

文件下载自万友教育网站

版权归学校所有

www.oneuedu.com

万友优势 ADVANTAGE



客户信息私密性

录入系统后自动设置权限，除专属的案件专员其他内部人员及外部人员不可见



精英团队

文案专员为每位学生一对一定制专属方案，移民律师外部协助。团队为学生带来高质量服务



学生案件更新通知

当文案专员每完成一步，会更新在万友系统中，客户会以邮件的形式收到步骤更新通知，查看自己案件的最新进程



全程服务透明

无押金等不必要条款，客户案件信息透明，收费项会在案件开始前与客户协商一致，案件开始后无特殊意外情况，不会产生收费项目

提供服务 PROVIDE SERVICES

学校
查询

课程
查询

学生
签证

留学
准备

出发
准备

绿卡
资讯



详细流程请扫码
添加客服为您解答





**BOX HILL
INSTITUTE**

WELCOME

Information for
2023/2024 International Students



TAFE VICTORIA



Welcome!

Thank you for choosing to study at Box Hill Institute.

We are committed to providing you with an enriching educational experience, to prepare you to be the person you want to be in the future.

This booklet contains important information to support you while you are studying Australia, including Australian Government regulations related to your student visa. We encourage you to read through the booklet to ensure you are familiar with our services available and understand your obligations while studying with us and living in Australia.

We hope that your time at Box Hill Institute is a happy and rewarding. Thank you again for choosing to study with us.

Phone 1300 BOX HILL (1300 269 445)

Phone Direct (03) 9286 9555

Email international@boxhill.edu.au

Contents

A	Accommodation	4	D	Dependents	15	S	Skills and Jobs Centre	22
	Attendance and Course Progress	4		Driving in Australia	15		Student Administration	23
B	Box Hill Institute	5	E	Enrolments	16	T	Tax File Number	25
C	Cafeterias	7	F	Fees	17		Transition	25
	Campuses	7	G	Government Regulations and Student Visa Condition	18	U	Useful Contact Numbers	26
	Change of Provider	14	H	Health Cover	19	W	What to do in Melbourne	28
	Change of Personal Details	14	L	Library	20			
	Code of Conduct	14	P	Parking	21			
	Counselling – Educational and Personal	14		Public Holidays	21			
				Public Transport	21			

Acknowledgement of Country



Box Hill Institute acknowledges that all our learning sites are situated on the ancestral lands of the Wurundjeri people of the Kulin Nation. We pay our respects to the traditional custodians and extend that respect to their elders past, present and emerging.

Accommodation

There are so many accommodation options near our campuses as we do not offer on-campus or off-campus accommodation. Housing options may include single rooms, shared accommodation with others, homestays, or renting a whole apartment or house.

Accommodation costs

The cost of renting accommodation varies on location, size, facilities provided, and building condition.

Median weekly rental costs (approximate) close to campuses

Suburb	House (2 bedroom)	Apartment (2 bedroom)
Box Hill	\$470	\$460
Melbourne (city)	NA	\$450
Lilydale	\$420	\$397

Data Source: www.realestate.com.au as of May 2023

A bond, equivalent to a month's rent, is usually required, and rents are paid monthly in advance. The bond is refundable at the end of the lease, subject to conditions specified in the rental contract between the student and the landlord/estate agent.

There will also be additional costs such as gas, electricity, water, and phone.

Properties are usually leased unfurnished.

Sharing accommodation may be a great option to reduce the costs, plus you get to share a place with someone which can be fun.

There are many ways to help find accommodation such as:

1. Searching rental sites:
 - realestate.com.au
 - Rent.com.au: www.rent.com.au
 - Domain: www.domain.com.au/rent/
 - Flatmates: flatmates.com.au
 - Flatmatefinders: www.flatmatefinders.com.au/rooms/melbourne
2. Contacting the Australian Homestay Network (AHN) at 1300 024 628 or visit www.homestaynetwork.org/
3. Speaking to the International Student Wellbeing Officer

Your rights and responsibilities

As tenants, it's important you know your legal rights and responsibilities. For more information go to:

www.tenantsvic.org.au
www.consumer.vic.gov.au

Attendance and Course Progress

We want you to succeed in your course and one of the major keys to success is attendance. This will help you maintain satisfactory progress.

If you have irregular or poor attendance, we consider you a "student at risk". We will ask you provide reasons for your absences and take action to improve your attendance. If you are experiencing difficulties, please let your teachers and our International Student Wellbeing Officer know as soon as possible. We can help you identify any barriers to your success and provide intervention strategies to support your progress. The earlier we know, the earlier we can help.

Box Hill Institute follows the Department of Home Affairs (DoHA) guidelines which means that you must successfully complete or demonstrate competency in at least 50% of the course requirements within the set study period. For Vocational Education courses, a study period is 10 weeks, and for Higher Education courses, it is 20 weeks.

However, if you do not make satisfactory progress in a study period, your faculty will formally notify you in writing that you are considered a "student at risk", and an intervention strategy will be implemented. If you do not make satisfactory progress in two consecutive study periods, we will inform you in writing that we may report you to DoHA for breaching your student visa conditions. For more information on visa conditions, please visit the DoHA website at www.homeaffairs.gov.au.

If you have any concerns about your course or wish to make a complaint, please refer to Box Hill Institute's Student Complaints Policy and Procedure, which can be found on the Student Web.

Why Box Hill Institute is the right choice for you

Practical focused courses

We empower students with real industry experience and expertise.

Industry standards

We train essential and advanced skills for a wide range of markets that meet current industry expectations.

