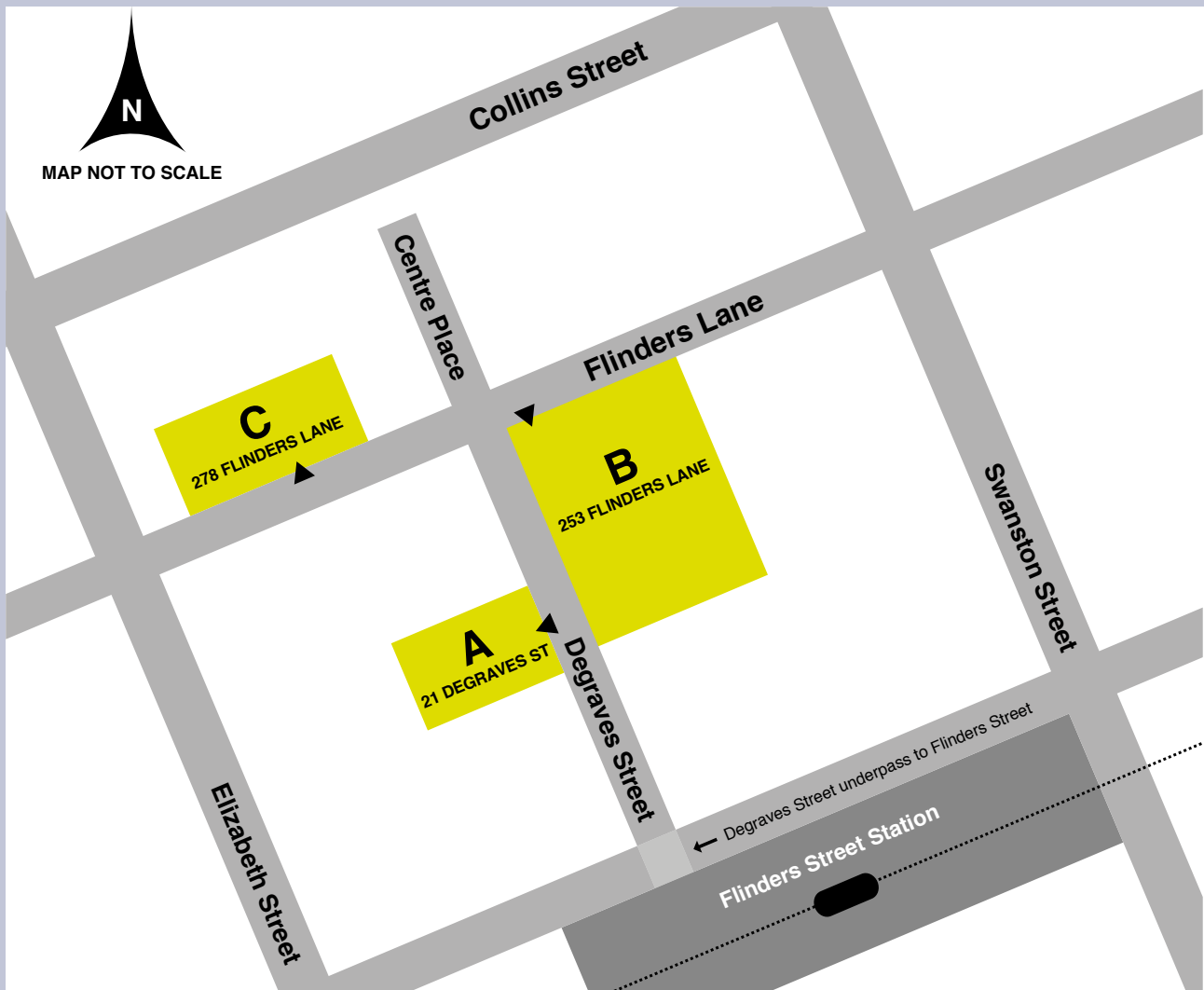
853 Whitehorse Road, Box Hill



Please note, from April 2019, the carpark entry from Nelson Road (Gate N3) will be closed for construction.

CAE – MELBOURNE CITY MAP

A 21 Degraves Street, Melbourne B 253 Flinders Lane, Melbourne C 278 Flinders Lane, Melbourne



LILLYDALE LAKESIDE CAMPUS MAP

Jarlo Drive, Lilydale



CAMPUSES

Elgar Campus

The Elgar Campus is located at 465 Elgar Road, Box Hill.

