



Explore  
Discover  
Lead

# INTERNATIONAL STUDENT HANDBOOK



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# 1. Welcome

## Dear Student

Congratulations and welcome to Danford Higher Education (DHE).

We look forward to helping you achieve your study goals and making your experience at DHE enjoyable and memorable.

We understand that studying and living in another country is challenging. Our friendly and caring staff are here to support and assist you wherever possible. Our aim is to provide you with a high quality and successful educational program and experience, which will ultimately be rewarding for you.

In this student handbook you will find information on commencing your study with us, course and assessment related information, policies and procedures that are relevant to you and general information to help you throughout your student life at DHE.

As an international student you have obligations under your student visa conditions and are required to abide by all the relevant policies and procedures of the education provider. This handbook is a source of information that you can refer to from time to time to assist you in your studies. Refer to the Danford Higher Education website for additional information: <https://www.danfordhe.vic.edu.au/>

Should you have any questions, our Student Support team is available to provide you with assistance on any matters related to your study. Please do not hesitate to contact us.

We encourage you to take full advantage of the opportunities available to you and look forward to celebrating your achievements in the future.

Yours sincerely

**Dino Bettiol**

Chief Executive

Danford Higher Education



## 2. About Danford Higher Education

Danford Higher Education is committed to excellence in education. We are proud of our diverse staff and student body, support services and unique learning opportunities for students from around the world.

**Our Vision** is to be sought after as a provider of choice for a diverse cohort of students and our innovative and industry aligned courses which provide professional career opportunities.

**Our Mission** is to achieve our vision by:

- Designing and delivering innovative and industry and community relevant courses for future-ready learners;
- Fostering a learner-centred culture that prepares self-reliant, resourceful and enterprising professionals;
- Creating courses that incorporate articulation pathways that simplify multi-credentialled qualifications from and to other providers in the tertiary sector locally and internationally;
- Partnering with industry to establish accreditation and certifications for graduates in their professional field; and
- Networking and collaborating with other higher education providers both domestically and internationally.

**Our Values** are Explore – Discover - Lead

### ***Explore***

We explore by asking why.

We ask why to discover our internal and external world.

We ask why to become independent learners in a diverse, changing and uncertain world.

We possess open minds to share our discoveries and innovations.

### ***Discover***

We practice humility to discover and understand our shortcomings.

We recognise our limitations to ensure constant growth.

We discover our local environment to advance and enrich our communities.

We discover our local environment to serve the world better.

### ***Lead***

We lead by practicing humility and always improving.

We lead by creating other leaders.

We lead by teaching others to be teachers.

We lead by embracing our team and respecting differences.



While our objective is to help you gain your degree, we are also committed to helping you progress your career through excellence in education and support throughout your stay with us. Through our graduate attributes (GA), we want to build students who exhibit the following characteristics:

*GA1: Lifelong learners who are future-ready and adaptable.*

*GA2: Problem-solvers who use critical thinking and analysis.*

*GA3: Communicators who are effective across diverse environments.*

*GA4: Professionals who are socially and ethically responsible.*

*GA5: Professionals who are culturally sensitive and have a global perspective.*

*GA6: Professionals who are independent, innovative, and creative.*



### 3. Orientation

Orientation is the first important step in the transition process of becoming a DHE student: an independent, engaged and inspired learner, and a motivated member of the DHE community.

At DHE, orientation is a one-day program which is designed to help you transition into the course and into living in Melbourne with ease. We aim to provide a positive and successful transition for all commencing students to the course, campus, and learning environment through the orientation process. We intend to familiarise you with the academic, social, administrative, and geographical environment at DHE.

During orientation sessions, you will be given information on your course and essential resources. You will be introduced to the Learning Management System (Canvas), the Student Management System (MeshedHE), the library and library services, student support services and key contacts. You will meet other students from diverse backgrounds, enrolled in your course, take a campus tour, engage in social activities, learn some basics about the Australian culture, customs and traditions and meet your academic and support staff.

It is important that you attend the full program of orientation as listed below. If you are not sure of any aspect of your orientation program, please ask student support staff at the orientation session and they will help you or you will be directed to the appropriate staff member for assistance.



## Orientation Program

| Time     | Session | Activity                                                                            | Presenter                   |
|----------|---------|-------------------------------------------------------------------------------------|-----------------------------|
| 10:00 AM | 1       | Orientation Program Overview                                                        | Student Support Coordinator |
|          | 2       | Welcome Speeches                                                                    | Chief Executive & Dean      |
|          | 3       | Introduction and Information on Danford Higher Education                            | Student Support Coordinator |
|          | 4       | Health and Welfare                                                                  | Student Support Coordinator |
|          | 5       | Meet your Academic Staff and About Your Course                                      | Course Coordinator & Team   |
|          | 6       | Workshop – Accessing Learning Materials, Canvas and Turnitin                        | Course Coordinator & Team   |
|          | 7       | Workshop – Assignment Guidance and Academic Integrity                               | Librarian                   |
|          | 8       | Meet your Librarian and information on library services & Student Hub               | Librarian                   |
|          | 9       | Workshop – How to Find Books, Articles, Access Databases & Referencing              | Librarian                   |
|          | 10      | Important Information for International Students                                    | Student Support Coordinator |
|          | 11      | Walking Tour of the Campus                                                          | Student Support Coordinator |
| 11:30 AM |         | Lunch and Meet and Greet                                                            | All                         |
| 12:30 PM | 12      | Visa Obligations                                                                    | Academic Registrar          |
|          | 13      | Getting Started, Confirm Enrolment, Organise Student ID Cards and Collect Timetable | Academic Registrar          |
|          | 14      | Adjusting to a New Culture in Melbourne                                             | Student Support Coordinator |
|          | 15      | Survey and Questions                                                                | Student Support Coordinator |
|          | 16      | Settling in & Familiarisation Activities                                            | Student Support Coordinator |

# 4. Academic Calendar 2024

Note: This calendar may be subject to change – please check your student email and Canvas for updates. Remember that orientation, will be held on 10 January 2024 for January intake, 8 May 2024 for May Intake and 4 September 2024 for September intake.

## ACADEMIC CALENDAR

10 January

Orientation Day

### Trimester 1 (2024)

| WEEK | DATE                    | EVENT                                    |
|------|-------------------------|------------------------------------------|
| 1    | 15 - 19 January         | Classes Commence                         |
| 2    | 22 - 26 January         |                                          |
| 3    | 29 January - 2 February |                                          |
| 4    | 5 - 9 February          |                                          |
| 5    | 12 - 16 February        |                                          |
| 6    | 19 - 23 February        |                                          |
| 7    | 26 February - 1 March   |                                          |
| 8    | 4 - 8 March             | Census date: 5 February                  |
| 9    | 11 - 15 March           |                                          |
| 10   | 18 - 22 March           | Final Assessment/Exam Timetable released |
| 11   | 25 - 29 March           |                                          |
| 12   | 1 - 5 April             | Last Week of Classes                     |
| 13   | 8 - 12 April            | Revision Week                            |
| 14   | 15 - 19 April           | Examination Period                       |

|                   |                                 |
|-------------------|---------------------------------|
| 22 April - 10 May | Break (3 Weeks)                 |
| 29 April - 3 May  | Final results will be published |
| 6 - 10 May        | Supplementary Examination       |

# ACADEMIC CALENDAR

8 May

Orientation Day

## Trimester 2 (2024)

| WEEK | DATE               | EVENT                                    |
|------|--------------------|------------------------------------------|
| 1    | 13 - 17 May        | Classes Commence                         |
| 2    | 20 - 24 May        |                                          |
| 3    | 27 - 31 May        |                                          |
| 4    | 3 - 7 June         | Census date: 3 June                      |
| 5    | 10 - 14 June       |                                          |
| 6    | 17 - 21 June       |                                          |
| 7    | 24 - 28 June       |                                          |
| 8    | 1 - 5 July         | Final Assessment/Exam Timetable released |
| 9    | 8 - 12 July        |                                          |
| 10   | 15 - 19 July       |                                          |
| 11   | 22 - 26 July       |                                          |
| 12   | 29 July - 2 August | Last Week of Classes                     |
| 13   | 5 - 9 August       | Revision Week                            |
| 14   | 12 - 16 August     | Examination Period                       |

19 August - 6 September

Break (3 Weeks)

26 - 30 August

Final results will be published

2 - 6 September

Supplementary Examination

# ACADEMIC CALENDAR

4 September

Orientation Day

## Trimester 3 (2024)

| WEEK | DATE                     | EVENT                                    |
|------|--------------------------|------------------------------------------|
| 1    | 9 - 13 September         | Classes Commence                         |
| 2    | 16 - 20 September        |                                          |
| 3    | 23 - 27 September        |                                          |
| 4    | 30 September - 4 October |                                          |
| 5    | 7 - 11 October           | Census date: 30 September                |
| 6    | 14 - 18 October          |                                          |
| 7    | 21 - 25 October          |                                          |
| 8    | 28 October - 1 November  |                                          |
| 9    | 4 - 8 November           | Final Assessment/Exam Timetable released |
| 10   | 11 - 15 November         |                                          |
| 11   | 18 - 22 November         |                                          |
| 12   | 25 - 29 November         |                                          |
| 13   | 2 - 6 December           | Revision Week                            |
| 14   | 9 - 13 December          | Examination Period                       |

## 2025

|                                  |                                 |
|----------------------------------|---------------------------------|
| 16 December '24 - 10 January '25 | Break (4 Weeks)                 |
| 30 December '24 - 3 January '25  | Final results will be published |
| 6 - 10 January '25               | Supplementary Examination       |



## 5. Campus Map

DHE campus is on Level 8, 277 William Street, Melbourne 3000 VIC



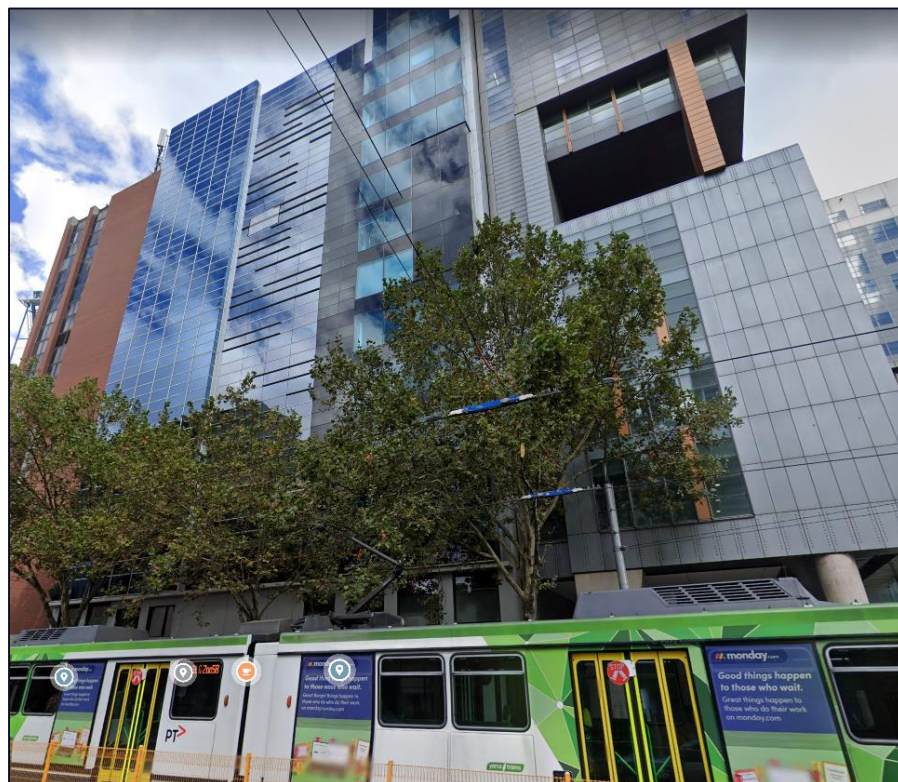
- |                                                                 |                                                                       |                                                    |
|-----------------------------------------------------------------|-----------------------------------------------------------------------|----------------------------------------------------|
| <span style="color: #ADD8E6;">■</span> Lecture / tutorial rooms | <span style="color: #FFDAB9;">■</span> Administration & Support staff | <span style="color: #9370DB;">■</span> Library     |
| <span style="color: #FFD700;">■</span> Student common areas     | <span style="color: #A9A9A9;">■</span> Building amenities             | <span style="color: #90EE90;">■</span> Student hub |



The campus is located close to Flagstaff Station in the Central Business District (CBD), Melbourne.