Personalised attention

Training and learning is always guided, collaborative and hands-on. Our instructors provide career-oriented coaching based on their current industry experience.

Internationally recognised

Is regarded as one of Australia's premier, multipurpose TAFE institutes, priding itself on its ability to deliver a broad range of vocational education and training services.

Work-ready graduates

85%* of our students are employed within six months of completing their study, earning a higher salary after graduating than university graduates.

*NCVER 2017





C

Cafeterias

All our campuses have a cafeteria except our City campus. It is a great opportunity to relax and unwind away from your classes. If you are studying at our City campus, there are vibrant streets to enjoy the city atmosphere such as Degraves Street, Hardware Lane and Flinders Lane.

If you are looking for more extended food and shopping options in Box Hill, check out Box Hill Central and Doncaster Shopping Town.

Lilydale has a great local shopping centre, which is only a few minutes away.

If you don't want to purchase your food, all campuses have an option for you to use microwave facilities to heat up your meals that you bring from home.

Campuses and how to find a room

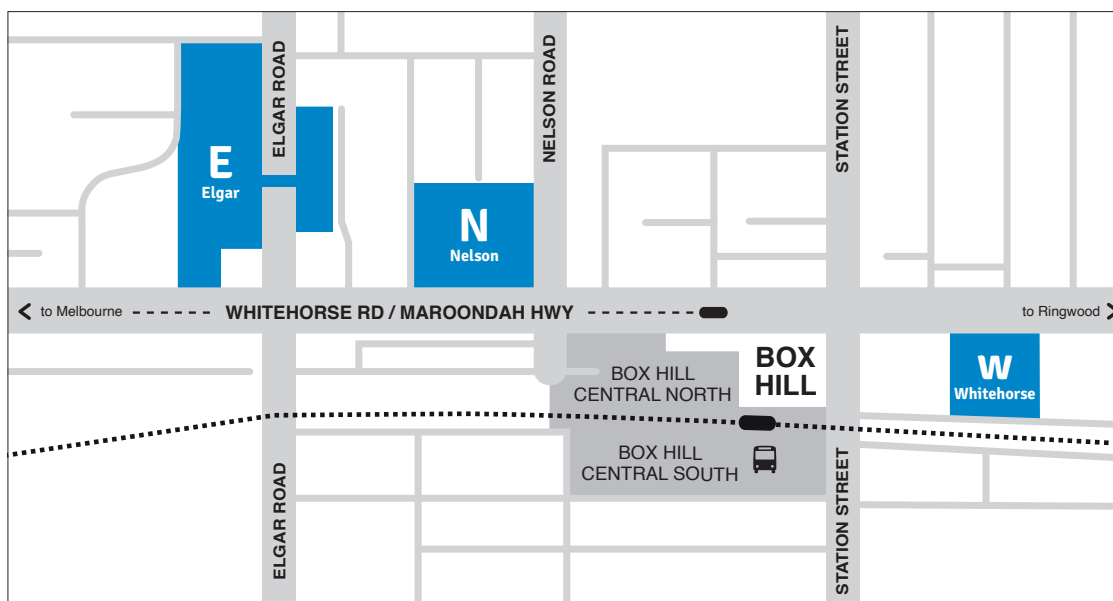
At all our campuses you will find:

- › First Aid
- › Student lounge

Box Hill campus

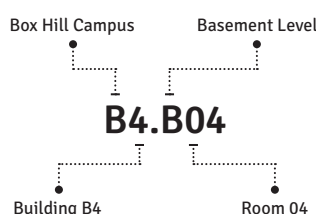
We have three locations for Box Hill campus located in the Box Hill area, all within walking distance of each other.

Box Hill – Elgar (Buildings B1–B9)	465 Elgar Road, Box Hill	E (map below)
Box Hill – Nelson (Building B10)	853 Whitehorse Road, Box Hill	N (map below)
Box Hill – Whitehorse (Buildings B12–B13)	1000 Whitehorse Road, Box Hill	W (map below)



How to find a room

To locate your classroom, you will be given the room number on your timetable. The alphabet represents the site (e.g. B=Box Hill, C=City), followed by a number representing the building number. The first number after the dot represents the floor level, and the following number is the room number.



Prayer Rooms are located at:

- › Box Hill – Elgar B4.217
- › Box Hill – Nelson B10.G113–4
- › City – C1.511

C

There are also a large number of services you can try out and give our students an opportunity to test out their training:



Barbering

Where you can get haircuts, shaves, and grooming, all for only \$5



Flowers on Elgar

Buy fresh flowers



Fountains Restaurant

You can book a lunch or dinner



Hair & Beauty Salon

Indulge in a spa treatment, have your hair and nails done for a special event



Pets on Elgar

Veterinary clinic and pet supplies store

Other key services that will be of benefit to you include:

- › **International Student Wellbeing Officer** is located Building B3 Room 206 Student Life reception.
- › **International Student Recruitment** team are located in Building B6.
- › **Counselling** is located Building B7 near the library
- › **Student Administration** is located in Building B4 where you can get your student id card and pay your fees



Box Hill – Nelson campus

853 Whitehorse Road, Box Hill

Box Hill – Nelson is the home of our creative design hub. It is a great opportunity to listen to live music, see what our fashion and design students are creating, and get an understanding of how we teach Cyber Security.



