



WHAT WILL YOU BECOME?

Student Welcome Booklet 2026

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!

We are thrilled you are joining our community, where life-changing learning and high-quality training are at the heart of everything we do.

Throughout your journey, you will have opportunities to develop your skills, connect with industry professionals and build lasting relationships with your peers. We are committed to supporting you every step of the way, ensuring that you achieve your goals and realise your potential.

This booklet contains the information you need to navigate your entire student journey, from your application to your final semester. Get connected, find your way around campus and take full advantage of the resources and amazing support services on offer!

Beginning at BHI

Ready to embark on a life-changing journey? Well, the first step is to secure your place at BHI. Find out how, and learn what fees and financial support services are applicable to you.

How to apply

There are two ways to apply – visit us on campus or do it online.

Choose the option you're most comfortable with!

Applying on campus



- › Book an in-person appointment by calling 1300 269 445, or
- › Visit www.boxhill.edu.au/study-with-us/book-1-on-1

Applying online



Prepare to apply

- › Visit the Box Hill Institute website and find your course webpage.
- › Scroll down to Course Details and read the Entry Requirements.
- › Have your ID ready. Your ID needs to prove that you are an Australian citizen or permanent resident (e.g. Medicare card, passport, birth certificate, visa document or citizenship certificate).
- › Have your Unique Student Identifier (USI) ready. Create or find yours at usi.gov.au
- › Set aside around 30 minutes to complete your application.

Need help?

Don't hesitate to contact us:

1300 269 445

customer.care@boxhill.edu.au

Book a 1-on-1:

www.boxhill.edu.au/study-with-us/book-1-on-1



Apply online

- On your course webpage, scroll down to Course Details and look for Intake Dates and Course Length.
- Click 'Apply' on the course delivery option that you want. The Course Application page will open in a new browser tab.
- Complete the Course Application form.



Application assessment

After you submit, we will assess your application. We may ask for additional information, including:

- Supporting documents (e.g. prior study transcripts, ID)
- A literacy and numeracy skills assessment
- Further detail about your goals, interests or skills
- Asking you to attend an audition or interview.



Accept your offer and secure your place

- If your application is successful, we'll send you an offer. Accept your offer and arrange payment to secure your place.
- Welcome to Box Hill Institute!

Apprenticeships

If you're interested in starting an apprenticeship, the first step is to find an employer and connect with an Apprentice Connect Australia Provider (ACAP). They'll assist you when it's time to enrol in your course.

Career advice

We offer career advice, personalised guidance and support for job application skills such as resume writing and interviews. Contact our Skills and Jobs Centre to access these services at **03 8892 1350** or at sajc.elgar@boxhill.edu.au

Fees

The fees you pay will depend on:

- › Your course level (Certificate I-IV, Diploma/Advanced Diploma, Degree)
- › Your type of enrolment (government-subsidised or full-fee)
- › Additional costs (service and amenities, materials).

Tuition fees

The different course levels and fee types are as follows:

VET or HE?	Course Level	Tuition Rate Types	HELP Loan Available
VET/TAFE fees apply	VCE/Senior Secondary	Government-subsidised or full-fee	No
	Certificate I Certificate II Certificate III Certificate IV	Government-subsidised or full-fee	No
	Diploma Advanced Diploma Vocational Grad Cert Vocational Grad Dip	Government-subsidised or full-fee	VET Student Loan (most courses) (20% loan fee applies to full fee students)
Higher Education fees apply	Micro credential (Higher Ed)	Full-fee	No
	Diploma (Higher Ed) Associate Degree Bachelor Degree Graduate Certificate Graduate Diploma Masters	Full-fee	FEE – HELP (20% loan fee applies to all students)

Government-subsidised places

Some students may qualify for a subsidised place under the Victorian Government Skills First program. To be eligible, you must be a domestic student and meet various eligibility criteria.

Tuition fee concessions are also available for Certificate IV and lower level courses for certain Commonwealth Health Care Card and pensioner concession card holders.

Learn more:

www.boxhill.edu.au/tuition-fees-associated-costs

Free TAFE

Skill up to get the job you want, thanks to the Victorian Government's Free TAFE program.