## Campus outside view with local tram in foreground (Google maps)





## 6. Studying at Danford Higher Education

### Facilities & Equipment

While we help you gain your degree, a Danford Higher Education qualification is much more than that. We help you prepare for your career through excellence in education and support you throughout your stay in Melbourne.

DHE has suitable facilities and resources available to international students and provides support and guidance in all areas of a student's life.

- Spacious classrooms
- Computer labs
- Student lounge
- Student support services
- Assignment writing workshops and guidance
- Events for international students

### We Understand

We want you to get the best out of your chosen course and your time in Melbourne. Our academic staff create an open and understanding environment for you to learn in the classroom. Our caring student support team is on hand to help, and our lively student community keeps you connected with social activities and outings.

### Smaller Tutorial Class Size

We have chosen to limit tutorial class capacity to only 26 students. This allows us to provide you with one-to-one attention and a tailored education in order to support you to learn, thrive, and excel.

### A Clear Pathway to Higher Education

If you decide to progress your education through to tertiary study, DHE's partnerships help you succeed. Particular courses completed at Danford College, provide an immediate pathway into DHE's Bachelor Degrees (Business) in Accounting and Digital Marketing.

### World-Class Facilities & Location

At DHE, you'll find out what it is like to live in one of the most student-friendly, fun, and multi-cultural cities in the world. With highly qualified staff and new, high-tech facilities in Melbourne's CBD, you will have everything you need to complete (and enjoy) your degree.

### We Are a Global Village

We are proud of the mix of languages spoken in our student lounge, and the many nationalities represented at DHE. This multicultural staff and student base contribute to a dynamic and supportive educational culture.



## **Study Trimester**

Each trimester is 14 weeks long which includes the examination period. The Academic Calendar is a reference point for trimester start and end dates, and other essential cut-off dates.

## **Timetable**

Students will receive a timetable for each trimester on enrollment. Classes are scheduled for three-days a week for each course. Classes are generally scheduled between Monday to Friday from 9.00 AM to 6.00 PM.

DHE management reserves the right to amend timetables at any time if we need to change group arrangements. In such situations, student will be advised of the revised timetable at least 14 days in advance. DHE also reserves the right to cancel a course prior to the start date or if the course has started. If a course is cancelled, then students may request to attend or transfer to another course. Once the timetable has been allocated, a request for a timetable change will be subject to availability or special grounds.



## 7. Course Information

### 7.1 Diploma of Business (Dip Bus)

#### Course Rationale

Graduates of the Diploma will be well equipped to apply integrated technical and theoretical business concepts in a broad range of contexts to undertake paraprofessional work and as a pathway for further learning.

Graduates of the course will obtain a nationally accredited qualification at Australian Qualification Framework (AQF) (<https://www.aqf.edu.au>). Level 5 and perform a variety of frontline business activities in different industry sectors. Students will be able to conduct relatively complex business activities in areas that require paraprofessional procedural skills. They may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions and continue with further study into a Bachelor of Business; be that through DHE specialising in accounting or digital marketing, or AQF level 7 business-related disciplines elsewhere.

The Diploma of Business aims to equip graduates with the requisite skills and knowledge to meet and adapt to current and emerging challenges. Moreover, it offers students foundational units in core business disciplines which will contribute to a variety of learning pathways in the future. Diploma of Business graduates will be able to begin their careers in various industry sectors such as financial and insurance services; professional, scientific, and technical services; and manufacturing. In terms of employment opportunities, graduates will be well-equipped to consider employment in roles such as: Financial and Insurance Clerks, Bank Workers, Sales and Marketing, Credit and Loans Officers, Insurance, Money Market and Statistical Clerks, Betting Clerks, other Clerical and Office Support Workers, ICT Sales Assistants and Retail Administrative employees (ABS, Cat no. 6306.0, 2020).

#### Structure, Duration and Modes of Delivery

The proposed Diploma of Business has been designed to be a one-year full-time or equivalent part-time course to provide graduates with the requisite theoretical and practical knowledge, skills and understanding for paraprofessional work in business. The mode of delivery will be face-to-face supported by blended learning technologies using DHE's Learning Management System (LMS).

## List of Units

The units that make up the course are presented in the table below in a recommended study sequence.

| Year 1 (Level 1) 8 units                                                                                                                                                           |                                                                                                               |     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|-----|
| Code                                                                                                                                                                               | Unit title                                                                                                    | CPS |
| ACC101                                                                                                                                                                             | Accounting for Decision Making                                                                                | 12  |
| BUS101                                                                                                                                                                             | Business and Professional Communications                                                                      | 12  |
| MKT101                                                                                                                                                                             | Fundamentals of Marketing                                                                                     | 12  |
| BUS102                                                                                                                                                                             | Statistics for Business Analysis                                                                              | 12  |
| BUS103                                                                                                                                                                             | Business Economics                                                                                            | 12  |
| BUS104                                                                                                                                                                             | Introduction to Management                                                                                    | 12  |
| <i>Elective*</i>                                                                                                                                                                   | <i>Either electives:<br/>ACC102 Transactional Accounting or<br/>MKT102 Fundamentals of Digital Marketing.</i> | 12  |
| BUS105                                                                                                                                                                             | Fundamentals of Finance                                                                                       | 12  |
| *The elective for BBus (Accounting) is: <i>ACC102 Transactional Accounting</i> and the elective for BBus (Digital Marketing) is: <i>MKT102 Fundamentals of Digital Marketing</i> . |                                                                                                               |     |

## 7.2 Bachelor of Business (Accounting)

### Course Rationale

The course has been designed as a three-year full-time or equivalent part-time Australian Qualifications Framework (AQF) level 7 qualification to provide graduates with the requisite theoretical and practical knowledge, skills, and understanding to work effectively in business specialising in accounting. The course has also been designed to meet the accreditation requirements from professional accountancy bodies such as *Certified Practising Accountants (CPA)*, *Chartered Accountants Australia and New Zealand (CAANZ)*, *the Association of Chartered Certified Accountants (ACCA)* and *the Institute of Public Accountants (IPA)*.

### Structure, Duration and Modes of Delivery

The Bachelor of Business (Accounting) spans 3-years full-time or equivalent part-time and provides graduates with a sound theoretical knowledge of contemporary accounting practices, and the ability to work effectively in accounting or related professional environments.

Students who complete the accounting major are eligible to apply for:

- the CA Program of the Chartered Accountants, Australia and New Zealand (CA ANZ);
- Associate membership for the CPA Program;
- the IPA Program of the Institute of Public Accountants (IPA); and
- the ACCA program of the Association of Chartered Certified Accountants (ACCA).

The course will be delivered through a trimester-based system in face-to-face mode supported by blended learning technologies using DHE's Learning Management System (LMS).



The course is comprised of 24 units that have been designed to:

- Develop a portfolio of generic skills including group work, interpersonal communication, problem-solving and leadership
- Acquire knowledge, skills, and abilities in the accounting profession
- Apply business and accounting theory in practice

A *Capstone* unit will be offered at the end of the course to give students the opportunity to undertake an industry-specific project of interest and exhibit what they have learned and achieved throughout their DHE learning experience.

### List of Units

The units that make up the course are presented in the table below in a recommended study sequence.

| Code                     | Unit title                               | Prerequisites                                                      | CPS |
|--------------------------|------------------------------------------|--------------------------------------------------------------------|-----|
| Year 1 (Level 1) 8 units |                                          |                                                                    |     |
| ACC101                   | Accounting for Decision Making           |                                                                    | 12  |
| BUS101                   | Business and Professional Communications |                                                                    | 12  |
| MKT101                   | Fundamentals of Marketing                |                                                                    | 12  |
| BUS102                   | Statistics for Business Analysis         |                                                                    | 12  |
| BUS103                   | Business Economics                       |                                                                    | 12  |
| BUS104                   | Introduction to Management               |                                                                    | 12  |
| ACC102                   | Transactional Accounting                 | ACC101                                                             | 12  |
| BUS105                   | Fundamentals of Finance                  |                                                                    | 12  |
| Year 2 (Level 2) 8 units |                                          |                                                                    |     |
| BUS201                   | Business Information Systems             |                                                                    | 12  |
| BUS202                   | Business Law                             |                                                                    | 12  |
| ACC201                   | Accounting Regulation                    | ACC102                                                             | 12  |
| ACC202                   | Company Law                              | BUS202                                                             | 12  |
| BUS203                   | Corporate Finance                        | BUS105                                                             | 12  |
| ACC203                   | Corporate Accounting                     | ACC102                                                             | 12  |
| ACC204                   | Management Accounting                    | ACC101                                                             | 12  |
| BUS205                   | Business Research Methods                | BUS104                                                             | 12  |
| Year 3 (Level 3) 8 units |                                          |                                                                    |     |
| BUS301                   | Project Management                       | 120cps (10 units) incl. BUS104                                     | 12  |
| ACC301                   | Business Analysis and Valuation          | ACC203                                                             | 12  |
| BUS302                   | Business Leadership                      | 120cps (10 units) incl. BUS105                                     | 12  |
| ACC302                   | Taxation                                 | Must have completed 120 credit points (10 units), including BUS202 | 12  |



| Code   | Unit title                     | Prerequisites                                                      | CPS |
|--------|--------------------------------|--------------------------------------------------------------------|-----|
| ACC303 | Data Analytics for Accountants | Must have completed 120 credit points (10 units), including BUS102 | 12  |
| BUS303 | Ethics in Business             | 120cps (10 units)                                                  | 12  |
| ACC304 | Auditing and Assurance         | 120cps (10 units) incl. ACC203                                     | 12  |
| BUS304 | Capstone Unit (Accounting)     | 120cps (10 units) of which 60cps must be in accounting             | 12  |
|        | <i>Total</i>                   |                                                                    | 288 |

## 7.3 Bachelor of Business (Digital Marketing)

### Course Rationale

The course has been designed as a three-year full-time or equivalent part-time Australian Qualifications Framework (AQF) level 7 qualification to provide graduates with the requisite theoretical and practical knowledge, skills, and understanding to work effectively in business specialising in *Digital Marketing*.

The *Digital Marketing* specialisation is also matched by a complementary suite of business units that equips graduates to be successful in their future careers. The course has also been designed to meet the accreditation requirements of the peak marketing body of Australia: *Marketing Institute of Australia (MIA)*.