Area	Location	Phone
Automotive, Transport & Engineering	Building 1, Ground Floor Building 7, Level 3	9286 9528
Biotechnology and Animal Sciences	Building 8, Third Floor	8892 2081
Building Studies	Building 1, Ground Floor	9286 9359
Business Programs	Building 8, Third Floor	8892 2121
Hair, Beauty and Floristry	Building 5, Ground Floor	9286 9300
Health and Community Services	Building 3, Third Floor	9286 9106
Hospitality and Tourism Studies	Building 4, First Floor	9286 9277
Student Life	Building 3, Ground Floor	9286 9891
Student Administration	Building 4, Ground Floor	1300 809 729

Nelson Campus

The Nelson Campus is located at 853 Whitehorse Road, Box Hill.

Area	Location	Phone
Information and Communications Technology	Building 1, First Floor	9286 9830
Student Life	Building 1, Ground Floor	9286 9891
Faculty of Foundation Studies	Building 1, First Floor	9286 9076

City Campus

The City Campus has three locations:

21 Degraves Street, Melbourne (Building A),
253 Flinders Lane, Melbourne (Building B) and
278 Flinders Lane, Melbourne (Building C)

Area	Location	Phone
Student Administration	Building B, Second Floor	9286 9555

Lilydale Campus

The City Campus has two locations:

Jarlo Drive, Lilydale and
34-40 John Street, Lilydale

Area	Location	Phone
Student Administration	Building LB/LC	1300 269 445

CAMPUS FACILITIES AND SERVICES

What facilities and services are available for students on campus?

Facilities on campus include:

- › Cafeteria (Elgar, Nelson & Lilydale campuses)
- › Day spa facilities (where students can get spray tans, manicure, waxing)
- › First Aid (All campuses)
- › Hairdressing Salon (Elgar campus)
- › Fountains Restaurants (Elgar campus)
- › Employment service through Jobs Plus
- › Floristry (Elgar campus)
- › Veterinary clinic (Elgar campus)
- › Prayer room (All campuses)
- › Student lounge (All campuses)

Campus services available include:

- › Student Administration
- › Career guidance
- › Counselling
- › Accommodation information
- › Disability support
- › International Student Wellbeing Officer
- › Learning and language support
- › Welfare Support
- › Student activities

CODE OF CONDUCT

Are there guidelines for student behaviour?

Yes. All students at Box Hill Institute are guided by the Institute's Code of conduct. These guidelines are in place to ensure the safety, comfort and wellbeing of everyone at the Institute.

They are displayed on noticeboards and on the Student Web.

What are these guidelines?

Ensure your actions and words support teaching and learning:

- › Be punctual and meet all attendance requirements, submit your own words truthfully and on time.
- › Follow your teacher's instructions and directions in a prompt and respectful manner.
- › Produce identification or your student ID card if requested by an Institute staff member.

Respect yourself and others:

- › Physical, psychological, sexual abuse including child abuse, and verbal assault is not acceptable and will not be tolerated.
- › You must not use ICTs or communications, such as social media, mobile phones, text or instant messaging and websites to engage in behaviour that could reasonably be considered to have a negative impact on another person, cause them harm, or make them feel unsafe.
- › Respect the right to privacy and the property of others including their intellectual property.
- › Be free from the influence of alcohol and/or drugs on campus. Students under the influence will be requested to leave the Institute.
- › Illegal activities will be referred to the police.
- › Refrain from smoking in all campus buildings and grounds, or littering or damaging, stealing or misusing any Institute property.
- › Comply with Box Hill Institute and CAE policies and procedures.

Breaches of the Student Code of Conduct may result in action according to Institute policies and procedures including the Student Conduct Management Policy and Procedure.

E

ENROLMENTS

Enrolling in your course

Now that you have arrived you have one more step in order to finalise your enrolment in your course and receive your ID card.

Please read the instructions below carefully to make sure you complete your enrolment properly.

Not all courses enrol at the same time. During orientation you will be given information about enrolment sessions. If you have missed the orientation, ask the Academic and Language Advisor, International about your enrolment, then proceed to the faculty for Enrolment.

Unique Student Identifier (USI)

If you will study a VET course (Certificate or Diploma) and do not already have a USI, you need to apply for one. See below for details.

The USI is a national Student ID Number that all onshore VET students (local and international) are required to have, regardless of which provider they study with in Australia.

With the USI, students will be able to receive a single record of all VET study they have undertaken in Australia.

- > The USI is 10 characters in length (a mixture of alpha/numeric) and looks like this:
- > USI Example: 3AW88YH9U5
- > The USI is compulsory – students will not be able to receive a Statement of Attainment or Qualification without it.