Free TAFE supports in-demand industries. If eligible, your tuition fees will be completely covered by the government. While tuition is free, students may need to cover materials and service fees.

Learn more:

www.boxhill.edu.au/free-tafe-for-priority-courses

Service and amenities fee

This is a compulsory fee that covers student services, including libraries, counselling, welfare and printing.

The fee is dependent on course duration and commencement.

Materials fee

A materials fee is charged per course to cover materials used during your studies, plus some items you are issued and keep after the course.

Some courses may have specific requirements. Check your course page on our website to find out more.



Financial support

We offer a range of financial support options that make our courses more accessible to students.

Payment plans

A payment plan lets you spread your fees over the year and make regular repayments from your bank account via direct debit. The final instalment is due four weeks before your course finish date for the calendar year.

Learn more:

www.boxhill.edu.au/payment-plans

VET Student Loans (VSL)

A VSL is an Australian Government loan scheme enabling you to defer part or all of your tuition fees up to the available course loan cap. VSL debts are repaid through the tax system and are available to eligible students for most Diploma, Advanced Diploma, Vocational Graduate Certificate and Vocational Graduate Diploma courses. A 20% loan fee applies to full-fee students only.

Learn more:

www.boxhill.edu.au/accessing-vet-student-loans

FEE-HELP

FEE-HELP is an Australian Government loan scheme enabling you to defer part or all of your tuition fees. HELP debts are repaid through the tax system and are only available to eligible higher education students. A 20% loan fee applies to all students.

Learn more:

www.boxhill.edu.au/fee-help

Scholarships

We offer a variety of scholarships to help our students achieve their full potential. Scholarships are awarded based on a range of criteria, including merit, faculty nominations and personal or financial hardship.

Learn more:

www.boxhill.edu.au/study-with-us/scholarships

More information

Recognition of Prior Learning (RPL)

Did you know you might be eligible to receive credit towards your studies? RPL is a form of assessment that recognises skills and knowledge gained through:

- › Formal training conducted by industry or education
- › Work experience
- › Life experience.

Learn more:

www.boxhill.edu.au/recognition-of-prior-learning

Withdrawals and refunds

If you need to withdraw from your course or a single unit, you must lodge a course exit or unit withdrawal form with your relevant faculty coordinator, manager or director. The forms are available on campus via Customer Care or online via our website.

You will be assessed to see if you're eligible for a refund once your withdrawal is processed. Refund conditions are dependent on:

- › Your formal withdrawal date
- › Your type of enrolment (government-subsidised or full-fee)
- › Your course level (Cert I-IV, Diploma/Advanced Diploma, Degree).

Learn more:

www.boxhill.edu.au/study-with-us/withdrawals-refunds

Re-enrolments

Some courses take longer than a year to complete, requiring students to re-enrol annually to continue their studies. Re-enrolment involves enrolling in and paying for the next set of units for the new calendar year, spreading costs across the course duration rather than paying upfront. For example, a course starting in July 2025 would require re-enrolment for units in 2026.

Newbie necessities

Made it this far? Then you're ready to begin your journey!

From what to wear to getting connected, check out our essential information below to get you started.

Before you arrive

Where do I go?

Your welcome letter will tell you exactly where you need to go. Make sure you double-check what campus you are attending and where to meet your class.

Keep reading to find more information about our campuses and buildings.

What do I wear?

Wondering what to wear on your first day? Don't worry – just dress comfortably and appropriately for class!

Some courses have specific uniform or safety requirements, especially for practical sessions. Check your welcome letter so you know what to wear and whether you need Personal Protective Equipment (PPE).

What do I bring?

We'll be there to guide you through your first day, but there are a few essential items you'll need to bring to ensure you're prepared.

- A copy of your welcome letter
- Laptop and charger
- Pen and notepad
- Water bottle
- Food (we have food and drink available for purchase via **card payment only**)
- Other personal items (e.g. personal medical equipment).



What else?

There are a few other things you can do to make sure you're in tip-top shape for your first day.