The course provides an important and unique educational opportunity to the local and international student market newly entering the workforce by addressing the current digital marketing skills gap. The Digital Marketing specialisation, with its international and local intake will, within its scope, enable graduates to enter the jobs market on a par with more experienced marketers. The local business context also benefits as graduates take up employment and increase enterprise productivity through their digital marketing entrepreneurship.

### Structure, Duration and Modes of Delivery

The Bachelor of Business (Digital Marketing) spans 3-years full-time or equivalent part-time to provides graduates with a sound theoretical knowledge and understanding to work effectively in a digital marketing environment. Candidates to this degree may apply for professional recognition from the Marketing Institute of Australia (MIA).

The course will be delivered through a trimester-based system in face-to-face mode supported by e-learning technologies using the DHE's Learning Management System (LMS).

The course is comprised of 24 units that have been designed to:

- Develop a portfolio of generic skills including group work, interpersonal communication, problem-solving and leadership.
- Acquire knowledge, skills, and abilities in the digital marketing profession.

- Apply business and marketing theory in practice.

A Capstone unit will be offered at the end of the course to give students the opportunity to undertake an industry-specific digital marketing project of interest and exhibit what they have learned and achieved throughout their DHE learning experience.

### List of Units

The units that make up the course are presented in the table below, in a recommended study sequence.

| Code                            | Unit title                               | Prerequisites                                                 | CPS        |
|---------------------------------|------------------------------------------|---------------------------------------------------------------|------------|
| <b>Year 1 (Level 1) 8 units</b> |                                          |                                                               |            |
| ACC101                          | Accounting for Decision Making           |                                                               | 12         |
| BUS101                          | Business and Professional Communications |                                                               | 12         |
| MKT101                          | Fundamentals of Marketing                |                                                               | 12         |
| BUS102                          | Statistics for Business Analysis         |                                                               | 12         |
| BUS103                          | Business Economics                       |                                                               | 12         |
| BUS104                          | Introduction to Management               |                                                               | 12         |
| MKT102                          | Fundamentals of Digital Marketing        |                                                               | 12         |
| BUS105                          | Fundamentals of Finance                  |                                                               | 12         |
| <b>Year 2 (Level 2) 8 units</b> |                                          |                                                               |            |
| BUS201                          | Business Information Systems             |                                                               | 12         |
| BUS202                          | Business Law                             |                                                               | 12         |
| MKT201                          | Digital Consumer Acquisition             | MKT101                                                        | 12         |
| MKT202                          | Integrated Marketing Communications      | MKT101                                                        | 12         |
| BUS203                          | Corporate Finance                        | BUS105                                                        | 12         |
| BUS204                          | Entrepreneurship                         | BUS104                                                        | 12         |
| MKT203                          | Product and Service Branding Strategy    | MKT102                                                        | 12         |
| BUS205                          | Business Research Methods                | BUS102                                                        | 12         |
| <b>Year 3 (Level 3) 8 units</b> |                                          |                                                               |            |
| BUS301                          | Project Management                       | 120cps (10 units) incl. BUS104                                | 12         |
| MKT301                          | Managing Digital Marketing Campaigns     | 120cps (10 units) incl. MKT102                                | 12         |
| BUS302                          | Business Leadership                      | 120cps (10 units)                                             | 12         |
| MKT302                          | Social Media Marketing                   | 120cps (10 units) incl. MKT102                                | 12         |
| MKT303                          | Digital Marketing Analytics              | 120cps (10 units) incl. MKT102                                | 12         |
| BUS303                          | Ethics in Business                       | 120cps (10 units)                                             | 12         |
| MKT304                          | Digital Marketing Strategy               | 120cps (10 units) incl. MKT201                                | 12         |
| BUS305                          | Capstone Unit (Digital Marketing)        | 120cps (10 units) of which 60cps must be in digital marketing | 12         |
|                                 | <b>Total</b>                             |                                                               | <b>288</b> |

## 8. Assessment and Academic Integrity

### 8.1 Assessment

Assessment for each unit includes a range of approaches to allow students a number of different ways to demonstrate understanding. Formative assessments are intended to monitor student learning to provide ongoing feedback that can be used by students to improve their learning, identify their strengths and weaknesses, and target areas that need improvement. Summative assessments evaluate student learning by comparing 'high stakes' assessment tasks against specific standards or rubrics to evaluate and measure progress towards achievement of learning outcomes. Summative assessment results are recorded as marks or grades that are then factored into a student's permanent academic record.

The forms of assessment to be utilised for each unit will be clearly set out in the study guide given to students at the commencement of each unit, which will also be available on Canvas.

Most units will have a mix of the following forms of assessment:

- **Written exams** - may take the form of short answer questions, multiple-choice questions and essays, where appropriate. Final exam should not weigh less than 50%.
- **Written assignments (individual or group)** - may take the form of essays, literature reviews, reports, work logs, creation of blogs, websites or other online technologies and applications, portfolios and reflective journals to name a few. Group assignments should not have a weighting of more than 30%.
- **Seminars/presentations (individual or group)** - normally based around formal discussion groups where students will be delegated particular topics for research and will be required to present their findings at subsequent seminars. Marks are allocated according to the standard of these presentations. Group assignments should not have a weighting of more than 30%.
- **Practical assignments (individual or group)** - students may be required to complete a series of practical assignments designed to test students' abilities under 'real world' conditions. Group assignments should not have a weighting of more than 30%.
- **Academic Portfolios** – students may be required to provide a summary of major activities and accomplishments, documenting the nature and extent of the student's contributions as well as their role and achievements. Group portfolios should not have a weighting of more than 30%.

Please refer to the *POL33 Student Assessment Policy and Procedure* available on our website at <https://www.danfordhe.vic.edu.au/> Information relating to late submissions, special consideration, moderation, and grades can be found in this policy document.

## 8.2 Key Grades

Danford Higher Education assessment key grades serve as pivotal indicators of students' academic performance and comprehension in various subjects. These grades, often represented as letter grades or numerical values, reflect a student's mastery of course material, critical thinking abilities, and overall engagement.

For more details, please see the table below:

| GRADING SYSTEM           |            |                                                                         |
|--------------------------|------------|-------------------------------------------------------------------------|
| Grade Name               | Grade Code | Mark Range                                                              |
| High Distinction         | HD         | 85% and above                                                           |
| Distinction              | D          | 75% - 84%                                                               |
| Credit                   | C          | 65% - 74%                                                               |
| Pass                     | P          | 50% - 64%                                                               |
| Non-graded Pass          | NCP        | Satisfactory                                                            |
| Fail                     | F          | Less than 50%                                                           |
| Withdraw with Failure    | WF         | Withdrew after the census date                                          |
| Withdraw without Failure | WO         | Withdrew prior to or on census date or after with special circumstances |
| Credit Granted           | CPL        | Credit for the unit granted                                             |

## 8.3 Academic Integrity

Danford Higher Education upholds the principle that academic integrity relies on the application of honesty in all scholarly endeavour. Students of DHE are expected to conduct themselves in their academic studies honestly and ethically and carefully acknowledge the work of others in all their academic activities.

DHE takes academic misconduct such as cheating, collusion, plagiarism, academic dishonesty, fraudulent misrepresentation of work, fraudulent declarations and other such behaviour or action seriously. Penalties for any such academic misconduct may include warnings, penalty on assessment item, additional or alternative assessment, fail grade for that unit, withdrawal from the course, cancellation of enrolment and expulsion or other actions.

Student unit guides will explain the meaning of academic misconduct and will give students clear instructions as to whether they are permitted to work on an assignment jointly and provide clear guidelines relating to all aspects of groupwork. The student's unit guides will also provide adequate information to students about referencing requirements and academic conventions for the use of others' work including advice on how to avoid plagiarism and will refer students to *POL032 Student Academic Integrity Policy and Procedure*.

Refer to [\*POL032 Student Academic Integrity Policy and Procedure\*](#) for detailed information.

## 9. Leave, Deferral and Withdrawal

### 9.1 Leave of Absence

If you hold an international student visa, you must remain enrolled and must continue to actively participate in your course until you receive confirmation that your Leave of Absence has been granted. Students may take leave of absence from their studies due to illness, personal circumstances, work issues, financial issues or planned work or leisure time using a Leave of Absence Application Form at least ten working days prior to the date of leave. A request for a Leave of Absence may be done retrospectively, but only under extenuating circumstances. Students are required to attach supporting documents such as a medical certificate, letter from a counsellor, etc. to support their application. *Note that a leave of absence is not granted automatically.* Applications will be reviewed, and outcomes will be communicated via the registered student email address only. DHE support staff are ready to assist if you need help in making a Leave of Absence application, and can be contacted via [support@danfordhe.vic.edu.au](mailto:support@danfordhe.vic.edu.au).

More information on Leave of Absence can be found in the application form – *FRM028 Application for Leave of Absence*.

### 9.2 Deferral

Students wishing to defer their studies are recommended to speak to the Student Support Coordinator so that they have full information of their options prior to making an application. Despite the ability to defer studies students are still required to meet the rules regarding the maximum duration allowed to complete their course, as per the [\*POL014 Student Progression and Exclusion Policy and Procedure\*](#). Students wishing to defer from their course must complete the *FRM009 Request for Deferral of Studies Form* also available on DHE's website. The Course Coordinator will review the request and will advise the outcome to the student in writing within ten working days of receiving the request. The request for a deferral and its outcome will be recorded on the student's record.

### 9.3 Withdrawal

If a student is no longer able to commence or continue their studies, then the student can withdraw from the course. In certain circumstances, DHE will pay a refund to the student where the student has a valid reason and can provide the required evidence. Grounds for refunds are discussed in detail in the *POL011 Student Withdrawal and Refund Policy and Procedure*.

In circumstances where a student wants to withdraw from one or more units during a study period, DHE will ensure that the withdrawal is effective from receipt time of notification. DHE will not charge any fees for a student to withdraw or impose any barriers on a student that seeks to withdraw from a unit or course.



The student must apply for withdrawal using the *FRM011 Unit/Course Withdrawal Form*, available from the DHE website (<https://www.danfordhe.vic.edu.au/downloads/>).

More information is provided in [\*POL011 Student Withdrawal and Refund Policy and Procedure\*](#).



## 10. Fees and Refunds

### 10.1 Fees and Charges

In addition to tuition fees, students may incur the following fees and charges.

- (a) Re-issue of Academic records, transcripts or testamurs; \$75 document, \$50 statement of results, \$50 testamur
- (b) Application fee; \$250 (international only)
- (c) Course reinstatement; \$300
- (d) Issue of letters; \$20 per letter
- (e) Late fees for tuition fee payment, enrolment, or re-enrolment; \$200 or 10% of amount outstanding with the lesser of the two amounts to apply.
- (f) Library fees; (overdue resource \$1 per day per item)
- (g) Replacement student cards; \$20
- (h) Photocopying 10c per page (B&W)
- (i) Photocopying 20c per page (Colour)
- (j) Digital Access (materials) fee; \$100 (per annum)
- (k) Reassessment; \$200 per unit
- (l) Credit and Recognition of Prior Learning (RPL); \$250 per unit
- (m) Change of intake fee; \$200

### 10.2 Refunds

DHE understands that circumstances occur such that a student is no longer able to commence or continue their studies. In certain circumstances, DHE will pay a refund to the student where they have a valid reason and can provide the required evidence.