How do I obtain my USI?

To obtain a USI, you apply yourself online. See below for details.

To apply for a USI online:

- > Apply through the website: <http://usi.gov.au/>
- > The application steps are very simple, with basic student information being required, along with details of one identity document: either your Visa (with Non-Australian Passport) or Victorian Driver's License
- > A USI is allocated on the spot on screen, and is also emailed to you instantly. The application process takes just a couple of minutes providing you have identity proof at hand.
- > Make a note of your USI and bring it to your enrolment.

Your Course Enrolment Session

Step 1:

At the course enrolment session, you will fill in the front page of the Box Hill Institute Enrolment Form and a faculty teacher will complete and sign the inside pages.

Step 2:

You take the completed form to student admin staff to pay:

- > service and amenities fee
- > plus any retained materials fee (the amount will be written on your enrolment form)
- > plus international tuition fee (if not already paid) and collect your student card.

Remember: Until you have completed all of the above, you are not officially enrolled as a student at Box Hill Institute and you could be excluded from attending classes.

Write your enrolment session details here

Date:

Time:

Room:

F

FEES

How do I pay my fees?

Students are advised to pay their tuition fees at student administration.

Students should note that it is a requirement that students are able to maintain their financial commitments throughout the duration of their visa. Following the commencement of courses the International Student Services office will notify the DoHA of the students who have not paid their tuition fees, and their enrolments will be cancelled.

Students who wish to withdraw from a course after they have paid their next/current semester tuition fees should refer to the Institute's Inbound International Student refund policy, found on the Box Hill Institute website under the www.boxhill.edu.au/international.

If I fail a subject/unit do I have to pay to repeat the subject/unit?

You will be required to pay for the entire unit if you have failed a study unit and you are required to repeat the entire unit. You will not be required to pay if, on failing, you are only required to re-submit an assignment or re-sit an exam.



G

GOVERNMENT REGULATIONS AND STUDENT VISA CONDITIONS

Australia has a reputation as a safe, progressive and dynamic place to study and maintains this reputation by providing quality education and consumer protection specifically developed for overseas students. The ESOS legislative framework includes:

- › Education Services for Overseas Students (ESOS) Act 2000
- › The National Code 2018.
- › This legislative framework is managed by the Department of Education and Training (DET).

To access the National Code 2018 or a description of the ESOS framework for students:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

ESOS Helpline: 1300 615 262

Student Visa Conditions

If you are the holder of a student visa it is extremely important that you understand and meet the mandatory conditions of your student visa. The Department of Home Affairs (DoHA) may cancel your visa if you do not comply with the conditions stated. In addition, DoHA may refuse an application to extend your visa for further study if you cannot demonstrate that you have met the conditions of your student visa throughout the time you have been studying in Australia.

To meet course requirements:

- › You must remain enrolled in a full-time CRICOS registered course. You must maintain satisfactory attendance and satisfactory progress for each study period as required by your education provider.

Overseas student health cover:

- › You must maintain adequate arrangement for health insurance during your stay in Australia.
- › Please refer to “Health Insurance” on page 18 of this booklet.

To maintain student visa conditions:

- › You must continue to satisfy the conditions under which your visa was granted. Your course of study must continue to be in a sector that matches your student visa.
- › You must also have sufficient funds to live on for the duration of your stay and pay for your study.

Change of address:

- › You must notify your education provider of your residential address within 7 days of arriving in Australia. You must also notify them of any change to your residential address within 7 days of the change.
- › You must also notify your education provider of a change of education provider within 7 days of receiving the electronic confirmation of enrolment.

Limited work:

You cannot work more than 20 hours a week during school term, although no work limits apply during recognised periods of vacation at Box Hill Institute.

For more information about working while studying, please refer to the **Department of Home Affairs (DoHA) website:** <https://www.homeaffairs.gov.au/>

Completion of the Course

You are expected to complete your course within the duration specified in your eCoE. If you are not “on track” to complete within the duration of your course; a study plan will be developed in conjunction with a range of strategies to assist you.

Dependents

Under Student Visa conditions 8517 you must maintain adequate schooling arrangements for your school-age dependants who join you in Australia on a student dependent visa for more than 3 months.

For information on government schools refer to: www.study.vic.gov.au

H

HEALTH COVER - OVERSEAS STUDENT HEALTH COVER (OSHC)

Do I need Health Insurance?