KEY

- | | | | |
|----------------------------------|---------------------------|-------------------|--------------------|
| ▶ entrances | P available parking areas | ---- tram route | 🚲 bicycle racks |
| □ entrances with disabled access | ♿ disabled parking | train route | ☎ public telephone |
| 🚧 boomgate (restricted parking) | 🚌 bus stop | ★ ticket machine | |

Box Hill – Whitehorse campus

1000 Whitehorse Road, Box Hill

Box Hill – Whitehorse is the community hub for courses in Youth Work, Disability and Community Services. Disability provider, Alkira, is based on site and the Salvation Army is located right next door.



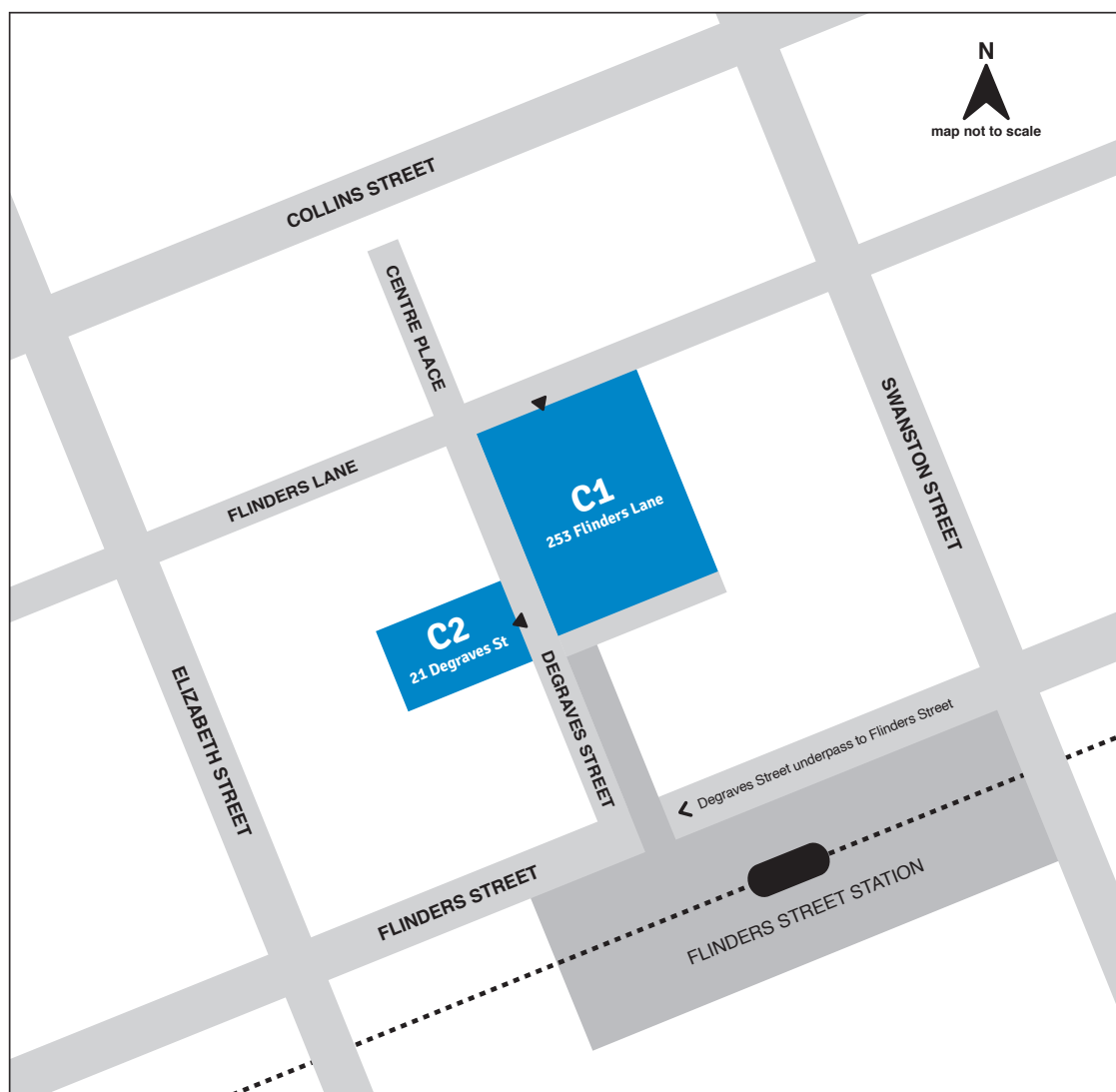
KEY

- | | | | |
|----------------------------------|---------------------------|-------------------|--------------------|
| ▶ entrances | Ⓟ available parking areas | ---- tram route | 🚲 bicycle racks |
| ◻ entrances with disabled access | ♿ disabled parking | train route | ☎ public telephone |
| 🚧 boomgate (restricted parking) | 🚌 bus stop | ★ ticket machine | |

City campus

253 Flinders Lane, Melbourne

Located in the heart of Melbourne's Business District our City campus provides numerous opportunities for you to explore and network with businesses located in Melbourne. Popular courses taught at the City campus include Commerce Hospitality Management, Cyber Security and Information Technology.