DHE may pay a refund directly to the entity that paid the tuition fees in the first instance, if circumstances are consistent with those noted in the *POL011 Student Withdrawal and Refund Policy and Procedure*. All refunds will be paid per the conditions set out in *POL011 Student Withdrawal and Refund Policy and Procedure*. Note that DHE will only pay a full refund in limited circumstances as mentioned in the policy document.

Please read *POL011 Student Withdrawal and Refund Policy and Procedure* carefully to obtain refund related information for the following circumstances:

- Provider default
- Student default
- Refund refusal
- Refunds due to withdrawal from a unit and/or course
- Refunds due to international students obtaining permanent residency
- Refunds due to extenuating circumstances
  - Circumstances that do not qualify as extenuating circumstances

- Circumstances that do not qualify as a serious illness

Note that no refunds will be offered in the following circumstances:

- An international student that hold a visa with study rights, requesting for a withdrawal and/or transferring out from DHE to another provider within the first 6 months of the principal course for the associated trimester (except where extenuating circumstances exist).
- DHE receives a withdrawal from an international student less than 28 days before the course commencement date (except where the student cannot start their course due to visa refusal).
- A student who has had their enrolment cancelled by DHE under the following circumstances:
  - The cancellation was due to a student's failure to enrol in a trimester; or
  - The cancellation was due to unsatisfactory progress at the conclusion of the appeals period; or
  - The cancellation was due to a student's failure to comply with visa conditions relating to their course with DHE; or
  - The cancellation was due to a student providing false or misleading information at the point of application and this has been substantiated (e.g. falsified documentation such as passport, qualifications issued by other education providers, etc.); or
  - The cancellation was due to a breach of student visa conditions or any illegal or unlawful conduct by the student; or
  - The terms and conditions between the student and DHE are breached (e.g. non-payment of tuition fees); or
  - The student's visa is cancelled by the Department of Home Affairs; or
  - The student's visa is refused by the Department of Home Affairs due to the submission of fraudulent or false documentation and/or information; or
  - A domestic student formally withdraws from the course or a unit after the trimester census date.

All applications for a refund must be made by submitting the [FRM031 Refund Request Form](#). Which are also available from our website (<https://www.danfordhe.vic.edu.au/downloads/>).

## 11. Student Code of Conduct

The Student Code of Conduct is designed to ensure that students are able to engage in education in a safe and welcoming environment. DHE expects that all members of the broader DHE community will behave professionally and with respect for others. Therefore, students must not behave in a manner that may be considered disruptive and/or inappropriate by any reasonable standard.

### 11.1 Students are expected to refrain from behaviour that:

- creates significant disruption to the learning environment;
- creates an atmosphere of hostility, intimidation, ridicule, anxiety or disrespect for others;
- contradicts published rules, regulations, procedures or common standards of safety;
- endangers or threatens to endanger the health or safety of others;
- contradicts standards of conduct for practicum placements and/or rules and regulations of the practicum work place;
- damages, defaces or destroys DHE's reputation;
- damages, defaces or destroys DHE's property; and
- other behaviour that is disruptive or disrespectful to other students or staff.

### 11.2 Students are expected to:

- attend their scheduled learning activities regularly and punctually;
- refrain from the use of devices which may disrupt classes. e.g. mobile phones, portable entertainment equipment, etc.
- comply with reasonable directions from DHE's authorised representatives;
- conduct themselves in a safe manner;
- identify and report any possible hazards from equipment, facilities and the environment;
- refrain from smoking anywhere in DHE's premises;
- refrain from drinking and/or eating in any study area, including the library;
- refrain from the use of bad language, alcohol and drugs;
- ensure that no students, staff, or visitors to DHE experience discriminatory, harassing or bullying behaviour;
- report any discriminatory behaviour, harassment or bullying to academic teaching staff, Course Coordinator or the Dean;
- follow DHE's policies.
- Consequently, students who breach these expectations may be subject to subsequent disciplinary action as noted in section 3.

### 11.3 Students are entitled to:

- be treated with respect and dignity;
- be treated fairly with regards to all our procedures;
- learn in an environment free of discrimination and harassment;

- 
- pursue their educational goals in a safe and supportive environment so that they have the opportunity to reach their full potential;
  - expect that their privacy is respected and their personal information will be kept confidential.

Where inappropriate behaviour (misconduct) is observed or reported then immediate action will be taken in accordance to the procedure stated in [\*POL020 Student Code of Conduct and Disciplinary Procedure\*](#).

## 12. Grievances, Complaints and Appeals

DHE is committed to a transparent, fair and timely process for addressing student complaints and grievances in accordance with principles of natural justice, ensuring that all parties are treated equally and fairly with regard to their individual circumstances.

The objectives of the *POL008 Student Complaints, Grievances and Appeals Policy and Procedure* is to provide students with a framework by which they may submit a complaint, or raise a formal grievance in relation to decisions or advice provided.

Students may raise complaints or grievances in relation to administrative decisions, including but not limited to:

- (a) decisions by administrative staff affecting individuals or groups of students;
- (b) administration of policies and procedures;
- (c) standard of service received through DHE administration; or
- (d) access (or lack of) to resources or facilities.

Students may raise a complaint or grievance in relation to misconduct by a DHE staff member, which will be managed under the *POL017 Appropriate Workplace Behaviour Policy and Procedure*.

Students may raise a complaint or grievance in relation to misconduct by another student, which will be managed under the *POL020 Student Code of Conduct and Disciplinary Policy and Procedure*.

Students may raise a joint complaint or grievance where more than one student has been affected, in which case the matter will be considered as one issue. If two or more complaints or grievances about the same matter are submitted independently, they may be considered jointly by agreement of all parties concerned.

DHE investigates anonymous complaints at the discretion of the Academic Registrar or delegate, considering:

- (a) the nature and seriousness of the complaint;
- (b) whether there is enough information for an investigation to be conducted; and
- (c) whether there is a statutory requirement for investigation.

Grounds for complaint or grievance include, but are not limited to:

- (a) a student being affected by a decision made without sufficient consideration of facts, evidence or circumstances;
- (b) a student being affected by a failure to adhere to appropriate or relevant DHE published policies and procedures;
- (c) a penalty applied to the student being unduly harsh or inappropriate;

- 
- (d) a student being affected by improper or negligent conduct by another student or staff member; or
  - (e) a student being affected by unfair treatment, prejudice or bias.

Students wishing to raise a complaint or grievance are encouraged to read the *POL008 Student Complaints, Grievances and Appeals Policy and Procedure* carefully and understand the procedural principles involved in the raising of a complaint or grievance. All communications must be made via the registered student email address only.

Students may appeal the outcome of the complaints and grievances process in accordance with the *POL008 Student Complaints, Grievances and Appeals Policy and Procedure* and seek external appeal or mediation (also contained within the said Policy) if they so choose. The *POL008 Student Complaints, Grievances and Appeals Policy and Procedure* has detailed information about these matters and it is recommended that students read that document.

## 13. Policies and Procedures

The following is a list of policies and procedures that students can find on the DHE website.

| Academic |                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------|------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| POL011   | Student Withdrawal and Refund Policy and Procedure                           | This policy sets out how DHE will deal with refund requests and in what circumstances and the amount of any refunds which may be granted for international students.                                                                                                                                                                                                                                                                                           |
| POL012   | Enrolment Fees and Charges Policy and Procedure                              | This policy establishes DHE's principles, processes, and administrative arrangements with regard to enrolment, fees and charges.                                                                                                                                                                                                                                                                                                                               |
| POL013   | Graduation and Awards Policy and Procedure                                   | The purpose of this policy and procedure is to define the rules for the issuing of Australian Qualifications Framework awards once a student has completed a course of study with DHE.                                                                                                                                                                                                                                                                         |
| POL014   | Student Deferral Policy and Procedure                                        | DHE recognises that there are circumstances where a student may need to defer their studies to deal with personal issues. This policy and procedure explain the process and rules for student deferral in such circumstances.                                                                                                                                                                                                                                  |
| POL020   | Student Code of Conduct and Disciplinary Procedures                          | This policy is designed to ensure that students can engage in education in a safe and friendly environment.                                                                                                                                                                                                                                                                                                                                                    |
| POL021   | Students and Prospective Students Privacy and Personal Information Procedure | During its business, DHE may collect information from individuals, including students or persons seeking to enrol with DHE, including information that personally identifies individual users. When collecting, handling and storing personal information DHE will comply with the requirements of the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth) as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012. |
| POL030   | Credit and Recognition of Prior Learning Policy and Procedure                | This policy ensures that students commence study at a level that appropriately recognises their prior learning experiences and are not required to repeat equivalent learning successfully undertaken in another context.                                                                                                                                                                                                                                      |
| POL032   | Student Academic Integrity Policy and Procedure                              | DHE upholds the principle that academic integrity relies on the application of honesty in all scholarly endeavour. Students of DHE are expected to conduct themselves in their academic studies honestly and ethically and carefully acknowledge the work of others in all their academic activities. This policy describes academic misconduct to                                                                                                             |



|        |                                                        |                                                                                                                                                                                                                              |
|--------|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |                                                        | students and outlines DHE's response to instances of academic misconduct that are detected.                                                                                                                                  |
| POL033 | Student Assessment Policy and Procedure                | This policy outlines the process to evaluate student learning outcomes in accordance with the Graduate Attributes, Course Learning Outcomes and Unit Learning Outcomes developed by DHE.                                     |
| POL034 | Student Consultation Policy and Procedure              | This policy outlines the mechanism by which all teaching staff (including full-time, part-time, casual and sessional) will make themselves available to assist students with academic matters outside scheduled class times. |
| POL035 | Student Progression and Exclusion Policy and Procedure | This policy outlines the framework to detail the rules for meeting course progression requirements and to define the grounds for student exclusion due to lack of satisfactory academic progress.                            |
| POL036 | Student Admissions Policy and Procedure                | This policy outlines the entry requirements, criteria and application procedures for prospective DHE students.                                                                                                               |

| Other  |                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                            |
|--------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| POL003 | Critical Incident Management Policy and Procedure                                   | The CIMP is designed to address various types of critical incidents that may occur within DHE. Preparation for, response to, and recovery from a critical incident affecting students, academic staff, general staff, contractors and management executives of DHE requires the cooperative efforts of all executive staff in partnership with functional areas supporting DHE operations. |
| POL004 | Equal Opportunity, Diversity and Equity Policy and Procedure                        | This policy sets out DHE's commitment to equal opportunity to be achieved in part, through embracing diversity and equity in all DHE's dealings with individuals. This commitment also reflects the intent of Standard 2.2 of the Higher Education Standards Framework.                                                                                                                    |
| POL005 | Facilities Infrastructure and Resources Review and Improvement Policy and Procedure | The objective of this policy is to ensure the appropriate maintenance, review and improvement of infrastructure and resources utilised by DHE in order to facilitate the successful delivery of its higher education courses.                                                                                                                                                              |



|        |                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------|-----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| POL008 | Student Complaints, Grievances and Appeals Policy and Procedure | This policy and procedure sets out DHE's commitment to ensure that there are transparent, fair and timely processes for addressing student complaints and grievances in accordance with principles of natural justice, ensuring that all parties are treated equally and fairly with regard to their individual circumstances.                                                                                |
| POL015 | Student Support Framework                                       | DHE is responsible for ensuring that appropriate student support services are provided to assist students in completing their studies and reaching their academic goals. To ensure that students are made aware of the support available, all DHE staff are required to understand their responsibilities in providing students with support and, where necessary, referral to others for appropriate advice. |
| POL016 | Sexual Abuse, Assault and Harassment Policy and Procedure       | DHE is committed to fostering a healthy culture of mutual respect in an inclusive and supportive environment. DHE aims to provide a safe and supportive work and study environment, free from all forms of sexual abuse (including exploitation), assault and harassment (SAAH) for all members of the DHE community.                                                                                         |
| POL019 | Risk Management Policy                                          | The purpose of this policy is to set out the key principles and expectations to support the effective management of risks to DHE activities, objectives and strategy, and promote transparency and integrity in decision making.                                                                                                                                                                              |
| PRO001 | Student and Staff Wellbeing, Safety and Security Procedure      | DHE is committed to establishing and maintaining a safe and secure educational and work environment where students and staff engage in educational and work processes in a safe, secure, and productive environment.                                                                                                                                                                                          |



## 14. Higher Education Legislation and Regulatory Environment

### 14.1 Higher Education Standards (HES) Framework (Threshold Standards) 2021 – TEQSA

The Higher Education Standards (HES) Framework (Threshold Standards) 2021 came into effect on 1 July 2021.