Yes. The Australian Government requires all international students to have Overseas Student Health Care Cover for the duration of your studies. Before applying for your student visa you are required to pay for your Overseas Student Health Cover (OSHC). OSHC provides health insurance which will cover the cost of most medical and hospital care you may need during your time in Australia. Box Hill Institute uses the services of BUPA. However, students transferring from another education provider have the option to continue with their original OSHC membership or to change to Medibank Private.

When do I receive my health cover/membership?

If you have paid the OSHC fee to Box Hill Institute, it is sent to BUPA on your behalf. Your BUPA card will be given to you at the International Student Orientation or you may collect it from the International Student Wellbeing Officer at a later date. It is your responsibility to make sure you have up-to-date OSHC membership for all of the time you are in Australia on a student visa. This can be checked online and will be covered during the orientation session.

What is covered by OSHC?

OSHC helps you pay for:

- › Visits to the doctor
- › Pathology services like blood tests
- › X-rays
- › A stay in hospital (full cover in a public hospital or part cover in a private hospital)
- › Emergency ambulance transport (100% cover)
- › Some prescription drugs
- › OSHC does not pay for:
 - › Dental services
 - › Optical services (glasses, contact lens)
 - › Physiotherapy
 - › Pharmacy items
 - › Pregnancy related treatment (if visa is valid for less than 3 months).

Ambulance Service

Emergency ambulance service is included in OSHC membership. However, it is recommended that students take ambulance cover, as routine trips in an ambulance are not covered and can be very expensive. Current membership of Ambulance Victoria costs \$47.15 per year for a single person and \$94.35 per year for a family.

For more details contact the Metropolitan Ambulance www.ambulance.vic.gov.au

Do I have to renew my OSHC?

Yes, your OSHC needs to be renewed before it expires even if you have not used any medical services. You can renew your BUPA Overseas Student Health Care cover on line at www.bupa.com.au or at a BUPA Private Retail Centre. Payment can be made by BPay, credit card or by contacting Bupa.

What will happen if I fail to renew my OSHC?

If you fail to renew your membership you will be in breach of your student visa. You will also not be able to claim any reimbursements for your medical costs during this lapsed period.

How do I make a claim?

When you visit a doctor, take your BUPA card with you. Unless the doctor 'bulk bills', you will have to pay upfront for the visit. Keep the receipt and take this with you to a BUPA office to claim your refund. (You can go to a doctor before you have received your BUPA card if you need to). There may be doctors in Melbourne who speak your home language. For more information contact the International Student Services office.

Visit www.bupa.com.au or call 1800 8880942.



LIBRARY

What Library services are available at Box Hill Institute?

Each campus of Box Hill Institute has a Library offering a wide range of learning support for the courses offered on that Campus. To borrow books and other items from the Library you will need to have a current student identification card (ID card). Your ID card is used as your library card to borrow from the library or use the library computers.

The library staff will help you find information from books, journals, DVDs, online databases and the internet. You can borrow up to 10 items in total. This includes books, magazines, videos and CDs.

The library has photocopiers/printers, as well as computers with Internet access, and a range of Microsoft programs. You need to book time on the computers using your student number and network password; the library staff can show you how.

The Library provides:

- › Access to information for your assignments•Research help
- › Books, journals & DVDs to borrow
- › Quiet study areas
- › Printers / photocopiers•Computers for study, accessing Internet or email

Overdue penalties

Students receive emails informing them of items due back in 2 days. Overdue items will incur fees. When fines exceed \$20.00, students will not be allowed to borrow items and computer access will be restricted.

Library Contact Details:

Elgar Library

Building E3, Level 2
Phone (03) 9286 9283

City (CAE) Library

Building B Second Floor, Room B 2.32 & B 2.33
Phone (03) 8892 1684

Nelson Library

Building N1 Room G46 & 47

Lilydale Lakeside Library

Building LA Room LA 290
Phone (03) 8892 2520



P

PARKING

Parking around Box Hill Institute

Students are encouraged to use public transport as parking is scarce around the campus as well as around Box Hill itself. However, there are several car parks around the Institute, short-term public on-street parking and paid parking at the nearby Box Hill Central.

Parking on-campus in Box Hill

There is limited parking available to students and visitors on-campus, however a number of off street non-campus parking options are also available, if on-campus car parks are full.

Please allow plenty of time to find a car park, should you choose to drive to your designated enrolment session.

Tickets

During **enrolment weeks only**, tickets can be purchased at ticket machines for \$3.50 for non-permit holders.

