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BOX HILL INSTITUTE
WHAT WILL YOU
BECOME?
International Student
Welcome Booklet 2026
TAFE VICTORIA

Acknowledgement of Country

Box Hill Institute (BHI) proudly acknowledges that our learning sites at Box Hill, Lilydale and Melbourne CBD are situated on the ancestral lands of the Wurundjeri people of the Kulin Nations.

We acknowledge Aboriginal people as Australia's first peoples and as the Traditional Owners and Custodians of the land and waters on which we rely. We pay our respects to Elders past and present.

We embrace the spirit of reconciliation as we work together to deliver the Victorian Government's commitment to Voice, Treaty and Truth.





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Our values



Curious

We are driven to learn, grow and evolve.

We are open to new ideas, diverse perspectives and better solutions. We are proud to share our skills and knowledge as we walk alongside our students on their learning journey.



Trustworthy

We build trust by being honest and accountable.

We communicate clearly and act on our commitments, which means that our students, colleagues and partners can depend on us.



Compassionate

We are kind and respectful.

We care for all our students, colleagues and partners, knowing that everyone can help to shape a better world.

Welcome to Box Hill Institute!

Congratulations on your decision to study with us here in Australia.

To help you prepare for this exciting chapter, we've compiled some of the things you need to know in this welcome booklet. We encourage you to read through it, and reach out to us at **international@boxhill.edu.au** if you have any questions.

Welcome to the Box Hill Institute community, and we look forward to seeing you on campus.

Preparing for life in Australia

Student visa conditions

As a student visa holder, it's essential to understand and follow the mandatory conditions of your visa.

This means you must:

- Stay enrolled in a full-time CRICOS-registered course for the duration of your visa
- Maintain satisfactory attendance and progress
- Purchase and maintain valid Overseas Student Health Cover (OSHC) for the duration of your visa
- Notify your education provider of any changes to your residential address or education provider
- Satisfactorily complete your course.

Once you are initially enrolled in your course, you will be issued with a **Confirmation of Enrolment (CoE)** that can be used as evidence to **support your application** for a student visa.

Mandatory health insurance

The Australian Government requires all international students to have private health insurance, called **Overseas Student Health Cover (OSHC),** before applying for a student visa.

OSHC covers the cost of bulk-billed doctor appointments, some medical treatment, hospital care, and some prescription medications. It does not cover dental, optical or allied health services like massages or physiotherapy.

As this is a requirement of your student visa, it's important to have a valid OSHC policy for the duration of your visa. Failure to do so may mean you are in breach of your visa conditions and impact your ability to remain in Australia.

To find out more, visit **https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc**

Accommodation

While BHI does not offer on-campus or off-campus accommodation, there are many different accommodation options to consider. These may include single rooms, shared accommodation with others, homestays, or renting a whole apartment or house.

At the start of most rental agreements, you may need to pay a bond (equivalent to a month's rent) as well as the first month's rent. Rent will usually continue to be paid monthly in advance, as well as additional costs for services such as gas, electricity, water, and phone.

While there are many ways to find accommodation, our International Student Wellbeing Officer is a great resource to help you begin your search.

Updating your personal details

You must inform Box Hill Institute of your residential address within seven (7) days of arriving in Australia.

If your residential address or contact details change at any time during your study, you must complete the **Change Personal Details Form** within seven (7) days of the change being finalised. You can get a copy of the form from Customer Care or at **www.boxhill.edu.au/study-with-us/student-information**

It is your responsibility to keep us informed of your contact details, as they are required to send you any official correspondence such as your fees notification, enrolment or exam results. Exceptions due to out-of-date contact details cannot be made.

Before you begin your study

Student support services

We want all our students to be successful in their studies, but we know that sometimes life gives you challenges that you can't overcome on your own. That's why we have a comprehensive student support system that provides assistance across a variety of services.

International student support

If you need academic or course support, our dedicated International Student Support team is a great place to start. They can help you with:

- Course transfer enquiries
- Variation of enrolment
- Academic progress, attendance and intervention
- Referrals to secondary support services.

Student Life

Our International Student Support team offer free and confidential services to help you settle into student life.

The team is equipped to help you with:

- Counselling
- Financial hardship support
- Literacy and numeracy
- Accessibility support for any disabilities or physical limitations.