This section summarises the intent of the HES Framework and outlines key aspects of TEQSA's approach to regulation. The HES Framework has replaced the Higher Education Standards Framework (Threshold Standards) 2015 for regulatory purposes on 1 July 2021. Together with the Tertiary Education Quality and Standards Agency Act 2011, the TEQSA Quality of Research Determination 2021 (to be finalised) and the TEQSA Fit and Proper Person Determination 2018, the HES Framework is the definitive set of requirements for Australian higher education providers.

The HES Framework has been structured to align with the student experience or 'student life cycle' i.e. as they progress from prospective students through to the award of a qualification. The HES Framework is also grounded in the core characteristics of the provision of higher education. As such, the Standards are intended to be useful to higher education providers as a framework for internal monitoring of the quality of their higher education activities. For more information refer to: <https://www.teqsa.gov.au/contextual-overview-hes-framework>

### 14.2 The ESOS Act 2000

This Student Handbook includes information about institutions obligations under the Education Services for Overseas Students (ESOS) Act 2000. The provision of education and training for overseas students studying in Australia is regulated by Commonwealth legislation administered by the Commonwealth Department of Education, Skills and Employment and a National Code.

All education and training providers registered on, or seeking registration on CRICOS, must comply with the ESOS Act, ESOS Regulations and the provisions of the National Code 2018.

All States and Territories of Australia operate within this legislative framework. Its purpose is to protect the interests of people coming to Australia on student visas by providing them with tuition and financial assurance. The ESOS Act also ensures a nationally consistent approach to the approval of providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) <http://cricos.education.gov.au>

## 14.3 The National Code 2018 Guideline

The provision of education and training for overseas students studying in Australia is regulated by the Commonwealth legislation administered by the Commonwealth Department of Education, Skills and Employment.

Providers must comply with the National Code for Registration Authorities and Providers of Education & Training to Overseas Students.

The National Code 2018 replaces the National Code 2007 and is effective from 1 January 2018. All providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) are required to comply with the Code's requirements. This obligation applies to all provisions of the National Code 2018 and the code is legally enforceable.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 can be found at: [www.legislation.gov.au/Details/F2017L01182](http://www.legislation.gov.au/Details/F2017L01182)

## 14.4 ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework, and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For further information about the requirements, and to review a copy of the relevant frameworks, please access the links below:

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

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) <http://cricos.education.gov.au>

## 14.5 Tuition Protection Service

The Tuition Protection Service (TPS) is a placement and refund service for international students. The TPS replaces the Tuition Assurance Scheme and the ESOS Assurance fund. The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.



Australia has a well-established international education sector with over 1200 education providers delivering a high-quality education to international students. For many years now, Australia has been a world leader in protecting the tuition fees of international students studying in Australia on a student visa. Recent changes to the Education Services for Overseas Students (ESOS) Act have further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS).

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found. For further information, please visit: <https://education.gov.au/tps>

## 14.6 Statement of Assurance

DHE's Tuition Assurance protects the interest of current and intending students of DHE's courses that lead to an award/qualification in that it ensures students are given a suitable alternative course or have their course fees refunded if DHE cannot provide the course for which the student has paid. DHE also conforms to the requirements of the Tuition Protection Service (TPS) established by the Australian Government.

## 15. Health, Well-being, and Safety

Counselling is a form of communication and problem solving. Counselling can help students to succeed in living and studying in Australia. DHE has a qualified counsellor who can provide brief confidential counselling. If needed, you can be referred for more specialised help. Online resources and other self-help databases can also be very useful. To book an appointment with the counsellor contact [support@danfordhe.vic.edu.au](mailto:support@danfordhe.vic.edu.au).

### Counselling can help students to:

- Understand what is expected of them
- Understand the education system in Australia
- Communicate effectively
- Recognise and cope with pressures
- Manage stress and anxiety
- Help develop confidence and a sense of direction
- Deal with relationship and family issues
- Manage personal crises, homesickness, adjustment and family expectations
- Cope with stress and anxiety
- Manage financial matters
- Deal with depression, grief and loss

### 15.1 Student Associations

Australia has a number of student associations representing and assisting students from Australian institutions. National associations include:

- Council of International Students Australia (CISA) – national peak student representative body for international students studying at the undergraduate level.
- Australian Federation of International Students (AFIS) – assisting international students in maximizing the scope and potential of their experience living and studying in Australia.
- International Student Care Service (ISCS) – understands the need for homestays that are genuine and have caring families who provide a service of quality and safety for international students. ISCS offers 24/7 professional support to both families and students. Their homestay operation ensures a personalised service that is based on accountability, transparency and safety. For more information, visit <https://www.isca.net.au/isca-2/>

## 15.2 Support Services at Study Melbourne Student Centre

The first of its kind in Australia, the Study Melbourne Student Centre provides information, referral and practical support for all international students in Victoria. For further information, visit <https://www.studymelbourne.vic.gov.au/help-and-support>

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student. This means that institutions cannot:

- Refuse admission on the basis of disability
- Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees)
- Deny or limit access to a student with a disability (for example, not allowing access to excursions, or having inaccessible student common rooms or lecture facilities).

## 15.3 Disability Support

Many institutions offer services for students who require assistance with their studies because of a disability or chronic medical condition. These may include voice-recognition software, hearing aids or note-taking services. You should notify DHE of any special needs as part of your application form. You can also contact us several weeks before you arrive to make the appropriate arrangements for your specific needs.

DHE must make every effort to accommodate a student with a disability. However, we are not legally required to make modifications if the changes involve major difficulties or unreasonable cost. DHE has to prove the changes are unjustified and, before making such a claim, must have direct discussions with the student and seek expert advice.

If you are experiencing a problem with the DHE, you should first talk to staff to seek guidance. If informal discussions do not resolve the problem, you have the option of lodging a formal complaint as per DHE's [\*POL008 Student Complaints, Grievances and Appeals Policy and Procedure\*](#).

For further information about disability access and support please visit Study Melbourne website at <https://www.studymelbourne.vic.gov.au/help-and-support/disability-access-and-support>

## 16. Visa Information and Work Rights

### 16.1 Visa Information

The Study Melbourne Student Centre, located in Melbourne's CBD provides information, referral and practical support for all international students in Melbourne. Prior to classes commencing, all international students must present the following documentation to the Student Support Coordinator:

#### Visa

Student visas are normally granted for the duration of a course of study. The following conditions apply:

- As an international student, you must complete your course within the minimum course duration listed on your Confirmation of Enrolment;
- You must leave Australia after completion of your studies;
- DHE must report any student who is not making satisfactory progress.

If you wish to stay in Australia for your graduation ceremony, you may need to apply for a visitor class visa. It is your responsibility to comply with the conditions of your student visa. For a full list of conditions, refer to the Department of Home Affairs <https://www.homeaffairs.gov.au/>

#### Australian Address

You must always inform DHE of any change of address. You may do this by filling in a [FRM034 Student Change of Details](#) form.

#### Health Cover Card

As an international student you are required to take out Overseas Student Health Cover (OSHC), which will assist you to meet the costs of medical and hospital care that you may need while in Australia. OSHC will also pay limited benefits for medication and ambulance services. For further information refer to the Department of Home Affairs website <https://www.homeaffairs.gov.au/>

### 16.2 Workplace Rights Whilst Studying in Australia

If you are in Australia on a student visa, the number of hours you are allowed to work is defined in your student visa conditions. These restrictions may include any work experience undertaken as part of your study.

For more information, visit our working on a student visa page or the resources below:

[Fair Work Ombudsman: Help for visa holders and migrants](#)

[Fair Work Ombudsman: International student rights and obligations](#)

## Appendix 1: Key DHE Contacts

| Contact Point                                          | Details                                                                                                                                                                                                                                                                |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Danford Higher Education Head Office</b>            | Address: Level 8, 277 William Street, Melbourne 3000 VIC<br>Email: <a href="mailto:support@danfordhe.vic.edu.au">support@danfordhe.vic.edu.au</a><br>Tel.: +61 3 9125 1766<br>Website: <a href="https://www.danfordhe.vic.edu.au">https://www.danfordhe.vic.edu.au</a> |
| <b>Student Support Co-Ordinator</b>                    | Contact: <a href="mailto:support@danfordhe.vic.edu.au">support@danfordhe.vic.edu.au</a><br>Tel.: +61 3 9125 1766                                                                                                                                                       |
| <b>International Student 24 Hour Emergency Contact</b> | Tel.: 0422 430 031                                                                                                                                                                                                                                                     |
| <b>Admissions Officer</b>                              | Contact Name: <a href="mailto:admissions1@danfordhe.vic.edu.au">admissions1@danfordhe.vic.edu.au</a><br>and<br><a href="mailto:admissions2@danfordhe.vic.edu.au">admissions2@danfordhe.vic.edu.au</a><br>Tel.: +61 3 9125 1766                                         |

## Appendix 2: Critical Incident Management Team at DHE

| Job Title                   | Contact Name         | Contact Info.                |
|-----------------------------|----------------------|------------------------------|
| Course Coordinator          | Dr Vinu Nagar        | 03 9125 1766                 |
| Student Support Coordinator | Tania Gisela         | support@danfordhe.vic.edu.au |
| First Aid Officer           | Prof. Alexis Esposto | 03 9125 1766                 |
| Emergency Warden            | Richard Aldrich Siem | 03 9125 1766                 |
| OHS Representative          | TBA                  | 03 9125 1766                 |
| After Hours Contact         |                      | Mob.: 0422 430 031           |
| After Hours Contact         |                      | Mob.: 0433 458 394           |

## Appendix 3: Emergency Contacts

### Police, Ambulance & Fire Brigade – 000

In an emergency you can contact the Police, Fire Brigade and Ambulance by dialing 000. The operator will ask for your name and address and other details of the emergency situation. This call is free of charge but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the Police for help and to report the incident.

If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station. Contact details for your local Police Station can be found at <http://www.police.vic.gov.au/>.

### Hotline – 1800 342 800

This hotline – staffed by trained volunteers fluent in English and Hindi – provides guidance on what to do and where to go in a crisis. It is an initiative of a police reference group, formed with members of the Indian community.

### OSHC Worldcare 24-hour Emergency Helpline – 1800 814 781

OSHC Worldcare has a 24-hour Emergency Helpline that provides medical, legal and interpreting services to students in need.