- › **Eat, sleep, drink, repeat** – ensure you're well-fed, hydrated and rested so you feel refreshed and ready for your first day.
- › **Travel time** – aim to arrive early to allow for potential traffic, parking and finding your classroom on your first day.
- › **Be prepared** – read, and re-read, any information you received before your first day. It will tell you what to expect and what equipment, books or uniform you need.

Get connected

Creating a Unique Student Identifier (USI)

All students completing nationally recognised training need to have a USI. Your USI will consist of ten numbers and letters and will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records. Your account is accessible via a computer, tablet or smartphone.

Learn more:

usi.gov.au

Student ID

You must carry your ID card at all times while on campus. If you lose your ID card, a replacement will cost \$30 from Customer Care. However, this fee will be waived if your ID card is stolen and you can produce a police report or a statutory declaration.



Wi-Fi

Wi-Fi is available to all students when on campus.

Click here and follow the instructions to connect:

studentweb.bhtafe.edu.au/wifi

StudentWeb

StudentWeb is an online learning hub and the go-to place for student updates, emails, timetabling information and support services.

How to activate your StudentWeb account

1. Select the account activation link in the welcome email you received when you enrolled
2. Enter the User ID provided in the email (e.g. sXXXXXXXXX)
3. Enter your temporary password.

Learn more:

studentweb.bhtafe.edu.au/my-studentweb-guide

Student email

We use Microsoft Office 365 to host all student email addresses.

Emails from StudentWeb will go to this email account, however you need to set up your email account to receive emails.

How to set up your email account

1. Go to <https://outlook.com/student.bhtafe.edu.au>
2. Enter your student email address and password
3. Select “Sign in”.

Your **StudentID** will be located on your StudentID card ie. SXXXXXXXX

Your full username for email will look like this:

sXXXXXXXX@student.bhtafe.edu.au

Learn more:

studentweb.bhtafe.edu.au/email



Timetables

We provide three options for accessing your timetable information.

- › My personal timetable
- › Registered personal class timetables
- › Group timetables.

Your timetable will tell you where and when your class takes place. Check out the Campus Compass (pg. 24) for information about how to find your classroom.

If you're unsure about your timetables, please ask your teacher to clarify.

Learn more:

studentweb.bhtafe.edu.au/timetables

Office 365

All our students receive free access to Microsoft Office online and desktop applications during their study with us.

How do I get Office 365?

1. Go to <https://www.microsoft365.com>
2. Type in your student email address
3. Sign in with your student username and password.

‘How to’ guides



From assignment submission to Microsoft tutorials, we've got heaps of helpful guides available to help you navigate your time as a student.

Learn more:

studentweb.bhtafe.edu.au/howto

Tech support

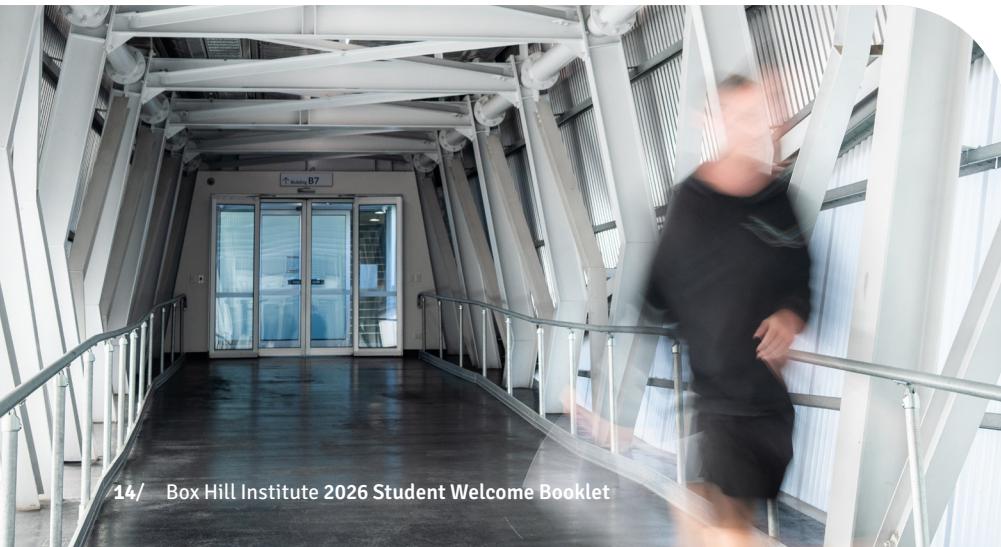
Do you have computer problems? Trouble connecting a laptop or mobile to the Wi-Fi? Password and email issues?