To find out more, visit **bit.ly/bhistudentlife**

Academic support

Our Academic and LLN Advisors work within Literacy & Numeracy Support (LN Support), assisting students with academic skill development, such as:

- Assignment planning & time management
- Academic writing
- Referencing & academic integrity
- Note taking skills.

Tuition fees

Tuition fees must be paid before you are enrolled, otherwise you won't be able to commence your studies.

Paying your fees on time will allow you to commence your learning without disruption and ensures your enrolment remains compliant with student visa requirements set by the Australian Government's **Department of Home Affairs.**

Student code of conduct

The Student Code of Conduct applies to all students at BHI. This ensures the safety, comfort and wellbeing of everyone, including children. Breaches of the Student Code of Conduct may result in action according to BHI's policies and procedures.

View the Student Code of Conduct here: **studentweb.bhtafe.edu.au/conduct**

Other policies and procedures

Want to know more about your rights and responsibilities as a student?

Visit: **boxhill.edu.au/about-us/policies-and-procedures**

Attendance and course progress

We want you to succeed in your course so it's important you attend classes. This will help you maintain satisfactory progress.

As a requirement of the international student visa, you must successfully complete or demonstrate competency in at least 50% of the course requirements within the set study period. For Vocational Education courses, a study period is 10 weeks, and for Higher Education courses, it is 20 weeks.

If you do not make satisfactory progress in a study period, you will receive formal written notification that you are considered a "student at risk", and an intervention strategy will be implemented to help get you back on track.

If you do not make satisfactory progress in two consecutive study periods, you will receive another formal written notification advising that this may be reported to the Department of Home Affairs as a breach of your student visa conditions, in line with their guidelines.

If you are experiencing difficulties, please let your teachers and our International Student Wellbeing Officer know as soon as possible. We can help you identify any barriers to your success and provide intervention strategies to support your progress. The earlier we know, the earlier we can help.

Feedback

We want to ensure that you feel heard and supported during your time with us.

We value all types of feedback, as it is essential to helping us continue to improve and develop our course delivery, teaching and other services to students.

Email: customerrelations@boxhill.edu.au

Phone: +61 3 9286 9457

Letter: Customer Relations Officer

Box Hill Institute
465 Elgar Rd
BOX HILL 3128

Learn more: **studentweb.bhtafe.edu.au/feedback**

Changing your education provider

If you need to change providers before completing six (6) months of your course, you can apply for a release. Before going ahead, there are a few things you need to consider:

1. While it is free to apply for a release, you must fill in a release request form if you have completed less than six (<6) months of your course. This is not required if you have completed six months or more (>6) of your course.
2. Release requests will NOT be approved within the first four weeks of the course commencement date, where it is considered that you are experiencing settlement issues and have not accessed support services provided by Box Hill Institute.
3. Requests for approval to transfer to another provider will NOT be approved where the proposed transfer is to a course in the same or similar subject area leading to the same or similar qualification.

We encourage you to speak with our International Student Wellbeing Officer before commencing with a transfer request, to ensure you have their help to fully understand your obligations.



Student essentials

Your first day on campus

Your first day on campus will be at our international student orientation day, where our team will take you through everything you need to know to successfully start your studies and begin your life in Australia.

Our Student Life team will run you through an introduction to Australia / Box Hill Institute and your responsibilities as a student, as well as answering any questions you might have. In the second half of the day, you'll connect with your teachers to complete your enrolment process so you're officially on board!

Health and safety

As students, you're our number one priority, and we want you to feel safe and always supported. We understand that life can be challenging. That's why we're here to help with a range of services to support your wellbeing and success.

First aid

All campuses have first aid kits on site and Designated First Aid Officers (DFAO), but we do not have nurses, medical staff or a supervised sick bay. If you injure yourself and require first aid:

- In class: report to your teacher
- On campus: contact security.

Note that we are unable to provide or administer any form of medication. If you have a chronic medical condition that requires ongoing medication and/or management, please ensure you carry a personal first aid kit that includes your medical plan, key contacts and medications, as well as letting your teacher know.

What to do if you're feeling unwell

If you have an infectious illness like the flu or gastro, do not attend campus. Inform your teacher, who will help you catch up later.

If you become unwell on campus, please notify your teacher immediately. They may involve a DFAO or emergency services. A medical clearance may be required to return to campus, so follow instructions from your faculty.