### Victims of Crime Helpline – 1800 819 817

Whatever the incident, being a victim of crime can be a frightening experience with many short- and long-term consequences. If you are a victim of a crime and would like to speak to someone, please call 1800 819 817 (free call).

### International Student Legal Advice Clinic (ISLAC)

ISLAC is a free advice clinic to help you with any legal problems relating to employment, student rights, discrimination, victims of crime, police complaints and more.

Wednesdays 6.00pm–8.00pm. Western Suburbs Legal Service, 30 Hall Street, Newport (Adjacent to Newport train station; 10 minutes from Footscray station on the Werribee or Williamstown lines). No appointment required. Phone (03) 9391 2244 for more information.”

### International Student Hotline

1300 363 079 - Monday to Friday 8.00am to 6.00pm

The Australian Government is committed to providing the highest quality education system and making sure that international students receive the support they need while they are studying.

If you are having problems with your study, safety, accommodation or work, you can call the International Student Hotline, which is operated by the Department of Education, Skills and Employment:

| Services                                  | Phone Number                    |
|-------------------------------------------|---------------------------------|
| Victoria State Emergency Service          | 13 25 00                        |
| Victorian Poisons Information Centre      | 13 11 26                        |
| Police                                    | 000                             |
| Fire                                      | 000                             |
| Ambulance                                 | 000                             |
| Victoria Police Centre (Flinders St)      | (03) 9247 6666                  |
| Armed Crimes Unit Victoria Police Complex | (03) 9247 6666                  |
| Spencer St Police Station                 | (03) 8690 4444                  |
| Lifeline Australia                        | 13 11 14                        |
| Alcohol & Other Drugs Information Service | 1800 131 350                    |
| Lifeline Suicide Helpline                 | 1300 651 251                    |
| 1800 Ice Advice                           | 1800 423 238                    |
| Poison Information Centre                 | 13 1126                         |
| SES Assistance in Floods and Storms       | 32 500                          |
| National Security Hotline                 | 1800 123 400                    |
| Crime Stoppers                            | 1800 333 000                    |
| International Incident Emergency Helpline | 1300 555 135 (within Australia) |



The Study Melbourne Student Centre provides international students with a wide range of support services including free confidential legal, accommodation and welfare support in addition to organising events.

**Website:** [www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au)

**Phone:** You can contact the Study Melbourne Student Centre by 'phone on 1800 056 449.

**Email:** You can contact the Study Melbourne Student Centre by email on [info@studymelbourne.vic.gov.au](mailto:info@studymelbourne.vic.gov.au)



Visit the [Study Melbourne Student Centre page](#) to find out more about the services for international students.

## Appendix 4: Privacy Notice

### Your Personal Information

There are some circumstances in which personal information about students may be shared by Danford Higher Education with the Australian Government and designated authorities and, if relevant, the Tuition Protection Service and other bodies such as TEQSA. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.

Information about students will be treated as confidential but may be made available to Commonwealth and State agencies, as required by regulation/law.

DHE is required to inform the Department of Home Affairs - Immigration and Citizenship, about:

- Changes to a student's enrolment;
- Any breach by the student of a student visa condition including unsatisfactory course progress.

### Privacy Notice

- As per the Australian Privacy Principles (APPs) set out in *the Privacy Act 1988 (Cth)* as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, DHE may collect information from individuals, including students or persons seeking to enrol with DHE, either electronically or in hard copy format, including information that personally identifies individual users.
- DHE may also record various communications between individuals and itself.
- DHE will only collect personal information from individuals by fair and lawful means which is necessary for the functions of DHE.
- The information requested from individuals will only be used to provide details of study opportunities, to enable efficient course administration, to maintain proper academic records, to provide access to Commonwealth funding, and, to report to government agencies as required by law.
- DHE will not disclose an individual's personal information to another person or organisation unless:
  - the individual concerned is reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organisation;
  - the individual concerned has given written consent to the disclosure;
  - DHE believes on reasonable grounds, that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
  - the disclosure is required or authorised by or under law; or
  - the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.



For more information, please see [\*POL025 Students and Prospective Students' Privacy and Personal Information Procedure\*](#).

### **ESOS Privacy Notice**

Information is collected as part of enrolment in order to meet DHE's obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

The authority to collect this information is contained in the Education Services for Overseas Students Act, 2000, the Education Services for overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected during your enrolment can be released, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager.

In other instances, information collected can be disclosed without your consent where authorised or required by law. A broad outline of the ESOS framework designed for prospective students is now available at: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

### **Student Access to Records**

All documents and records generated in relation to the provision of learning, teaching, engagement, scholarship and such, that require traceability and reporting to ensure integrity and quality of provision and management, are to be secured and/or stored as detailed in *POL022 Records Management and Security Policy and Procedure*.

- Records, including electronic records, are to be held securely against authorised access, threat of loss or unauthorised change
- Records relevant to student's application, enrolment, fees and refund, credit for prior learning, results of each assessment, final marks or grade, copies of testamurs and results, any notes made by administrative staff, records of grievances and appeals, are to be held for a period of two (2) years from graduation
- Financial records relating to a student are kept for a minimum of 7 years.
- Student results for each unit are retained indefinitely to enable the re-issue of an award and record of results if required.

Students who wish to peruse their computerised academic record or paper records retained by the Academic Registrar will be permitted to do so during office hours. Students permitted access to their student records may take notes of information appearing on their records.

Students who require copies of information from their student records should request the staff at [support@danfordhe.vic.edu.au](mailto:support@danfordhe.vic.edu.au) to make the copies for them. Such copies will be available to students within 3 working days.



Some details may be deleted from the copies provided to conform with privacy requirements. Whenever a student accesses their student file, a note will be made in the student record to that effect.

Students are able to access their current progression and attendance summaries from student administration upon request. Progression can be viewed online via the student portal.

### **Students Visa Obligations: Reporting Breaches of Course Progress**

DHE as an education provider is required to report students failing to comply with course progress of their visa to the Department via the Provider Registration and International Student Management System (PRISMS) system.

As a prospective international student applying to study in Australia, you are required to obtain a student visa before travelling to Australia. Student visas are issued by the Australian Department of Home Affairs (DHA). There are a number of specific requirements that must be met before a student visa will be issued. These requirements vary, depending on your nationality, and the level and type of study you intend to undertake. For further assistance or information regarding student visas, visit: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Students may also seek assistance from an Australian Diplomatic Mission <https://dfat.gov.au/about-us/foreign-embassies/Pages/foreign-embassies-and-consulates-in-australia.aspx> in their home country

For detailed information on student visa conditions, please visit the DHA website at <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions#>

## Appendix 5: Health, Safety & Security Information

While Australia is considered to be a relatively safe country, obviously it is still wise to avoid dangerous situations. Personal safety and security are a matter of common sense and awareness. If in doubt, move away. Here are a few tips for your personal safety.

### Useful Tips When You Are Out & About

It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night.

A public place can vary through the course of the day. It may be used by different groups of people at different times. It may be busy at certain times and isolated at others. It may be different during the day than it is at night. These differences can have a very different impact on the way you feel when you are in them and the level of safety they provide.

### Examples of varying locales:

- The street outside a hotel in the morning is likely to be used by people going to and from work or shopping. At night however, the people most likely to be on the street are hotel patrons. Alcohol consumption has now become a factor in these places, and for many (particularly for women), some areas may become less safe;
- A shopping mall during the day has many different people using it. Once it closes, it is often isolated and usually dark; and
- A school between the hours of 8am and 5pm is usually lively and active. After 5pm, on weekends or during school holidays however, it may be isolated or dominated by particular groups of people.

### Useful advice:

- Walk in well-lit areas
- Walk mid-point between travelled routes between buildings
- Try to walk with a group of people – organize a group of other students if you are going in the same direction.
- Use caution when using elevators, isolated stairways, or toilet areas.
- Plan the safest route to your destination and use it. Stick to the main roads if possible.
- Never hitchhike!
- Remain alert. Use your peripheral vision. Wearing headphone may decrease your awareness.
- If approached, maintain a comfortable distance while you answer a question or give directions. Never turn your back on someone who has approached you.
- Try and arrange a lift home from a friend, taxi or uber if you are going out late. Get dropped off as close to your door as possible. Have your house keys ready in your hand.
- Avoid using ATMs in dark or lonely places.



### **If you Suspect you are Being Followed**

- Be suspicious – keep looking behind you, so the person knows you cannot be surprised.
- Cross the street or change direction.
- Go to a well-lit area, enter a residence or building where there are people and 'phones.
- Do not wear a personal audio player or play music so loudly that you are unaware of your surroundings.
- If you are on campus, contact a staff member.

### **Personal Safety on Public Transport**

While public transport in Australia is comparatively safe, you should still exercise caution.

- Do not stand alone while waiting for a tram, bus or train, especially at night, if you can avoid it. Stand with other people.
- If you are on a tram, bus or train and it is nearly empty, sit near the driver or as close as possible to the guard's compartment.
- At the railway station, stand back from the edge of the platform, behind the yellow line. Avoid sitting near the exit door of the train as an attacker may be able to grab your property and run before you can react.
- When disembarking from public transport, walk with another commuter.
- If travelling by taxi, or uber remember the driver's identification number displayed on the dashboard. There should also be a 'photo of the driver, if it is not there do not get in. Once you have reached your destination, ask the driver to wait until you have safely entered.
- If you are catching a tram, train or bus, check the timetable beforehand so that you are not waiting at the stop or station for long periods. Select a well-lit place to wait, at night and make sure that you can see the area around you.

Here are few general tips to help keep you safe on public transport such as buses, trams and trains:

- Keep your belongings close to you and know where they are at all times;
- Keep your valuables, like your wallet, mobile 'phone or iPod out of sight;
- If you are travelling at night, travel with friends if possible and sit as close to the driver as you can;
- Where possible, stick to well lit, busy areas when walking between train, tram or bus stations and your home;
- Always be aware of your surroundings, including where your fellow passengers are sitting;
- If someone is making you uncomfortable or goes so far as to threaten you, tell the driver;
- Always be alert at train stations, tram and bus stops;
- Train carriages nearest the drivers are left open and lit.
- In most cases taxis and uber are a safe way of getting home at night. However, as with all forms of transport passengers need to be alert. To increase your confidence when travelling by taxi, or uber consider the following suggestions:
  - 'Phone for a taxi or Uber in preference to hailing one on the street. A record is kept by taxi and uber companies of all bookings made;

- You are entitled to choose the taxi or Uber (and therefore the taxi or Uber driver) of your preference. If a driver makes you feel uncomfortable you are within your rights to select another vehicle;
- Sit wherever you feel most comfortable. It is very acceptable to travel in the back seat of the vehicle;
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with;
- Take note of the taxi company and fleet number (usually located at the front of the taxi). This will help in identifying the taxi if required;
- If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details (e.g. – "Look after my friend, Mr/Ms Yellow Cab number 436");
- Stay alert to your surroundings and limit your conversation to general topics;
- If you don't want your home address known, stop a few houses away from your destination; and
- If the driver harasses you when travelling in a taxi or Uber your options include:
  - Asking the driver to stop. You may choose to make up an excuse to do so;
  - Leave the taxi when it stops at a traffic sign or lights;
  - Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop; and
  - Read out the fleet number and advise the driver you will report him/her if they do not stop.