KEY

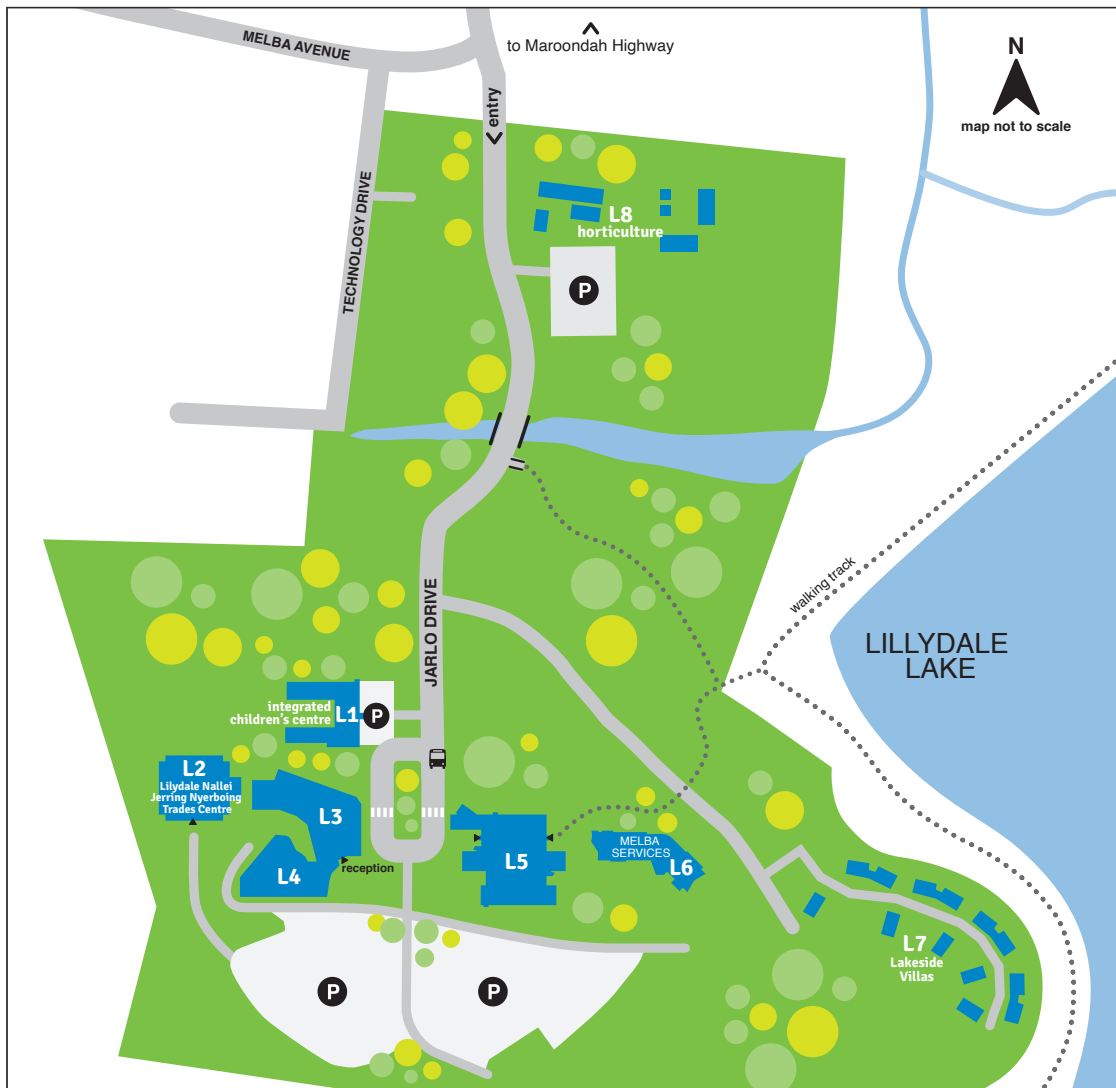
- | | | | |
|----------------------------------|---------------------------|------------------|--------------------|
| ▶ entrances | P available parking areas | --- tram route | 🚲 bicycle racks |
| □ entrances with disabled access | ♿ disabled parking | ... train route | ☎ public telephone |
| 🚧 boomgate (restricted parking) | 🚌 bus stop | ★ ticket machine | |

Lilydale Lakeside campus

Jarlo Drive, Lilydale

Set on the doorstep of the picturesque Yarra Valley and Dandenong Ranges. It provides appeal opportunity to be in nature as well as enjoy the on campus services such as:

- › [Lilydale Lakeside Conference & Events Centre](#)
- › [Lilydale Lakeside Children's Centre](#)



KEY

- | | | | |
|----------------------------------|---------------------------|-------------------|--------------------|
| ▶ entrances | Ⓟ available parking areas | ---- tram route | 🚲 bicycle racks |
| ◻ entrances with disabled access | ♿ disabled parking | train route | ☎ public telephone |
| 🚧 boomgate (restricted parking) | 🚌 bus stop | ★ ticket machine | |

Change of Provider

We want you to stay with us. However, if you need to change providers before completing six months of your course, there are a couple of points you need to consider when you apply for a release.

1. Requests for approval to transfer to another provider will NOT be approved where the proposed transfer is to a course in the same or similar subject area leading to the same or similar qualification
2. Within the first four weeks of the course commencement date where it is considered that you are experiencing settlement issues and have not accessed support services provided by Box Hill Institute.

Please make sure you read the International Students Transfer between Providers Policy and International Students Transfer between Providers Procedure documents to ensure you fully understand your obligations.

To change providers, you need to:

- › fill out the Request to Release form.
- › supply a letter from another CRICOS registered provider confirming that a valid enrolment has been made
- › supply a letter detailing your reasons for requesting a transfer to another provider.

It's free to apply for, and there are no costs associated with being issued a release.

If you have completed six months of your principal course, you do not need a release letter.

If Box Hill Institute refuses to issue a release letter, you can appeal the decision by using our [Student Complaints Policy and Procedure](#).