If your illness affects your studies, contact your course coordinator to discuss what assistance is available to help you with your training.

Safety incidents

Safety incidents can occur anytime around campus. Reporting safety incidents is critical to ensure we maintain a safe environment for study and work.

By safety incidents, we mean:

- **Hazard** – any occurrence that has the potential to cause physical and/or psychological harm
- **Near miss** – an incident that has occurred, but no injuries have occurred
- **Injury** – an incident that had occurred that resulted in an injury.

Report a safety incident or find out more: **studentweb.bhtafe.edu.au/safety-incidents**

Security information

Our security team is here to help, whether you have a serious safety concern or want a companion to walk you to your car.

If you're concerned about your safety at any time on campus, give them a call to chat about how they can help.

Location	
Box Hill campuses (Elgar and Whitehorse)	03 9286 9286
Nelson campus	03 9286 9287
City campus	03 8892 1700
Lilydale campus	03 8892 2555

Emergencies

If there is an immediate threat to someone's health, contact emergency services by calling 000. You can also contact our security team to advise that a medical emergency is taking place, so they can assist with first aid and coordinate access for emergency services.

Emergency response

In the event of an emergency, you will hear either sirens and/or an announcement over our speaker system. Look for your teacher or the nearest BHI employee (identifiable by either their lanyard or BHI-branded clothing) and follow their instructions.

Child Safety

We are committed to the safety and wellbeing of children and young people in our care, and have zero tolerance of any abuse or harm towards them. We also recognise our responsibility to ensure our learning environments are safe and supportive.

We are proud to be a Child Safe Organisation that complies with the Victorian Child Safe Standards and the Reportable Conduct Scheme.

Learn more:
studentweb.bhtafe.edu.au/childsafety

Travelling to campus

There are a number of ways you can travel to campus, depending on what mode of transport is right for you.

Driving and parking

You should always have your overseas licence with you when you drive.

If your licence is not in English, you'll also need to carry either:

- An English translation of your licence, or
- An international driving permit in English.

For further details visit **vicroads.vic.gov.au/licences/convert-your-licence/driving-with-your-overseas-licence**

Limited parking is available for students at our Elgar, Whitehorse, Nelson and Lilydale campuses.

Parking at our Lilydale campus is free. All other student parking requires that you display an annual parking permit in the bottom left-hand corner of your windshield (passenger side) and purchase a parking ticket for the day of entry.

Annual parking permits can be collected from Customer Care on the ground floor of the Box Hill - Elgar campus in Building B4. Any additional permit is upon approval and will cost $5.

If purchasing a physical ticket, it must be placed on the dashboard next to your permit, otherwise a digital ticket can be purchased via the PayStay app on Apple or Android devices.

Failure to have both a permit and parking ticket (physical or digital) will incur a fine.

Find out more at **studentweb.bhtafe.edu.au/parking**

Public transport

All our campuses are easily accessible by public transport, with trams, trains and buses within walking distance. To travel, you will need to purchase a myki card.

If you are studying full-time and enrolled in a diploma, advanced diploma or bachelor's degree, then you may be eligible for an International Student Travel Pass (ISTP), which will save you up to 50% on public transport. Visit our Customer Care team to find out how you can apply.

For more information and timetables, download the **PTV app** or go to **ptv.vic.gov.au**

Personal transport (Bicycles, e-bikes and other e-vehicles)

In Victoria, you are required to wear a helmet when riding any form of personal transport that is not a car. Bicycles/e-bikes must also have a white front light, a rear red light, and a red rear reflector.

E-vehicles (such as e-bikes, e-scooters and e-skateboards) are not permitted inside any BHI buildings. They must be left outside at the appropriate bike racks at each campus. Charging e-vehicles on campus is also prohibited.

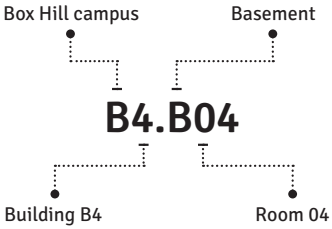


Finding your way around campus

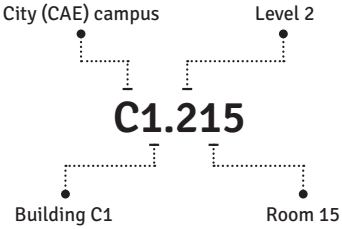
Room numbering

Looking for your classroom? Room numbers for our campuses can be broken down as follows.