### **Personal Safety When Driving**

- Plan the safest route to your destination and avoid isolated roads especially at night.
- Be alert when walking to your car and always have your keys ready.
- Before you open the door, check the rear seat and luggage compartment.
- Lock your car once you are inside it. Keep your windows up when travelling alone.
- If your car breaks down, move the vehicle off the roadway if possible, raise the bonnet, activate the hazard lights and then lock yourself inside the vehicle call the Royal Automobile Club Victoria (RACV)- 13 72 28 for Roadside assistance. Wait for an emergency vehicle to help. This is not a free service.
- If you think you are being followed, drive to the nearest Police, Fire or Service Station for assistance. Do not drive home.
- Make sure you always have enough fuel in your vehicle for your journey.
- **Never pick up hitchhikers.**

### **Handbag Snatching**

- Keep your handbag in front of your body, avoid dangling it by your side from your hand or shoulder.
- Be aware of people coming from behind – even on motorbikes and cars.
- Never leave your bag on a shopping trolley, at your feet or on the hook of the door in a public toilet – always keep it close to you.

- When you put money in your handbag, do not let people see where you put it – especially when you are using an ATM.
- Be constantly aware of what valuables are in your bag – e.g. driver's licence and credit cards.
- If your bag is taken, immediately cancel any credit cards, and change your house locks as soon as possible. Report it to the police.
- When packing groceries into your car, never leave your handbag on the boot or roof of your car. Thieves are watching and can easily grab your property. Always leave your bag locked inside your car when you are packing groceries away.

**REMEMBER:** If confronted by somebody trying to take your bag, give it to them. No amount of money or inconvenience is worth serious injury.

### **Safety & Assaults - Dealing with Confrontation**

If you are faced with a confrontation, verbal or physical, don't panic. There are things you can do to minimise the danger, evade your attacker and get away safely:

- Be prepared. Rehearse possible options and techniques to use in the event of a personal confrontation;
- If faced with a robber, ask yourself whether it is worth placing your personal safety at risk for the sake of property that can generally be replaced. Staying safe may mean handing over your wallet or handbag. Try and note the description of the offender, details of the attack (including how and in which direction the offender left) and report the matter to police. Remember that you should try to keep cash and valuables that you carry to a minimum, so that if you are robbed you will not be left entirely without funds;
- Attackers target vulnerability. Act with confidence, assertiveness and strong body language. If you are attacked, do whatever you believe will keep you the safest at the time. If you can escape by any means, such as running away, do so. Report the incident to police as soon as you can;
- Scream. An aggressive, loud, guttural roar, rather than a high-pitched squeal of fear, turns fear of being attacked into anger. This produces an adrenaline rush, allowing you to move faster, think quicker and multiply your strength. It also is likely to temporarily shock the attacker and attract attention from any bystanders; and
- Remember that in emergencies you can call 000 and ask for police or ambulance assistance.

### **Sexual Assault**

Sexual assault is a criminal offence. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain precautions may make it more difficult for a possible perpetrator:

- When socialising, be smart. If you are drinking, drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked (drugged) quite easily;
- Walk with confidence and purpose;
- Avoid lonely or dark places;
- Be wary of strangers, whether they are on foot, in cars or at parties;
- Be aware of the people around you;

- Respect your intuition; and

If placed in a situation where you feel uncomfortable say "No!" loudly and with conviction.

### **What do I do if I am Assaulted?**

It may be very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact should be the Police or your closest Sexual Assault Service:

- From a public 'phone or mobile 'phone, ring the police on 000. Do not hang up the telephone if you do not speak English well – say your language and an interpreter will assist you with your call;
- Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence. Don't drink alcohol or take tranquillisers or other drugs, as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker; and
- Remember, you are the victim. You have nothing to feel guilty or ashamed about. Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be in attendance with you when you are dealing with the circumstances surrounding the report of assault.

### **Other Support Services**

Some other support services that may be useful to know while you are studying in Australia are listed below.

### **Emergency Contacts**

Contact details – 000

Service details – Life threatening situations, such as a car crash or a fire.

### **Local police – non-urgent matters**

In Victoria you need to call your local police station (consult your local Telephone Directory) or 13 14 44

Service details – Police attendance for non-urgent matters.

### **Lifeline**

Contact details – 13 11 14

Service details – Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by 'phone or through their online chat available on their website. <https://www.lifeline.org.au/>



### **Kids Helpline**

Contact details – 1800 551 800

Service details – If you are between 5 and 25 and you are feeling depressed, worried, sad, angry or confused about things like your studies, personal relationships, Kids Helpline offers free 24-hour, 7-day telephone counselling support (anonymous if you prefer).

### **Poison Information Centre**

Contact details – 131 126

Service details – Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.

### **Sexual Assault Counselling service**

Contact details – To contact any Centre Against Sexual Assault (CASA) and the after-hours Sexual Assault Crisis Line (SACL) simply call 1800 806 292 or Email SACL at [ahcasa@thewomens.org.au](mailto:ahcasa@thewomens.org.au) or Sexual Assault Crisis Line on 1800 806 292 or Men's Referral Service on 1300 766 491

Service details – If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counselling services. These provide a free 24-hour, 7 day a week telephone counselling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.

### **Home Safety**

Home safety and security are issues for you to consider when you are deciding on a place to live. Windows and doors should preferably have security screens or locks, doors should have dead-bolts, a security chain and a peep hole, and if the property has an alarm system – that would also make it an excellent choice.

It is recommended that if you are in a rental property that you obtain contents insurance for your belongings. This is a form of house insurance that insures the contents of the house. Landlords will usually have house insurance but your belongings will not be covered. Contents insurance will replace your belongings if your house is robbed and your belongings are damaged or stolen, or you have a house fire and your belongings are destroyed or damaged. The cost is around a few hundred dollars a year and depends on the value of your belongings.

Australia is a safe country with low rates of crime. But that does not mean that crime does not happen. Do not make breaking into your home easy for thieves. Here are some tips to help keep you safe at home:

- If a stranger knock, talk to them through a locked screen door. Do not let a stranger in the house. Check the credentials of tradespeople;
- Know your neighbours. You will know who is supposed to be in the area and people are more likely to help if they know you;
- Do not leave messages on the front door. It lets people know you are not home;
- Avoid having parcels left on the door step. If you have to have something delivered while you are not at home, have the neighbours collect it;

- Create an invisible housemate. Women living alone may choose to have a male relative or friend speak on their answering machine, such as “We’re unable to take your call, please leave a message”;
- Lock your doors and windows when you go out. It is a good idea to have them locked when you are at home as well, even if you are well above street level;
- When out, leave a radio or television on or a light on in the evening to give the impression you are home;
- Do not leave a set of spare keys outside your house. If you have a trustworthy friend or neighbour, consider leaving spare keys with them;
- Do not leave vehicle keys lying around inside your house. If you are burgled, this gives the intruder the opportunity to take your vehicle as well;
- If you purchase expensive electrical appliances, cut the boxes into pieces before recycling. Discarded boxes outside a home can let burglars know what is new in the house;
- Mark your property with an identifying code (such as your passport number or birth date) using an engraver or ultra-violet marker. These markers are now available to buy from various electrical stores. Marked property is much harder for burglars to resell;
- Keep a list of the serial numbers of your electrical appliances such as televisions, DVD players, video recorders, CD players etc. In the event that they are stolen and recovered, you are more likely to be in a position to identify them as your property;
- Back up computer hard drives and keep these copies in a separate location to reduce the risk of information loss;
- Be careful about the information you give to strangers over the ‘phone, or through social networking internet sites. If you are not at home or you go on holiday, do not make the information available to strangers (for example, through an answering machine message or a social networking page);
- Use deadlocks and door chains if you have them. If you do not, ask your landlord or real estate agent to install them;
- If your house has an alarm, make sure you use it;
- Prepare an emergency escape plan for your home in case of life-threatening situations, such as a fire;
- Ensure your house number is clearly visible from the street in case of an emergency;
- If you come home to find evidence of a break-in (such as a broken window or door lock), do not go in. You may disturb evidence or put yourself in danger if the thief is still there. Ring the police from a safe location outside; and
- Remember to call 000 in the event of an emergency. Do not hang up the telephone if you do not speak English well – say your language and an interpreter will assist you with your call.

### **Internet safety**

The internet is a useful tool for a range of information purposes, such as communicating with friends and family; personal and academic research; and financial transactions. But you should be aware of dangers such as theft of identity or personal details, which can lead to possible embarrassment or serious financial loss.

Here are some tips for you to remember:

- Ensure your computer is physically protected. Keep it in a secure place and do not leave a laptop unattended if you carry it with you;
- Protect your electronic data by installing and maintaining anti-virus and anti-spyware software, a firewall and an anti-spam filter for your email applications. Use and update this software regularly;
- Regularly download and install the latest security patches for your computer software, including your web browser. Use automatic software security updates where possible;
- When using social networking sites, be careful about the information you share. The personal 'photos and messages that you post can provide information to criminals for use in identity theft. Think carefully about the amount of personal information you post and who is able to see it;
- Use unique passwords and update them regularly;
- Never click on suspicious links, even if they come from someone you know. Visiting websites through clicking on links in suspect emails may result in malware (malicious software), such as a 'trojan', being downloaded to your computer. This is a commonly used and effective means of compromising your computer;
- Delete suspect emails immediately. Do not open these emails;
- Only open an attachment to an email where the sender and the contents of the attachment are known to you;
- Do not download files or applications from suspect websites. The file or application could be malware. Sometimes the malware may even be falsely represented as e-security software designed to protect you; and
- Be wary of online scams and threats. These change all the time. Stay informed by signing up to services like the Stay Smart Online Alert Service. This is a free information source designed to provide Australian home users and small businesses with up to date and simple advice and information on the latest e-security threats and software vulnerabilities.

## Water and Beach Safety

Beaches in Victoria are patrolled across the state by [Life Saving Victoria](#) (LSV).

- You can find a patrolled beach on [Beachsafe website](#) or by using the Beachsafe app;
- You can also check whether a beach is patrolled with lifesavers or lifeguards, so you can swim between the red and yellow flags where they can see you if you get into trouble;
- Lifeguards are highly trained and very knowledgeable about beach safety and conditions. When you arrive at the beach look for and identify the lifeguards. Feel free to ask them about the day's conditions, as well any additional beach safety advice they might have for that specific beach – because every beach is different;
- **Always** swim between the red and yellow flags;
- Swim with a friend, **never** alone;
- **Always** supervise children around water; this means more than just being there, you have to watch them every moment.
- If you are not feeling comfortable in the water and you require a lifeguard's assistance to get back to shore, stay calm, raise your arm in the air and wave it from side to side. This will attract the attention of a lifeguard who will be able to come to your assistance;

- Conserve your energy by floating on your back and staying calm. This will ensure you have the energy to remain afloat until further aid arrives;
- Check the weather forecast at [bom.gov.au](https://www.bom.gov.au) and watch for changing conditions, cool changes and wind direction changes that could impact upon your beach activities.

For more information on beach safety, go to <https://www.healthdirect.gov.au/beach-safety>

To teach your children about Water Safety at home, Life Saving Victoria (LSV) have developed *The Water Safety @ Home series* which provides online, practical sessions for children to stay active, and learn water safety, cardiopulmonary resuscitation (CPR), first aid, swimming and the lifesaving Nippers program – all from home or classroom. There are sessions for age ranges from early childhood through to upper primary-school age, as well as Water Safety Watch & Learn videos and resources that align to the Victorian school curriculum. Click here for more information: <https://lsv.com.au/education/watersafetyathome/>

### Fire Safety

International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Fortunately, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

### Smoke Alarms

When you are sleeping you have no sense of smell, so you cannot smell smoke. A smoke alarm is a device that detects smoke from a fire and sounds an alarm. Smoke alarms alert and wake people allowing valuable time to get out of a house during a fire. For your protection, a smoke alarm must be installed in your home.