If you require IT support, call our service desk on 9286 9465 or visit one of our drop-in support desks.

Campus	Locations
CAE, City campus	Room C1.410, Building 1, Level 4
Box Hill campus	Room B4.101, Building 4, Level 1
Lilydale campus	Room L3.G05, Building L3, Ground

If you require further support, complete a form online at:

studentweb.bhtafe.edu.au/studentITsupport



Staying safe and supported

As students, you're our number one priority, and we want you to feel safe and supported at all times. 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.

Health and safety

Managing your health on campus

You must be medically fit to attend campus and study. If you feel unwell while on campus, please inform your teacher or any of our other employees. Unwell students will be triaged and referred for further treatment or supported in leaving campus to seek medical care.

First aid

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

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

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.

Prescription / over-the-counter medication

Prescription and over-the-counter medication can impact your judgement or make it unsafe for you to operate machinery, handle hazardous materials or participate in certain tasks. If you are taking medication, please read the effects and inform your teacher if required.

Chronic medical conditions

Students are required to manage their medical conditions whilst on campus. The information below provides guidance on some common conditions. However, if you require a specific plan for your condition, contact the Student Life Accessibility team via als@boxhill.edu.au

Asthma

Our first aid kits do not stock asthma medication such as Ventolin. It is the responsibility of students to carry their own medication on campus. In the event of an asthma attack that can't be managed, call emergency services.

Anaphylaxis

Our first aid kits do not stock anaphylaxis medication such as EpiPens. It is the responsibility of students to carry their own medication. In the event of an allergic reaction, immediately contact emergency services.

Diabetes

Our campuses do not have sharps waste bins in bathrooms. It is important to keep sharps out of our general waste and recycling systems. If you need to use sharps, please ensure that you carry a personal disposal container. Further information can be found via diabetesaustralia.com.au

Epilepsy / seizures

We encourage you to contact our Student Life Accessibility Team to implement an appropriate medical plan to be shared with your teachers. We recommend you carry a personal first aid kit that includes the medical plan, key contacts and emergency medications.

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 an emergency, please follow the directions of our employees or emergency services. Our emergency response protocols are based on the safety of our people and the decision to Stay or Go.

In the event of an emergency on campus, please refer to the emergency response protocol.

If evacuation is required, go to the designated evacuation point on your campus. Only take your belongings if it is safe to do so.

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

Emergency response protocols

STAY - Shelter in place	<ol style="list-style-type: none">1. Remain calm and don't panic2. Remain in rooms or return to rooms as quickly as possible3. Call Security if you have something to report4. Close all doors and windows5. Limit phone usage6. Wait for further instructions
<p>A precaution aimed to keep people safe while remaining indoors.</p> <p>Message 'shelter in place' will be communicated via PA or Warden Team, and is authorised by Chief Warden.</p>	
STAY – Lockdown (Code Black)	<ol style="list-style-type: none">1. Remain calm and don't panic2. Remain in rooms or return to rooms as quickly as possible3. Call Security if you have something to report4. Close and secure all doors and windows5. Turn your phone to silent6. Be seated on the floor out of sight7. Wait for further instructions
<p>A precaution in response to a threat to BHI or the surrounding area. During a lockdown no one is allowed to enter or exit the building.</p> <p>Message 'lockdown' will be communicated via PA or Warden Team, and is authorised by Chief Warden.</p>	
GO - Evacuate	<ol style="list-style-type: none">1. Remain calm and don't panic2. Prepare to evacuate – the tone beep beep beep will sound3. Evacuate – the tone whoop whoop whoop will sound4. Move to Evacuation Assembly Area (EAA)5. Stay at EAA until advised6. Limit phone usage7. Wait for further instructions
<p>The process of evacuating one or all buildings of occupants in response to an emergency.</p> <p>Message 'beep beep beep whoop whoop' will be communicated via PA or Warden Team, and is authorised by Chief Warden.</p>	

Student Code of Conduct

The Student Code of Conduct applies to all BHI students. This ensures the safety, comfort and wellbeing of everyone, including children. A student commits misconduct if they engage in actions that adversely affect the Institute or any member of the Institute or which may be prejudicial to the good order and conduct of the Institute. Breaches of the Student Code of Conduct may result in action according to Institute policies and procedures.