During **study semesters**, students are required to purchase and display a 'Student Parking Permit' sticker **plus** purchase a daily **\$3.50** ticket from the ticket machine to park in any on-campus car parks. Student parking permits can be obtained from Student Administration.

Student Parking Permit Sticker cost: **\$5.00**

Daily ticket cost: **\$3.50**

(Always check local parking signage and machines for instructions and latest rates)

On-Campus Car Parks in Box Hill

Elgar Campus		
Kingsley Cres	151 spaces	(car park under Buildings 1 & 2)
Victoria Cres	170 spaces	(car park under Building 1 - after 5pm only)
Building 8 (Elgar East)	120 spaces	(car park under Building 8)
Nelson Campus		
Nelson Rd/ Spring St	169 spaces	(open-air car park behind main building)

Off-Street parking

Pay parking all-day weekdays and Saturdays is available in the Box Hill vicinity. Parking fees vary depending on the option chosen.

Off-Street Car Parking in Box Hill

Cambridge Street (behind Box Hill Central)	145 spaces
Harrow Street (behind WHT Campus over railway line)	323 spaces
Tax Office - Whitehorse Rd (next to WHT campus)	244 spaces
Box Hill Town Hall and Library (next to WHT campus. Limited free, half hour & one hour)	50 spaces
Court St (opposite WHT campus)	34 spaces
Watts St. Multideck (opposite WHT campus - closed Sundays)	476 spaces
Bruce St (opposite Box Hill Central)	86 spaces
Cnr Elgar Rd and Whitehorse Rd (council gravel car park opposite Elgar campus)	66 spaces

General street parking is also available around Elgar Campus (Victoria Crescent and Kingsley Crescent) at no charge, however please observe parking times, as fines are issued to cars parked beyond the designated times.

Parking in Melbourne CBD

Parking in Melbourne CBD is only available at commercial car parks. These are usually very costly. Limited short term parking only is also available on CBD streets, however these can also be costly, and strict time limits do apply. We suggest you either park on the edge or outside of the CBD and walk to class, or, catch public transport. The CAE Melbourne city location is within close walking distance to Flinders Street Station, and the tram network running along Swanston, Collins, Flinders, Bourke and Elizabeth Streets.

Parking in Lilydale

Ample on-campus parking is available at both sites, and there is plenty of street parking in surrounding area.

PUBLIC HOLIDAYS IN MELBOURNE

Public Holidays	2019	2020
New Year's Day	Tuesday 1 January	Wednesday 1 January
Australia Day	Monday 28 January	Sunday 26 January
Labour Day	Monday 11 March	Monday 9 March
Good Friday	Friday 19 April	Friday 10 April
Easter Monday	Monday 22 April	Monday 13 April
Anzac Day	Thursday 25 April	Saturday 25 April
Queen's Birthday	Monday 10 June	Monday 10 June
AFL Grand Final	Friday 27 September	TBA
Melbourne Cup Day	Tuesday 5 November	Tuesday 3 November
Christmas Day	25 December	25 December
Boxing Day	26 December	26 December



S

STUDENT LIFE (SUPPORT SERVICES)

Student Life delivers free services and programs to help you succeed with your study and life goals and enjoy your time at Box Hill Institute and CAE.

More information about these services is available on the Student Web <http://studentweb.bhtafe.edu.au/> to find more information. The services include:

Student Activities and Representation

The Student Engagement Officer helps make sure the student voice is heard, coordinates activities, events and other recreations and helps oversee friendly student lounges with kitchens and comfortable seating. There are opportunities for students to be involved to gain experience, develop skills, meet other students and have fun.

Educational and Personal Counselling

If you feel stressed or preoccupied by a personal issue, or want to find ways to learn more effectively, you might find it useful to talk with a qualified counsellor. Counsellors assist with many matters, including coping with stress or change, mental health issues, relating to others, assertiveness, time management, and study skills. The service is free and confidential. We also have an online E-counselling service available to enrolled students which can be accessed through the Student Web.

Welfare Services

The Welfare Officer assists students with welfare concerns, and enquiries about fees, accommodation, Centrelink allowances and benefits, and applications for course-related financial support. There is an accommodation register on Student Web.

Support for Students with Disabilities

Our Disability Liaison Service (DLS) helps students with a disability to succeed in their course, consulting on individual needs and planning and implementing various adjustments to facilitate participation and success. You can consult confidentially with DLS, provide documentation of your disability or medical condition and register for support. An individual learning support plan can be negotiated.