In Australia it is compulsory for all rental properties, boarding houses and hostels to have smoke alarms installed. It is the legal responsibility of owners and landlords to install working smoke alarms before you move in. It is your responsibility to maintain the smoke alarms.

There are three steps to maintaining a smoke alarm:

- Test the smoke alarm each month by pressing the button (use a broom handle if you are unable to reach it);
- Change the battery in your smoke alarm yearly (choose a public holiday or your birthday, so it is easy to remember); and
- Dust around the vents of your smoke alarm yearly.

Look after your smoke alarm. Only working smoke alarms save lives:

- Do not remove the battery;
- Do not take the smoke alarm down;
- Do not cover the smoke alarm;
- If cooking sets off the alarm, do not disable it. Turn on the exhaust fan, open a window and wave a towel near the alarm;

- If the battery is low the smoke alarm will sound a short 'BEEP' every minute or so. This is to alert you that the battery needs replacing; and

If there is no smoke alarm or it does not work inform your landlord – preferably in writing.

## **Electricity**

The safe use of electricity assists in preventing house fires:

- Improper use of power boards and double adaptors can lead to fires. A double adaptor or a power board plugged into another double adaptor or power board creates a danger of overloading the electrical system. Leaving an extension cord coiled while in use or placing a cord under floor coverings can cause overheating;
- Be careful to keep electrical appliances away from water. A hair dryer takes time to cool down. For safety, allow this to happen on a non-combustible surface before storing it;
- Computers, monitors and TVs can overheat and cause fires even when not in use. They should be turned off after each session. Good air circulation is necessary around TVs and videos. TVs should be turned off at the set, not only with the remote control; and
- Light globes can become very hot. It is dangerous to cover a lamp with any type of fabric.

## **Heaters**

It is necessary to keep yourself warm in cooler weather, but remember heaters are a major cause of house fires:

- Read and follow the operating instructions for your heater;
- All clothes and curtains should be at least one meter from the heater;
- Turn off all heaters before you leave your room or go to bed; and

Before you go to bed at night or leave your home, ensure heaters are turned off at their power source and any naked flames are extinguished.

## **Candles, Oil Burners & Cigarettes**

Candles, oil burners and cigarettes can all be dangerous fire hazards:

- Do not smoke in bed;
- Dampen cigarette butts before putting them in the rubbish;
- Make sure your candles are on properly designed candle holders;
- Do not leave your room when a candle or oil burner is alight;
- Do not go to sleep when a candle or oil burner is alight; and
- Do not put candles or oil burners near windows. Be careful because curtains can catch fire quickly and easily.

## **Cooking**

Most house fires start in the kitchen:

- Always stay in the kitchen while food is cooking;
- Hot oils and fats catch fire quickly and easily:
  - Do not use water to put out an oil fire; and

- Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish, but only if safe to do so.
- Keep tea-towels, sponges and paper towels away from burning gas stoves;
- Turn off the cooking appliance before you leave the room or go to bed; and
- only prepare food in the kitchen.

### **Plan Your Escape**

If a fire occurs where you live, you may have to get out in the dark.

Make sure:

- doors are not blocked, preventing you from evacuating;
- you can find your key easily (in the lock is best); and
- you check if windows can be opened to evacuate.

In a fire:

- Get down on the floor. Crawl to the door;
- Get out of your room;
- Close the door. This prevents smoke and fire from spreading;
- Alert others;
- When outside, stay out. Never re-enter a burning building; and
- Call 000 (zero, zero zero) to alert the fire department.

What to say when you call 000:

- say “There is a FIRE”;
- wait;
- tell the operator your address and nearest cross street/corner; and do not hang up the telephone if you do not speak English well – say your language and an interpreter will assist you with your call.

### **Bushfires**

Bushfires commonly happen during drier and hotter periods of the year and almost any part of Australia could come under threat from bushfire at some time. Bushfires that occur on hot, dry and windy days can threaten lives and cause significant damage to property. Check weather forecasts in local newspapers, on radio and television, and the fire services website for Fire Danger Ratings and Total Fire Ban days in areas where you live, work or are travelling.

You can reduce the fire risk around your home by clearing out anything that could fuel a fire:

- Clear grass and weeds from around your house;
- Clear gutters, roofs and down pipes;
- Store anything flammable (e.g. – firewood, rubbish, garden furniture, gas bottles) away from your house; and
- Make sure your garden hoses are long enough to reach all areas of your property.



If you are going on holidays or travelling in rural areas, make sure you stay informed about bushfires while you are away. Check the Fire Danger Ratings and local fire restrictions, including Total Fire Bans for the areas you are travelling through and staying. You can find this information on the rural fire service web page for your state or territory:

- Be prepared to change your travel plans on hot, dry, windy days to stay away from areas where bushfires may occur;
- Tell a family member or friend where you are going, and let them know if you change your plans; and
- Consider taking food and drinks with you.
- Have a woollen blanket in the car to protect you from radiant heat if you are trapped by fire.

Avoid driving in areas where there is bushfire activity, as roads become extremely dangerous. If you see smoke, turn around and drive away from it. If you are caught on the road this is a threat to your life as your car offers very little protection from radiant heat.

To increase your protection:

- Park behind a solid structure to block as much radiant heat as you can. If this is not possible, then pull over to the side of the road into a clear area, well away from debris that may ignite;
- Wind up the car windows; close the vents, put on the hazard lights and headlights, leave the engine running and air conditioning on recirculate. Do not get out of the car and run;
- Get down as low as possible below window level;
- Cover yourself with a woollen blanket until the fire passes; and

Get out of the car once the fire passes.

### Fire Safety Contacts

Read more about fire safety at the following sites:

- Australian Capital Territory Emergency Services Agency [www.esa.act.gov.au](http://www.esa.act.gov.au)
- New South Wales Fire Brigades [www.fire.nsw.gov.au](http://www.fire.nsw.gov.au)
- New South Wales Rural Fire Service [www.rfs.nsw.gov.au](http://www.rfs.nsw.gov.au)
- Northern Territory Police, Fire and Emergency Services <https://pfes.nt.gov.au>
- Queensland Fire and Rescue Service [www.qfes.qld.gov.au](http://www.qfes.qld.gov.au)
- South Australian Metropolitan Fire Service [www.mfs.sa.gov.au](http://www.mfs.sa.gov.au)
- South Australian Country Fire Service [www.cfs.sa.gov.au](http://www.cfs.sa.gov.au)
- Tasmania Fire Service [www.fire.tas.gov.au](http://www.fire.tas.gov.au)
- Metropolitan Fire and Emergency Services Board Melbourne [www.frv.vic.gov.au](http://www.frv.vic.gov.au)
- Country Fire Authority, Victoria [www.cfa.vic.gov.au](http://www.cfa.vic.gov.au)
- Fire and Emergency Services Authority of Western Australia [www.dfes.wa.gov.au](http://www.dfes.wa.gov.au)

### Drugs & the Law

The purchase of cigarettes and alcohol is legal for people over the age of 18. However, if you look younger than 25 you will still be asked to show proof of your age (with a driver's licence, student identification (ID) card or similar). This practice protects the shop owner, as there are heavy penalties for selling or serving cigarettes and alcohol to people under 18 years.



Buying, selling, possessing or using all other drugs, including marijuana, amphetamines and opiates, is against the law. If you are caught you will face severe penalties, including fines, imprisonment and even deportation.

Read more about drug-related issues at [www.health.gov.au/topics/drugs](http://www.health.gov.au/topics/drugs)

### **Smoking**

Although smoking is permitted in Australia, it is not recommended. The long-term effects of smoking are well documented: cancer, heart disease, blood clots, respiratory infections and stroke. In the short term, you will suffer from bad breath and smelly hair and clothes, stained fingers and teeth, reduced physical fitness, and a severe cough.

Smoking is also linked to depression. And if none of that puts you off, consider the financial cost. High taxes are placed on cigarettes, making the smoking habit expensive.

Remember that smoking tobacco is prohibited in a growing number of public places in Australia, including shopping centres, restaurants, government buildings, and public transport. It is also prohibited in most government offices, health clinics, and workplaces. Non-smoking areas are often, but not always, indicated with a 'no smoking' sign. In Australia there are also a number of laws regulating and restricting the advertising, promotion and packaging of tobacco products.

For more information, visit the QUITLINE website at [www.quit.org.au](http://www.quit.org.au) or call 13 7848.

### **Alcohol**

The Australia culture includes the enjoyment of alcohol in social settings. In moderation people enjoy having a few drinks to unwind or celebrate, but binge drinking (drinking excessively to inebriation) should be avoided. Aside from giving you a hangover (headache, tiredness, nausea and vomiting), it makes you more susceptible to injury and assault, and can have an impact on your physical and mental health.

The use of standard drinks can help people to monitor their alcohol consumption and exercise control over how much they drink. Different types of alcoholic drinks contain different amounts of pure alcohol.

A standard drink is defined as one that contains 10 grams of pure alcohol. These are all equal to approximately one standard drink: A middy of beer (285ml) = a nip (30ml) of spirits = a small glass (100ml) of wine = a small glass (60ml) of fortified wine such as sherry.

If you are going to drink alcohol, don't drive. Driving with a blood-alcohol level above the legal limit is dangerous to others as well as yourself and severe penalties apply. There are a number of factors that will affect your blood-alcohol concentration including body size, whether you have eaten recently, and body fat. For more information about alcohol and how it can affect you, visit the Australian Drug Foundation website at [www.adf.org.au](http://www.adf.org.au)



Please keep in mind:

- Some hotels do not serve standard drinks – they might be bigger. Large wine glasses can hold two standard drinks or even more;
- Drinks served at home often contain more alcohol than a standard drink;
- Cocktails can contain as many as five or six standard drinks, depending on the recipe; and
- Pre-mixed bottled drinks often contain more alcohol than a standard drink.

Of course, you may choose to go to events and gatherings where alcohol will be served but not drink any alcoholic drinks. This is fine, and you have every right to drink water, juices or soft drinks (i.e. sodas, pop).

Whether you are drinking alcohol or not, keep your drink close to you and watch it at all times. If you must put your drink down – for example, to go to the bathroom – leave it with a trusted friend to look after. Drink spiking (putting extra alcohol or other drugs into a person's drink without their knowledge) is an unfortunate risk to people who are out trying to have a good time. Drink spiking can happen to anyone: male or female, young or old, whether they are drinking alcohol or not. Never accept an open container of drink if you did not see it being poured. If you suspect that you or your friends have had a drink spiked, call emergency on 000 immediately to report it and get help.

Read more about alcohol-related issues at [www.healthdirect.gov.au/how-alcohol-affects-your-health](http://www.healthdirect.gov.au/how-alcohol-affects-your-health)

### **Gambling**

People may enjoy gambling from time to time. However, it can become a problem and affect your health if you spend more time or money than you can afford on it, or if it has a negative impact on your relationships with other people.

If gambling is a problem for you, call Gamblers Anonymous for free assistance and support on 1800 858 858.