View the Student Code of Conduct here:

studentweb.bhtafe.edu.au/conduct

Smoking and vaping

Our campuses are smoke-free. Smoking and vaping are prohibited on campus.

Drugs and alcohol

Illicit drugs and alcohol are not permitted on campus or during activities such as excursions or student events. Students must be fit to study and not under the influence of drugs or alcohol. Any students under the influence will be requested to leave the campus.

Harassment, assault or abuse

Harassment, assault or abuse of any kind, including verbal, physical, psychological and sexual, as well as bullying, including cyberbullying, is unacceptable and will not be tolerated.

Respect and equality

We believe in gender equality and are committed to the prevention of all gender-based violence. Examples of gender-based violence include (but are not limited to) making sexist comments or 'jokes', sharing sexist images, reinforcing gender stereotypes and indecent exposure.

Learn more:

studentweb.bhtafe.edu.au/respect

Other policies and procedures

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

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

Student support

Our Student Life team offers services and programs to support student success and enjoyment.

Our **free** and **confidential** services are available to all students, in-person and online, including our Accessibility Liaison Service, Counselling, Student Wellbeing, Indigenous student support and International student support.

Contact us or book online:

Phone:
(03) 9286 9891

Email:
studentlife@boxhill.edu.au

SMS:
0429 680 448

Find out more:

studentweb.bhtafe.edu.au/studentlife

Accessibility

Prospective or enrolled students with a diagnosed disability and/or health condition can access a range of supports via our Accessibility Liaison Service (ALS). Our ALS is committed to providing a welcoming and inclusive learning experience that supports students living with disability or a health condition.

Learn more:

studentweb.bhtafe.edu.au/accessibility

Counselling

Our counsellors are registered psychologists who provide free support for mental health, coping with stress, life transitions and more.

Students can log into StudentWeb to book counselling sessions, access e-counselling or get a mental health check-up.

Learn more:

studentweb.bhtafe.edu.au/counselling

Student wellbeing

Our Student Wellbeing Officers are a great first point of contact when you need help. They can assist with course-related challenges and personal difficulties impacting your study and can also connect you to specialised support if required.

Learn more:

studentweb.bhtafe.edu.au/wellbeing

Indigenous student support

Our Aboriginal and Torres Strait Islander unit provides culturally safe support to our Indigenous students. They can provide help with services including enrolment assistance, academic support, welfare, accommodation and scholarships.

Learn more:

studentweb.bhtafe.edu.au/indigenous

International

Our designated International Student Wellbeing officers understand the unique challenges of being an international student in Australia. They offer wellbeing and academic support to help you have an enriching learning experience.

Learn more:

studentweb.bhtafe.edu.au/international

Literacy and numeracy (LN)

LN Support is a free service designed to help fill gaps in your prior learning. It focuses on vocational reading, writing, numeracy (maths) and communication (speaking, presenting and listening) skills. The LN Support service is tailored to your primary course of study, with dedicated support staff to assist you in class alongside your teachers.

Learn more:

studentweb.bhtafe.edu.au/ln

Library

We have a network of libraries with extensive collections of physical and online resources. Receive professional advice and support from our qualified staff, find a place to study or meet your printing and copying needs.

Learn more:

studentweb.bhtafe.edu.au/library



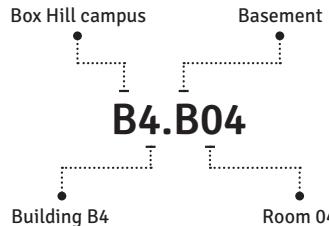
Campus compass

It's time to explore your campus! Find the best place to eat, and discover our amazing retail services.