Student Wellbeing Officers

Each School has their own Student Wellbeing Officer to work collaboratively with teachers to engage, retain, and build the success of our students. They plan and provide supports, activities, and programs which help students succeed in their courses and build successful pathways to further education or employment. Student Wellbeing Officers can be contacted through the Faculty Reception or on 9286 9891.

Support for Indigenous Students

If you are a student of Indigenous background, you can contact talk to our Koorie Liaison Officer, who provides cultural, study, welfare, and general support to Indigenous students. An individual learning support plan can be negotiated.

Support for International Students

The Institute has sound experience in meeting needs of International students and provides specialised supports designed to address their needs. These include orientation and activity programs as well as additional individual support.

Support Programs and Workshops

Workshops and group programs are run to help students with strategies and skills for success. Some aspects of student life targeted are: transition into your course here, successful study, personal development, organisation and self-management, healthy living, and time and stress management.

When Concerns Arise – Customer Relations Officer

If problems arise for you as a student of the Institute it is important that we address your concerns sooner rather than later. We value and encourage feedback for continuous improvement.

Contact Details

Student Life:

Box Hill Institute – (03) 9286 9891
CAE – (03) 9652 0611



Nikki Singh

International Student Wellbeing Officer

Living in a new country away from family, friends and everything familiar can be both exciting and challenging. It is very common for international students to feel lonely, homesick and adjust to their new lifestyle in Australia.

Nikki Singh is the International Student Wellbeing Officer and her role is to ensure that students have a positive experience throughout their studies at Box Hill Institute.

Nikki provides private and confidential welfare counselling, student advocacy, assistance with adjusting to the new lifestyle in Australia and many more supportive services.

“I migrated to Australia with my family when I was young from Fiji Island. It was a big change for me with the difference in culture and language. I didn’t know how to read, write or speak English; it was difficult at first especially in school. It would have helped me if I had support in school in those areas, it would have improved my student experience. Therefore, it is important to me that International students at Box Hill Institute are looked after and are provided with support services to enhance their learning and experience” Nikki’s office is located at Elgar campus in the Student Life Lounge in building E3, Basement.

She can be contacted directly on 9286-9445 or via email at nikita.singh@boxhill.edu.au



Farzad Maghami

Academic & Language Advisor, International

Hello, my name is Farzad Maghami and I have been at Box Hill Institute for 20 years. My background is in teaching and I am passionate about helping students improve with their studies. I want to assist International students with their language

and assessments skills. I know how difficult it can be studying in a language which is different to your own. I am here to help students succeed with their studies.

I can see students one on one or in groups. I work across our Elgar, Lilydale and City campus. To make an appointment to see me, it is best that you either call or send me an email so we can arrange a time.

Farzad: 9286-9734, E: f.maghami@boxhill.edu.au

T

TAX FILE NUMBER (TFN)

To work in Australia you will need to obtain a tax file number (TFN). This number is assigned by the Australian Tax Office (ATO) for tax purposes. International students are required to pay tax on any income they earn. The tax year is from July 1 to June 30 and you must lodge a tax return to the ATO by October 31 each year.

You can apply for a TFN online on www.ato.gov.au

TRANSITION

What can I expect?

Moving to live and study in a new country is both exciting as well as challenging, particularly if this is your first experience away from home. There are many changes to adapt to and new skills to learn. These also need to be made without the usual support of family and friends. It is prudent not to underestimate the impact of these changes on your studies as well as your sense of wellbeing. Homesickness and unfamiliarity with the ways things are done here can initially be difficult to handle.

Likewise, the usual feelings on arrival of early curiosity and excitement may soon give way to a feeling of doubt and frustration at having to adjust or understand the unfamiliar way things are done here. But as you become more familiar with the culture, make friends, and understand the people and the system, you will begin to gain confidence and feel comfortable to explore further and enjoy yourself much more.

The important thing for all international students to remember is that every international student goes through this process but at different times and in different ways. With time, as familiarity with the place, culture, people, way things are done and routines increase, you gain confidence in being able to handle situations and face the various challenges that come your way. The initial doubts and frustrations ease and your independence will increase.

International students respond to the challenges of the transition process in several ways. Some may 'dig in' and use their various coping skills to face every challenge. Others may feel stressed by the unexpected changes and struggle. When students do not inform the Teaching Centre or seek timely and appropriate help, the difficulty can be compounded. This may result in being absent from class or not making satisfactory academic progress.

To ensure that international students have adequate support, Box Hill Institute has policies, procedures and support services in place to assist all students during every phase of their academic life at the Institute.

What can I do to cope with the changes?