Change of Personal Details

You need to inform Box Hill Institute of your residential address within 7 days of arriving in Australia. If your residential address or contact details change, you need to inform us within 7 days by completing and submitting the Change Personal Details Form to Student Administration. You can find the form on the Box Hill Institute website at www.boxhill.edu.au/study-with-us/student-information/ It is important to note that if you do not inform the Institute of changes to your details, official correspondence such as your fees notification, enrolment or exam results may not reach you. The Institute cannot take responsibility or make exceptions in such cases.

Code of Conduct

Box Hill Institute has guidelines for student behaviour called the **Code of Conduct**. These guidelines ensure that everyone at the Institute feels safe, comfortable and well. You can find the Code of Conduct on noticeboards and on the [Student Web](#).

These are the guidelines for student behaviour at Box Hill Institute:

1. Support teaching and learning by attending classes regularly, submitting your own work on time, and following your teacher's instructions.
2. Respect yourself and others by not engaging in physical, psychological, sexual abuse, or verbal assault. Also, refrain from using technology to cause harm or make others feel unsafe, and respect other people's privacy and property.
3. Do not use alcohol or drugs on campus, and do not engage in illegal activities.
4. Follow Box Hill Institute policies and procedures.

Remember, everyone has the right to freedom of speech and academic freedom, as long as it is respectful and relevant to their area of expertise, studies, or experience and does not violate the Staff or Student Code of Conduct. You can find more information on these guidelines on noticeboards and the [Student Web Student Code of Conduct](#).

Counselling – Educational and Personal

If you are feeling stressed, experiencing a personal issue, or want to find ways to learn more effectively, you might find it useful to talk with a counsellor. The service is free and confidential, and we offer an online e-counselling service available to enrolled students that can be accessed through the StudentWeb or via the link ecounselling.boxhill.edu.au.

D

Dependents

If your school-aged dependents join you in Australia on a student dependent visa for more than 3 months, you must make sure they have suitable schooling arrangements under **Student Visa conditions 8517**. You can find information about government schools at www.study.vic.gov.au.

Driving in Australia

Can I drive in Australia as an international student?

Yes, you can drive in Australia if you have a valid driver's license. You can use your license for the duration of your visa, but if it is not in English, you will need to have it translated by a certified translator.

What are the costs involved?

Owning and driving a car can be expensive, including the purchase price, daily upkeep, parking fees, and insurance premiums. The motor registration fee includes compulsory third-party insurance.

Do I need insurance?

It's a good idea to have comprehensive insurance that covers all costs related to your vehicle and other property if you're involved in an accident. Third-party insurance is the minimum requirement and covers damage to another person's vehicle or property. Without this insurance, you will have to pay the entire repair cost.

What is involved in registration?

If you're buying a used car, contact the **Royal Automobile Club of Victoria (RACV)** to arrange a car inspection. Also, check that the car is not stolen or under a hire purchase agreement by calling the **Vehicle Security Register** on **131 171**. You will need a roadworthy certificate to register the car.

Driving a Car in Australia

If you have a valid license, you can drive in Australia for the duration of your visa. You'll need to get your license translated into English if it is in another language. Keep in mind that owning and driving a car is expensive, and you'll need to consider not just the cost of the car but also expenses like registration, insurance, parking, and maintenance. Third-party insurance is required by law, but we recommend comprehensive insurance as well. Make sure to have insurance in place before you collect your car.

Rules of the Road

It's mandatory to wear a seatbelt while driving, and you must follow the speed limits and avoid driving under the influence of alcohol. Breaking these rules can result in severe fines and penalties. If you get into an accident, write down the details, including the other driver's information, and contact your insurance company before admitting fault. If anyone is injured, dial 000 for assistance and report the accident to the police. For further information on the road rules in Victoria, visit **VicRoads**.

Biking

If you prefer to ride a bike, it's a cheaper option, and second-hand bikes start at around \$150. You must wear a safety helmet while riding, which costs about \$45. We recommend wearing bright or fluorescent clothing for visibility. At night or in low light conditions, your bike must have a white front light, a rear red light, and a red rear reflector. To deter theft, we recommend purchasing a good chain and lock. For more information on bike safety, please visit www.bicyclenetwork.com.au.

Enrolments

Enrolling in your course and units

You need to complete this step to receive your ID card. Enrolment sessions are not held at the same time for all courses. You will be given information about enrolment sessions during orientation at the beginning of each semester. If you missed the orientation, please approach the Academic and Language Advisor, to ask about your enrolment. Enrolment is where you enrol in the actual units you will be studying in your course, for the upcoming semester or year. If you are studying a course that goes over multiple years, you will need to do this enrolment step at least once each year (and sometimes twice each year depending on your course), as the units you study may change each semester or year.

Unique Student Identifier (USI)

If you're going to study a Certificate, Diploma or Degree and don't already have a Unique Student Identifier (USI), you need to apply for one.

The USI is a national Student ID number required for all onshore VET and Higher Education students (local and international) studying with any provider in Australia. The USI enables students to have a single record of all their VET and Higher Education study in Australia.

The USI is a 10-character combination of letters and numbers (alpha/numeric) such as 3AW88YH9U5. It is mandatory, and students won't receive a Statement of Attainment or Qualification without it.

How to apply for your USI

To obtain your USI, you can apply online. Here's how:

1. Go to the website usi.gov.au
2. The application process is simple and requires basic student information along with details of one identity document, which can be either your Visa (with Non-Australian Passport) or Victorian Driver's License. **Important:** Please note that the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details you enter when you create a USI **must** match exactly with those on your form of ID.
3. Your USI will be generated immediately and sent to you via email. The whole process takes just a few minutes, provided you have proof of identity on hand.
4. Note down your USI and bring it with you to enrolment.