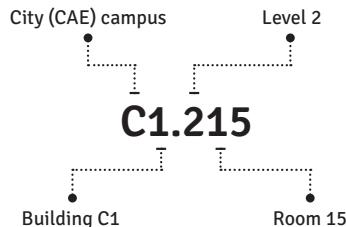
Room numbering

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

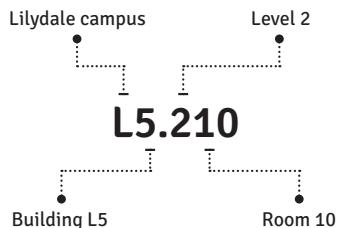
Box Hill campuses – the room number is made up of campus/building no/floor level/room. eg, B4.B04.



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 maps

We have three campuses in Box Hill within a 1km radius of each other on Elgar, Nelson and Whitehorse Roads. We also have many courses on offer at our city campus in Melbourne's CBD and at our Lilydale campus.



Campuses

Box Hill – Elgar

465 Elgar Road, Box Hill 3128

Box Hill – Nelson

853 Whitehorse Road, Box Hill 3128

Box Hill – Whitehorse

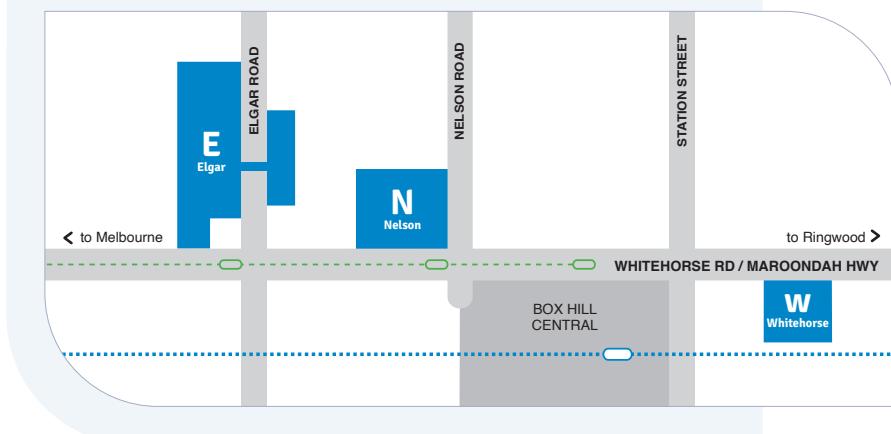
1000 Whitehorse Road, Box Hill 3128

City (CAE)