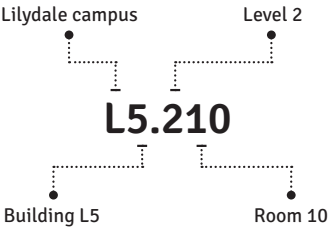
Box Hill campuses – the room number is made up of campus/building no/floor level/room. eg, B4.B04.



City campus – the room number is made up of campus/building no/floor level/room. eg, C1.215.



Lilydale campus – the room number is made up of campus/building no/floor level/room. eg, L5.210.



Campus information

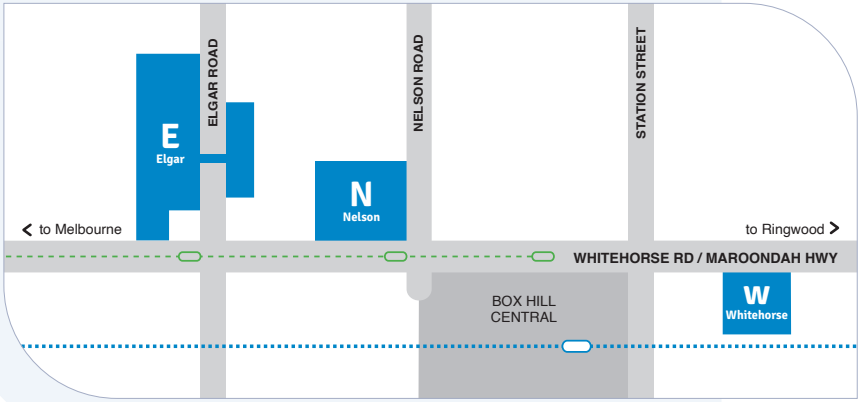
We have five campuses that you can study from, spread across Box Hill, Melbourne's CBD and Lilydale.

To help you find your way around, detailed campus maps have been included in the appendix of this booklet.



Campuses

Box Hill – Elgar	465 Elgar Road, Box Hill 3128
Box Hill – Nelson	853 Whitehorse Road, Box Hill 3128
Box Hill – Whitehorse	1000 Whitehorse Road, Box Hill 3128
City (CAE)	253 Flinders Lane, Melbourne 3000
Lilydale	Jarlo Drive, Lilydale 3140



Customer Care

Our Customer Care team are your go-to for all the administrative services you need during your course. This includes:

- Course enrolment
- Paying your study fees
- Collecting your student ID card
- Update your personal details
- Withdrawing from a course or seeking a refund
- Applying for a discounted public transport pass (International Student Travel Pass).

You can find them at our Elgar, City and Lilydale campuses at the locations below:

Campus	Locations	Hours
Box Hill – Elgar campus	Building B4, Ground Floor (B4.G04)	8.00am – 4.00pm Monday-Friday
City campus	Building C1, Level 2 (C1.234)	9.00am – 5.00pm Monday-Friday
Lilydale campus	Building L5, Ground Level (L5.G04A)	8.00am – 4.00pm Monday-Friday

International students can also find our International Student team and International Student Wellbeing Officer at our Elgar campus, as well as International Academic Skills Advisors located as below:

- International Student Office - B8.326
- International Student Wellbeing Office – B3.B21 (Student Lounge)
- Academic Skills Advisors – Elgar campus library; Nelson campus library; City campus room C1.407

IT support

Before you begin your course, make sure you have done the following to give you a smooth start:

- Connect to our student WiFi
- Activate your StudentWeb account
- Set up your BHI student email account
- Set up your FREE Office 365 account.

For step-by-step instructions on how to complete these tasks, visit **bit.ly/BHIstudentITsupport** for more information.

If you have any trouble along the way, our student IT support helpdesk can help! You can contact them by calling 03 9286 9465 during business hours, or drop by their in-person locations:

Campus	Locations
Box Hill - Elgar campus	Room B4.101
City campus	Room C1.410
Lilydale campus	Room L3.G05

Library

Our libraries are a great resource for our students, where you can:

- Borrow books
- Get help with your research or academic referencing
- Access computers for studying and using the internet
- Use FREE printing/photocopying/scanning services.