Course enrolment sessions

Here are the steps for your course enrolment session:

Step 1:

At the course enrolment session, you'll need to complete Pages 1 and 2 of the Box Hill Institute Enrolment Form. Make sure you also sign at the bottom of the front page. A faculty teacher will attach a tick sheet that contains the list of units you will study along with the service and amenity and materials fees you will need to pay for these units.

Step 2:

Take the completed form to student administration.

Pay your fees and collect your student card.

Remember: You won't be officially enrolled as a student at Box Hill Institute until you complete all of the above, and you could be excluded from attending classes if you don't enrol properly.

F

Fees

It is important to know that students keep up with their financial obligations for the duration of their visa. After courses begin, the International Student Services office will inform the DoHA of students who haven't paid their tuition fees, and their enrolment will be cancelled.

If you wish to withdraw from a course after paying tuition fees for the current or next semester, you should refer to the Institute's Inbound International Student refund policy, which can be found on the Box Hill Institute website under fees.

If you do not pass a whole unit, you will need to pay the cost of the unit again. If you only need to re-submit an assignment or re-site an exam, you do not need to pay for the unit again.

For further information about Fees, please contact the International Student Recruitment team.



Government Regulations and Student Visa Conditions

Australia is known as a secure, progressive, and vibrant destination for international students. To maintain this reputation, the country provides high-quality education and safeguards for international students. These protections are outlined in the **Education Services for Overseas Students (ESOS) Act 2000** and the National Code 2018. The Department of Education and Training (DET) manages this framework. You can find more information about the ESOS framework and the National Code 2018 at www.education.gov.au/esos-framework or by calling the ESOS Helpline at 1300 615 262.

Student Visa Conditions

As a student visa holder, it's essential to understand and follow the mandatory conditions of your visa. If you don't comply with the conditions, your visa may be cancelled, and you may not be able to extend it. To meet the course requirements, you must stay enrolled in a full-time **CRICOS** registered course and maintain satisfactory attendance and progress. You must also have adequate health insurance and notify your education provider of any changes to your residential address or education provider. During the school term, you can only work up to 48 hours every two weeks, but there are no work limits during recognized vacation periods. For more information, please visit the **Department of Home Affairs Work restrictions for Student Visa Holders** webpage.

Completion of the Course

You are expected to finish your course within the timeframe mentioned in your eCoE. If you're not progressing as expected, we'll work with you to develop a study plan and use various strategies to help you complete your course within the designated time.



Health Cover – Overseas Student Health Cover (OSHC)

The Australian Government requires all international students to have health coverage called **Overseas Student Health Care Cover (OSHC)** throughout your studies. You must pay for OSHC before applying for your student visa. This health insurance will cover the cost of most medical and hospital care you may need during your time in Australia. At Box Hill Institute, we use BUPA, however, if you're transferring from another education provider, you can choose to continue with your original OSHC membership or switch to BUPA.

If you've paid for OSHC through Box Hill Institute, we'll send it to BUPA for you. You'll receive your Digital BUPA card in your email or you can request BUPA to send a physical card to your Australia address once you are in Australia. It's important that you keep your OSHC membership up to date for the entire duration of your student visa in Australia.

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)

Visiting a medical practitioner

When you go to a doctor, take your BUPA card with you. If the doctor doesn't bulk bill, you'll need to pay for the visit upfront. Keep the receipt and take it to a BUPA office to get a refund. (You can see a doctor before you get your BUPA card if you need to). There may be doctors in Melbourne who speak your language. For more information, please contact the International Student Services office. Visit www.bupa.com.au or call **1800 8880942**.

Renewal

You must renew your OSHC before it expires, even if you haven't used any medical services. You can renew your BUPA Overseas Student Health Care cover online at www.bupa.com.au or at a BUPA Private Retail Centre. You can pay through BPay, credit card, or by contacting BUPA.

If you don't renew your membership, you'll break the conditions of your student visa. You won't be able to get reimbursed for any medical expenses during the period when your cover is lapsed.

Library

Box Hill Institute has libraries at each campus to support students and provide access to library resources. The library staff can assist you to find information from various sources, including printed books, ebooks, journals, online databases, and the internet.

The library provides a variety of services, including access to information for your assignments, research assistance, help with academic referencing, borrowing books and other resources, study areas, printers/photocopiers/scanners, and computers for studying, accessing the internet, and email.

To borrow items from the library, you'll need a current student ID card. In addition to being your library card, your student ID card is also your printing and photocopying card.

For more information about the library, including opening hours, visit our pages on StudentWeb:

studentweb.bhtafe.edu.au/library

If you need to contact the library, you can visit us in person, phone or email:

Email (all campuses):
library@boxhill.edu.au

Box Hill – Elgar Library
Building B3, Level 2
Phone (03) 9286 9283

Box Hill – Nelson Library
Building B10 Room B10.G046
Phone (03) 9286 9281

City (CAE) Library
Building C1 Second Floor, Room C1.222
Phone (03) 8892 1684

Lilydale Library
Building L5 Room L5.113
Phone (03) 8892 2520



Parking

Public Transport is a great way to get around Melbourne, however, if you do drive to campus you will need parking. Parking is only available at our Box Hill and Lilydale campuses.

Parking is limited however, there are some off-street parking options available nearby. It's a good idea to allow plenty of time to find a car park if you decide to drive.