253 Flinders Lane, Melbourne 3000

Lilydale

Jarlo Drive, Lilydale 3140



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

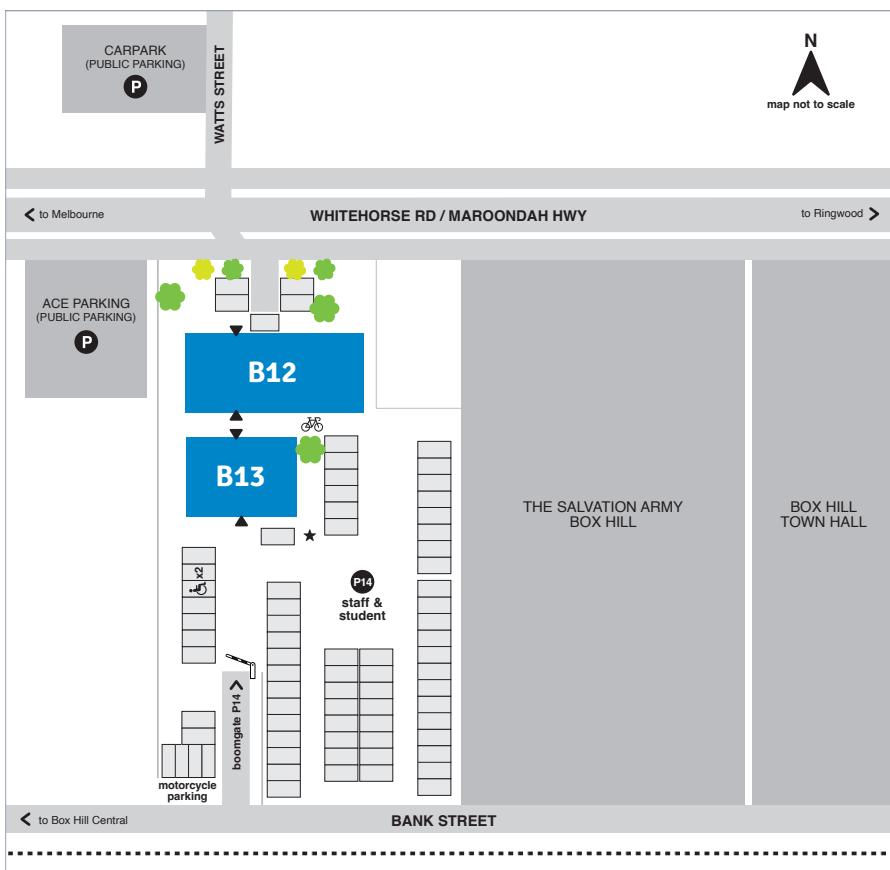


Box Hill - Whitehorse

1000 Whitehorse Road, Box Hill

Key

- entrances
- 🚲 bicycle racks
- ☒ boomgate (restricted parking)
- ♿ disabled parking



Lilydale

Jarlo Drive, Lilydale

Key

- entrances
- P available parking areas
- bus stop

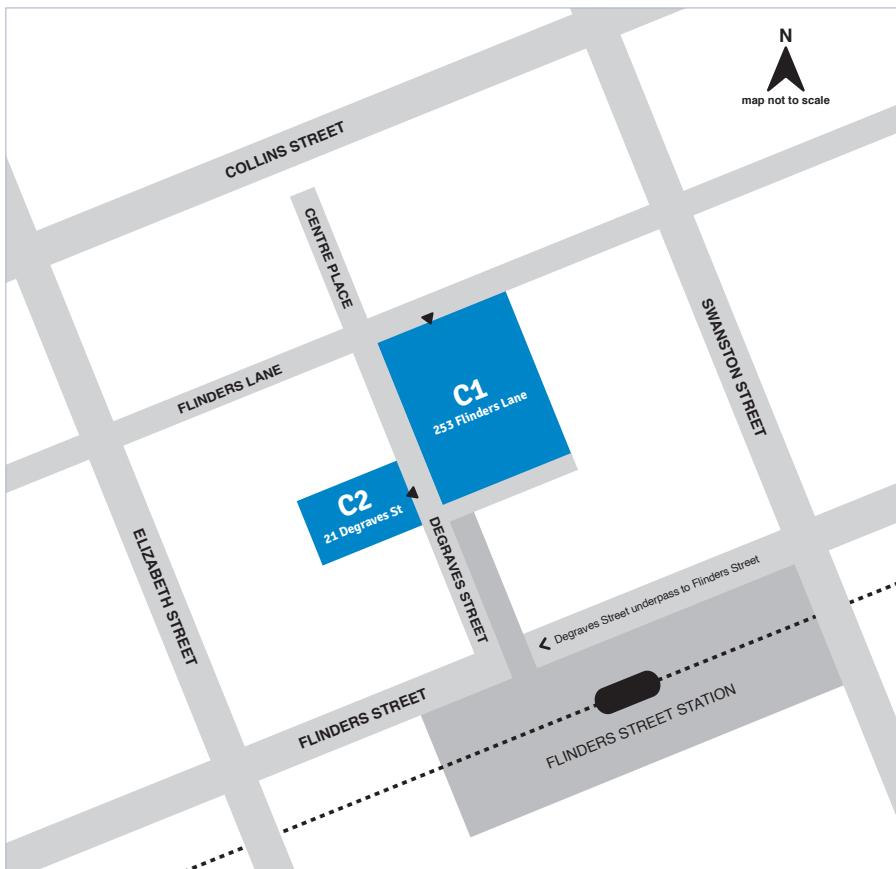


City

253 Flinders Lane, Melbourne

Key

- entrances
- ↔ train route



Parking on-campus in Box Hill

Limited parking is available for students at our Box Hill campuses (Elgar, Nelson & Whitehorse).

To use the carparks, you must display an annual parking permit in the bottom left-hand corner of your windshield (passenger side) and also 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.