Your student ID card is the only thing you need to access all these services, so make sure you have it handy!

If you have any questions, you can email us at **library@boxhill.edu.au** or pop by for a visit. View the campus maps in the appendix to find the locations at our Elgar, Nelson, City or Lilydale campuses, or visit **studentweb.bhtafe.edu.au/library** to find out more.

Retail services

Our retail businesses help students gain real on-the-job experience while supervised by fully qualified experts.

It also means customers get access to these services at highly discounted prices!



Barbershop

Get your next haircut, shave or groom at our student barbershop!
It's open to everyone during term dates.

Location: Building B4, Ground Floor, 465 Elgar Road, Box Hill VIC 3128
Learn more: www.boxhill.edu.au/facilities/barbershop



Flowers on Elgar

Need flowers? We can help with everything from bouquets to flower walls, for birthdays to weddings and anything in-between.

Location: Building B7, Ground Floor, 465 Elgar Road, Box Hill VIC 3128
Learn more: www.boxhill.edu.au/facilities/flowers-on-elgar



Hair & Beauty Salon

Our salons offer luxury treatments, with students working with the best hair, beauty and aromatherapy products.

Location: Building B5, Ground Floor, 465 Elgar Road, Box Hill VIC 3128
Learn more: www.boxhill.edu.au/facilities/hair-beauty-salon



Pets on Elgar

Get the best of care for your furry friend at our training clinic.
We offer annual health checks, vaccinations, grooming and more!

Location: Building B8, Ground Floor, 465 Elgar Road, Box Hill VIC 3128
Learn more: www.boxhill.edu.au/facilities/pets-on-elgar

Getting a job

International students have the same workplace rights and protections as anyone else working in Australia.

This also means:

- You must be paid at least the minimum wage
- You must pay tax on your income
- You must receive a payslip, which must be retained for tax purposes
- You can work up to 48 hours every fortnight during term time and unlimited hours during your holiday breaks.

The team at our Skills and Jobs Centre can help you begin the search for part-time work while studying, as well as providing help with writing a resume, interview preparations, understanding your rights and helping you understand what to expect as a casual/part-time worker in Australia.

As you get towards the end of your studies, they can also assist you with planning your next steps through industry engagement or further qualifications.

Visit **boxhill.edu.au/skills-and-jobs** to find out more or book an appointment.



Appendix

Useful contact numbers

Emergency telephone numbers	
BHI International Student Services	0412 042 098
Police/Ambulance/Fire	000
Box Hill Hospital	1300 342 255
Box Hill Police	+61 3 9890 1376
Nurse on-call 24/7	1300 606 024
Helplines	
Lifeline	13 11 14
Suicide Helpline	1300 651 251
1800RESPECT	1800 737 732
Drug and alcohol support	1800 888 236
Mental health crises	+61 3 9845 2300
Legal help	
Law Hotline	1300 636 846
Legal services (by appointment only)	+61 3 9285 4822



Consulates and Embassies		
Bangladesh	+61 2 8326 9777	**mission.sydney@mofa.gov.bd**
Bhutan	+61 481 756 226	**adam@bhutanconsulate.au**
China	+61 3 9822 0604	**mel@csm.mfa.gov.au**
Colombia	+61 2 9955 0311	**csidney@cancilleria.gov.co**
India	+61 3 9682 7836	**cgo.melbourne@mea.gov.in**
Indonesia	+61 3 9525 2755	**konsuler.melbourne@kemlu.go.id**
Japan	+61 3 9679 4510	**meljapan@mb.mofa.go.jp**
Korea, Republic of (South)	+61 3 9533 3800	**conmel@mofa.go.kr**
Malaysia	+61 3 9573 5400	**mwmelbourne@kln.gov.my**
Maldives	+61 411 422 226	**linton@maldivesconsul.com**
Mauritius	+61 402 459 012	**consulate@mauritiusmelbourne.com**
Nepal	+61 424 399 883	**consul@nepalconsulatevictoria.com.au**
Pakistan	+61 3 9696 7348	**parepmelbourne@mofa.gov.pk**
Philippines	+61 3 7023 7032	**melbourne.pcg@dfa.gov.ph**
Sri Lanka	+61 3 9290 4200	**mail@slcgmel.org**
Thailand	+61 3 9123 6366	**tessa@thaiconsulatemelbourne.com**
United Kingdom	+61 3 9652 1600	**Australia.Enquiries@fco.gov.uk**
Vietnam	+61 2 9327 2539	**vnconsul@iinet.net.au**