Throughout study semesters, you will need to purchase and display a '**Student Parking Permit**' sticker and buy a daily \$3.50 ticket from ticket machines to park on-campus.

You can obtain the student parking permits from **Student Administration** for \$5.00.

Public Holidays

You can find a list of all of Victoria's public holidays [here](#).

Public Transport

Melbourne has a big transport system which includes trains, trams and buses. It's called **Public Transport of Victoria** or 'PTV' for short. To use public transport, you need to get a "**myki**" card which can be purchased at any train station or from machines near trains and trams. International students studying at VET and Higher Education can get a myki concession. You must have a valid myki to travel on buses, trams, or trains or you may be fined. Remember to top up your myki before every journey and check the balance by touching it against a reader.

Box Hill is the largest transport interchange in suburban Melbourne, offering train, bus, and tram services to the city and surrounding areas. It's serviced by the Belgrave and Lilydale Lines. The train runs from 5.00am to 12.00 midnight on Monday to Saturday, and from 8.00am to 11.00pm on Sundays. The Nightrider bus service operates from 1.30am to 4.30am on Saturdays and 1.30am to 5.30am on Sundays. One of these bus services goes through Box Hill, traveling between Croydon and the City Centre.

Our Lilydale campus is also serviced by Lilydale train line as well as the 670 bus.

If you use the train at night, it's better to avoid empty carriages and sit in the first carriage behind the driver's compartment. You can get a timetable from a station for free. For more information, visit www.ptv.vic.gov.au or call 03 9619 2727.

Transport concession

To save money on public transport when you are studying at Box Hill Institute, apply for an International Student Travel Pass (ISTP).

The ISTP allows international students enrolled in a full-time undergraduate or diploma course to purchase an annual Myki travel pass with a 50% discount.

For more information and to check your eligibility, go to **Public Transport Victoria**.

To apply for the ISTP, please visit the Student Administration counter at Elgar Campus.

Taxi/Cab and ride sharing

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. For more information about **fares** visit the **Commercial Passenger Vehicles Victoria website**. It's better to book a taxi by booking on the 13cabs app or phoning 13 10 08 or 13 22 27.

There are a number of ride sharing services in Melbourne including Uber, Lyft, Ola and Didi. All can be booked through mobile phone apps.

Skills and Jobs Centre

Box Hill Institute has a dedicated **Skills and Jobs Centre** which operates in each of our three main campuses, including the Box Hill campus where it is centrally located and very visible on Elgar Road.

As an international student, enrolled and studying with us you are welcome to use the Centre's free services.

Looking for assistance to find a part-time job while studying?

Once you have enrolled and commenced in your course of study, you may want to start looking for part-time work, in line with your visa. You can walk into the Skills and Jobs Centre office while on campus and book an appointment or you can **book an appointment online**.

Our staff can assist you with understanding which type of jobs in your local area may be best for you and how to go about applying for them. They can also assist you with a one page resume which is tailored to finding part-time work whilst studying and give you an understanding of what to expect as a part-time or casual worker in the Australian workforce. This will include some idea of wage rates for part-time and casual workers.

Assistance towards the end of your course

As you get into your final semester, you will probably have a session with the Skills and Jobs Centre in class. In this session, staff will give assist you to start thinking through your future pathways to industry engagement in your industry of choice.

Staff will provide assistance with writing an industry specific resume and also how to present for an interview and prepare for interview questions. They can also discuss other possible training pathways for that profession which you may want to consider.

Location and Contact details for the Skills and Jobs Centre

Our Skills and Jobs Centres are located across all out Box Hill campuses in the following locations:

Melbourne CBD:

Centre For Adult Education

C1.431, 253 Flinders Lane Melbourne 3000

Open by appointment only

P: 03 8892 1350

E: SAJC.CBD@boxhill.edu.au

Box Hill:

Box Hill Institute

Ground Floor, Building 7

465 Elgar Road Box Hill 3128

P: 03 8892 1350

E: SAJC.Elgar@boxhill.edu.au

Lilydale:

Box Hill Institute

Level 2, L5 Building (L5.219)

1 Jarlo Drive Lilydale 3140

P: 03 8892 1350

E: SAJC.Lilydale@boxhill.edu.au

Open Monday to Friday: 9.00am to 5.00pm

For bookings and more information go here:

[Skills & Job Centres | TAFE Courses Melbourne | Box Hill Institute](#)

Student Administration

Box Hill Institute's Student Administration provides a range of educational administrative services to you throughout the duration of your course. This is where you will be able to get your student ID card as well as pay for your course fees.

Office hours:

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

Student Administration: Elgar/City/Lilydale Campuses

Box Hill – Elgar campus

Building B4, Ground Floor (B4.G04)

8.00am – 5.00pm Monday-Friday

City

Building C1, Level 2 (C1.234)

9.00am – 5.00pm Monday-Friday

Lilydale

Building L3, Ground Level (L3.G01)

8.00am – 4.00pm Monday-Friday

Student Services

We offer Student Life Support Services that are free and available to all students, regardless of your campus location. These services aim to assist you to achieve academic and personal goals. To access these services, students can reach out via phone at **9286 9891** or email at studentlife@boxhill.edu.au

Student Engagement

We provide Student Engagement services through Student Life, offering a range of events and online engagement opportunities to foster a welcoming and inclusive campus community. You are encouraged to participate and take advantage of the opportunity to meet new people, gain valuable skills, and have fun. Additionally, Student Life provides comfortable lounges across all campuses where students can relax and connect with each other. To learn more about these services, you can visit any Student Life office or student lounge on campus.