- > Allow yourself some time to become familiar with your surroundings, the customs and rules and accept that things will be different from home.
- > Establish independent and healthy routines based on your personal, academic and part-time work requirements.
- > Balance your time between study, work, play and friends.
- > Make friends and take part in social, sporting and recreational activities.
- > Keep up to date with family and friends back home via phone or email
- > Keep abreast of your studies and attend classes regularly.
- > Teachers are available to discuss academic difficulties, if meetings with them are arranged in advance.
- > Use the Student Life team or external supports available to help you through any difficulties you may be experiencing whether they are personal, academic, and financial or health related.

TRANSPORT SYSTEM IN MELBOURNE

What is the best way to travel around Melbourne?

There is an extensive network of trains, trams and buses in Melbourne. The transport system around the metropolitan area of Melbourne is called "Public Transport of Victoria" otherwise known as 'PTV'. To travel on public transport, a 'MYKI' card must be purchased. These can be purchased at any train stations or from the MYKI machines located near trains and trams. MYKI concessions are available to all VET and Higher Education international students using the public transport system. If you would like to get concession or find out more information about MYKI concession, please visit Student Admin at Box Hill Campus, Elgar site.

You must have a valid MYKI to travel on the bus/tram/train otherwise you may be fined. All MYKI cards must be 'topped up' before each journey. You can check the balance of your MYKI by touching it against a reader as shown below.

The suburb of Box Hill is the largest transport interchange in suburban Melbourne offering train, bus and tram services to the city and the surrounding area.

Box Hill is serviced by both the Belgrave and Lilydale Lines.

5.00am – 12.00 midnight on Monday-Saturday,

8.00am – 11.00pm on Sundays.

The Nightrider bus service operates from 1.30am – 4.30am on Saturdays and 1.30am – 5.30am on Sundays. One of these bus services travels between Croydon and the City Centre (going through Box Hill).

If you have to use the train at night avoid empty carriages. It is preferable to sit in the first carriage behind the driver's compartment. You may obtain a timetable from a station, free of charge.

For further information:

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

Call 03 9619 2727

Taxi/Cab

Taxis are safe to use at night as an alternative to public transport. They are costly to use on a regular basis or alone, but can be economical for a group. Taxis have a strict meter system and the driver does not expect a tip. It is always better to phone the taxi company and book a cab, Telephone 13 10 08 or 13 22 27.



DRIVING IN AUSTRALIA

As an international student can I drive in Australia?

Yes, you can drive in Australia provided you have a valid licence. You are permitted to use your driver's licence in Australia for the period of your visa. If it is any other language, it will need to be translated into English by a certified translator.

What costs are involved?

Owning and driving a car is convenient but expensive, even for a second-hand car. Expenses you will need to consider are not just the cost of the car, but expenses related to its daily upkeep, parking costs, annual registration and insurance fees. The motor registration fee includes compulsory third party (person) insurance.

Do I need insurance?

Comprehensive insurance is advisable to cover all costs incurred to both your vehicle and other property if you have an accident. You should at least have third party insurance, which covers the cost of damage to another person's vehicle or property. Without this insurance you will have to pay the total repair cost.

If you buy a car, make sure you have insurance before you collect the car – you can arrange this by phoning the insurance company, even over the weekend.

What is involved in registration?

If you are buying a second hand car, contact the Royal Automotive Club of Victoria (RACV) to arrange an inspection of the car. Also check that the car is not stolen or under a hire purchase agreement by calling the Vehicle Security Register on Telephone 131 171. To register the car, you will need a roadworthy certificate.

Advice

You may like to obtain a Melbourne street directory, as this will help you to find places of interest to visit as well as hospitals, universities, post offices, train stations and the homes of people you want to visit. Grid references from the Melways Street Directory are often used when directions are given. Street directories are available from service stations, discount department stores, bookstores and newsagents. Prices can vary so it is a good idea to shop around.

Rules

It is compulsory to wear seat-belts and there are very strict laws about keeping within the speed limit indicated and not driving under the influence of alcohol. Severe fines/penalties are imposed if these rules are broken.

What must I do if I am in an accident?

If you have a car accident, stop and write down the damage caused, the time and place of the accident. Ask the other driver for his/her name, address, telephone number, car registration number, type of insurance cover and name of insurance company. Give the other driver all this information about yourself. If possible also get names and addresses of any one who might have witnessed the accident, but do not admit to any fault until you speak to your insurance company.

If any person has been injured, the accident must be reported to the police. Dial 000 if necessary for assistance from Ambulance, Police or Fire services.