Campus compass

Box Hill – Elgar

465 Elgar Road, Box Hill



Key

- entrances
- entrances with disabled access
- boomgate (restricted parking)
- disabled parking
- tram route
- bicycle racks
- public telephone
- ticket machine



Box Hill – Nelson

853 Whitehorse Road, Box Hill



Key

- entrances
- entrances with disabled access
- boomgate (restricted parking)
- disabled parking
- tram route
- bus stop
- bicycle racks
- ticket machine



Box Hill - Whitehorse

1000 Whitehorse Road, Box Hill



Key

- entrances
- bicycle racks
- boomgate (restricted parking)
- disabled parking



Lilydale

Jarlo Drive, Lilydale



Key

- entrances
- available parking areas
- bus stop



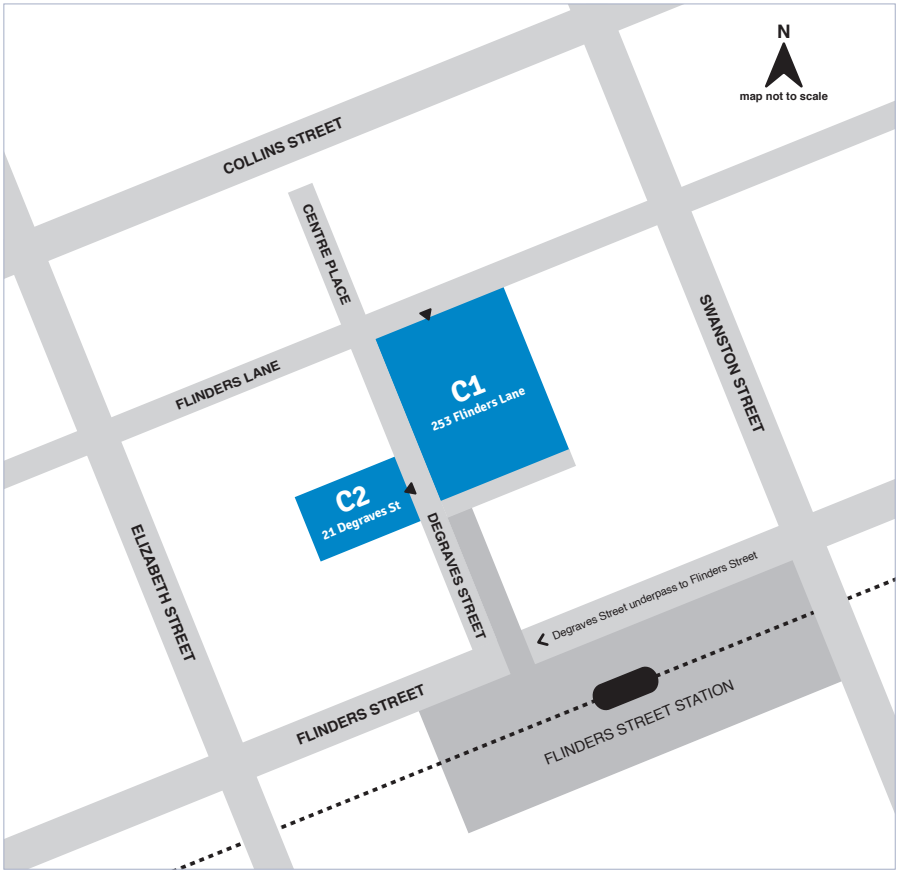
City

253 Flinders Lane, Melbourne



Key

- entrances
- train route



Discover more about Box Hill Institute

BOX HILL INSTITUTE

BOX HILL CAMPUSES

Elgar Campus | 465 Elgar Road, Box Hill

Nelson Campus | 853 Whitehorse Road, Box Hill

Whitehorse Campus | 1000 Whitehorse Road, Box Hill

CITY CAMPUS

253 Flinders Lane, Melbourne

LILYDALE CAMPUS

Jarlo Drive, Lilydale

BOXHILL.EDU.AU

1300 269 445

The information contained in this document is correct at the time of publication (December 2025).

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