Support for Students with Disabilities

Our Disability Liaison Service (DLS) aims to support you with a disability or medical condition to participate successfully in your course. You can consult confidentially with the DLS and, if eligible, register for support. Please provide documentation of your disability or medical condition. A student access plan can be consultatively developed.

Student Wellbeing Officers

Student Wellbeing Officers collaborate with faculty staff to support and empower you in your academic pursuits. They design and deliver inclusive programs and activities that promote academic success, and facilitate pathways to further education and employment. You can find Student Wellbeing Officers at Student Hub: [Student Wellbeing Officers](#)

Support Programs and Workshops

Workshops and group programs are run to help you with strategies and skills for success. Topics covered include: transition into study, personal development, coping, assertive communication, healthy living, and time and stress management.

When Concerns Arise – Customer Relations Officer

If problems arise it is important that we address your concerns sooner rather than later. We value and encourage feedback for continuous improvement, email customerrelations@boxhill.edu.au

Contact Us

Call 9286 9891

Message 0429 680 448

Email studentlife@boxhill.edu.au

Online www.studentweb.bhtafe.edu.au/studentlife



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.

Contact Farzad on **9286-9734**
or email f.maghami@boxhill.edu.au

Tax File Number (TFN)

To work in Australia, you need to get a Tax File Number (TFN) assigned by the Australian Tax Office (ATO) for tax purposes. You must pay tax on their earnings, and the tax year runs from July 1 to June 30. You need to lodge a tax return to the ATO by October 31 each year. You can apply for a TFN online at www.ato.gov.au.

Transition

What to expect when moving to study in a new country

Moving to a new country can be exciting and challenging, especially if it is your first time away from home. There are many changes to adapt to and new skills to learn. You may feel homesick and unfamiliar with the ways things are done here. However, 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 and enjoy yourself more.

How to cope with the changes

- › Allow yourself time to become familiar with your surroundings 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, financial, or health-related. You can contact them on 9286 9891 or email studentlife@boxhill.edu.au.

It is important to remember that every international student goes through this process in different ways, but with time and support, you can handle situations and face the various challenges that come your way.



Useful Contact Numbers

Directory Assistance:

Local numbers	1223
Interstate numbers	1223
International numbers	1224

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

Dentists

Box Hill Dental Clinic
Type of service: General dental
Address: 106 Thames Street 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

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



Consulates and Embassies

Consular Representatives in Melbourne

America	+61 (03) 9526 5900
Bhutan	+61 (02) 5112 2293
British	1902 941 555
Cambodia	+61 (02) 6273 8064
China	+61 (03) 9822 0604
Egypt	+61 (03) 9654 8634
Germany	+61 (03) 9864 6888
India	+61 (02) 6273 3999
Indonesia	+61 (03) 9525 2755
Japan	+61 (03) 9679 4510
Lebanon	+61 (03) 9529 4588
Malaysia	+61 (02) 6120 0300
Mauritius	+61 (02) 6281 1203
Nepal	+61 (02) 6286 8006
Sri Lanka	+61 (02) 6198 3756
Taiwan	+61 (03) 9650 8611
Thailand	+61 (02) 6206 0120
Vietnam	+61 (02) 6169 4916

For a full list of Consulates in Australia, visit:
www.info.dfat.gov.au

For more information contact:

Student Life

Call (61-3) 9286 9891

SMS 0429 680 448

Email studentlife@boxhill.edu.au

Website www.studentweb.bhtafe.edu.au/studentlife

What to do in Melbourne

Melbourne claims the cultural crown of the country, with Victoria offering some of the best beaches, hikes and activities to explore. There are so many things to see and do, so you'd be lucky to fit everything in while you are with us. Below is a list of sites dedicated to exploring everything that there is to offer:

- > [Melbourne Zoo](#)
- > Phillip Island Nature Parks – Phillip Island Nature Parks penguins.org.au
- > Visit Great Ocean Road | [Homepage – Visit Great Ocean Road](#)
- > Things to do in Melbourne today – What's on in Melbourne today timeout.com
- > [Things to do – What's On Melbourne](#)
- > Melbourne broadsheet.com.au
- > theurbanlist.com/melbourne
- > visitvictoria.com
- > onlymelbourne.com.au/melbournes-sunday-markets





BOXHILL.EDU.AU
1300 BOX HILL

The information contained in this publication is correct at the time of print (June 2023), but subject to change should government and/or institute policy change occur.

RTO 4687
CRICOS 02411J
IHE PRV12117
BHI: Higher Education Provider: 4366

ABN 76 268 630 462

© Box Hill Institute

Join the conversation

Apart from our website and dedicated contact centre, you can connect with us on our social channels. We regularly update our community and share exciting news, events and achievements. This means you can start participating in Box Hill Institute life even before you start your journey with us or once you've completed it.

 facebook.com/boxhillinstitute

 youtube.com/boxhillinstitute

 instagram.com/boxhillinstitute

 linkedin.com/school/box-hill-institute

 tiktok.com/@box_hill_institute

BOX HILL INSTITUTE

BOX HILL CAMPUSES

Elgar Campus | 465 Elgar Road, Box Hill

Nelson Campus | 853 Whitehorse Road, Box Hill

Whitehorse Campus | 1000 Whitehorse Road, Box Hill

CITY CAMPUS

253 Flinders Lane, Melbourne

LILYDALE LAKESIDE CAMPUS

Jarlo Drive, Lilydale