Riding a bike

For more energetic students, riding a bicycle in and around Box Hill is a cheap option. The cost of second hand bicycles starts from about \$150. It is compulsory to wear a safety helmet (a helmet costs about \$45) when riding a bicycle, and advisable to wear fluorescent or bright clothing so that you are visible to motorists. At the same time as buying the bike and the helmet you should buy a good chain and lock to deter thieves.

For more information call 131171
or www.vicroads.vic.gov.au

For information on how to cycle safely:
<http://www.bv.com.au>



USEFUL CONTACT NUMBERS

Directory Assistance:

Local numbers	1223
Interstate numbers	1223
International numbers	1224
Whitepages	www.whitepages.com.au

Emergency Telephone Numbers:

International Student Services	0412 042 098
Police/Ambulance/Fire	000
Lifeline	13 11 14
Suicide Helpline	1300 651 251
Drug and Alcohol Direct line	1800 888 236
Mental health crises	9845 2300
Nurse on-call 24/7	1300 606 024
Box Hill Hospital	9895 3333
Box Hill Police	9890 1376
Legal services (by appointment only)	9285 4822
Law Hotline	1800 000 000

Bulk Billing Medical Centres:

Alphacare Medical Centre, Dandenong	9792 9899
Boroondara Community Health Services	9818 6703
Box Hill Super Clinic	9899 8668
Lake Imaging, North Melbourne	9321 4900
Wellness Clinic, Malvern	9571 0011

Other Medical Practitioners

Eastern Suburbs GPs after Hours Clinic

Type of service: General Practice/GP (doctor)
Address: 58 Nelson Road BOX HILL 3128
Phone: 9899 9980

Family Medical Practice – Box Hill

Type of service: General Practice/GP (doctor)
Address: Suite 10 Centro Whitehorse Shopping Centre
BOX HILL 3128
Phone: 9899 1429
Fax: 9890 9852

Family Planning Victoria – Box Hill

Type of service: Generalist counselling, Sexual health,
Family planning, Nursing, Family planning,
Health information/referral, Disability information/referral,
General Practice/GP (doctor).
Address: 901 Whitehorse Road, PO Box 1377,
BOX HILL 3128
Phone: 9257 0100

Guardian Medical Clinic

Type of service: General Practice/GP/doctor
Address: 453 Station Street BOX HILL 3128
Phone: 9890 4585
Fax: 9898 8942

Station Street Medical Centre

Type of service: General Practice/GP/doctor
Address: 307 Station Street BOX HILL 3128
Phone: 9808 0249
Fax: 9808 0007

Wattle Park House

Type of service: General Practice/GP/doctor
Address: 1138 Riversdale Road BOX HILL SOUTH 3128
Phone: 9808 0533
Fax: 9808 5957

Woodhouse Medical Centre

Type of service: General Practice/GP/doctor
Address: 951 Station Street BOX HILL NORTH 3129
Phone: 9898 8811
Fax: 9898 8802

Dentists

Box Hill Dental Clinic

Type of service: General dental
Address: 106 Thames St BOX HILL 3128
Phone: 9890 7364
Fax: 9899 6514

Market Street Dental Clinic

Type of service: General dental
Address: 18 Market Street, BOX HILL 3128
Phone: 9890 4517

CONSULATES AND EMBASSIES

Consular Representatives in Melbourne

Britain Level 17, 90 Collins St, Melbourne	9652 1600
Colombia 36 First Street, Black Rock	9589 3701
Czech R Level 11, 500 Collins St, Melbourne	9629 6196
Egypt 124 Exhibition St, Melbourne	9654 8869
Germany 480 Punt Road, South Yarra	9864 6888
India 15 Munro St, Coburg	9384 0141
Indonesia 72 Queens Road, Melbourne	9525 2755
Japan 360 Elizabeth St, Melbourne	9639 3244
Lebanon 117 Wellington St, Windsor	9529 4588
Mauritius 73 Waterloo Crescent, St. Kilda	9537 1804
P R China 75-77 Irving Road, Toorak	9822 0604

Index of Consulates in Australia

<http://www.info.dfat.gov.au/>



For more information contact:

Student Life
Box Hill Institute
465 Elgar Road, Box Hill
Victoria 3128
Australia

Telephone (61-3) 9286 9891
Fax (61-3) 9286 9334

Email studentlife@boxhill.edu.au
Website www.boxhill.edu.au

The information contained in this publication is correct at the time of print (June 2019), but subject to change should government and/or institute policy change occur.

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