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

DAILY TICKET COST: \$4

Box Hill campuses		
Elgar	P6 Car Park - Kingsley Cres (car park under Buildings 1 & 2)	150 spaces
	P9 Car Park - Multi Level (car park under Building 7)	120 spaces
	P8 Car Park - Poplar Street (open-air car park next to Building 8 - enter via Poplar Street)	94 spaces
Nelson	P12 Nelson Rd - Spring St entry (open-air car park behind main building)	123 spaces
Whitehorse	P14 Bank St (open-air car park behind main building)	80 spaces

Parking in Melbourne CBD

While there is no on-site parking at the CAE, other paid parking options are available around the CBD.

If you must drive, be sure to check the cost and time limit of your parking space.

The easiest and cheapest way to access the CBD campus is via public transport. The CBD campus at 253 Flinders Lane is within walking distance of Flinders Street train station. It is also a short walk from the trams running along Swanston, Collins, Flinders, Bourke and Elizabeth Streets.

Parking in Lilydale

On-campus parking is available and is free of charge.

Learn more:

studentweb.bhtafe.edu.au/parking

E-bikes / e-scooters / e-vehicles

Personal electric transport devices such as e-bikes are not permitted inside our buildings. Please ensure they are left outside in the appropriate bike racks at each campus.

Charging of e-bikes, e-scooters and e-vehicles is prohibited on campus.

Public transport

Taking 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 use public transport, you may be eligible for a Public Transport Victoria (PTV) Tertiary Student ID Card, allowing you to save on fares.

**For more information and timetables,
download the PTV app or visit the webpage at ptv.vic.gov.au**

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

Additional services

Skills and Jobs Centre

Our highly experienced and qualified team at the Skills and Jobs Centre are here to support you with your study choices, job search skills and the latest employment information.

Learn more:

studentweb.bhtafe.edu.au/skills-and-jobs

Food and drink

Need a hot drink or a bite to eat? Our Box Hill and Lilydale sites offer fantastic takeaway and dine-in options from our on-campus cafés. Opening hours vary, and all cafés close during term breaks.

There are plenty of other restaurants and cafés in walking distance from our locations. Speak to one of our friendly employees and they can point you in the direction of a tasty morsel.

Prayer and parenting rooms

We offer dedicated spaces for prayer, meditation or quiet reflection at all our campuses. We also provide facilities to support breastfeeding mothers across these locations.

For access and further details:

studentweb.bhtafe.edu.au/prayers-parenting

Study abroad

Our study abroad program offers the opportunity to live, learn and explore different cultures, all while earning your qualification with us. You can choose from several study options, durations and destinations that suit your current situation.

Learn more:

www.boxhill.edu.au/study-with-us/study-abroad

Need to knows

Key dates

Victorian school term dates*

Term 1	Tuesday 27 January – Thursday 2 April
Term 2	Monday 20 April – Friday 26 June
Term 3	Monday 13 July – Friday 18 September
Term 4	Monday 5 October – Friday 18 December

Notable events

Midsumma Pride March	Sunday 1 February
Respect & Equality Day	Monday 16 March
NAIDOC Celebrations	Tuesday 14 July
Wear It Purple Day	Friday 28 August
R U OK? Day	Thursday 10 September
BHI Careers Expo	Thursday 22 October
BHI Annual Creative Showcase	Thursday 10 December

Victorian public holidays

New Year's Day	Thursday 1 January
Australia Day	Monday 26 January
Labour Day	Monday 9 March
Good Friday	Friday 3 April
Easter Sunday	Sunday 5 April
Easter Monday	Monday 6 April
ANZAC Day	Saturday 25 April
King's Birthday	Monday 8 June
Friday before the AFL Grand Final	Friday 25 September (to be confirmed)
Melbourne Cup	Tuesday 3 November
Christmas Day	Friday 25 December
Boxing Day	Saturday 26 December

* We operate on academic calendars and courses may vary around these dates.
Check with your relevant teacher or faculty or refer to our website: www.boxhill.edu.au/academic-calendars

Feedback

Got something to say? 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.

Submit your feedback via:



Email

customer.care@boxhill.edu.au



Phone

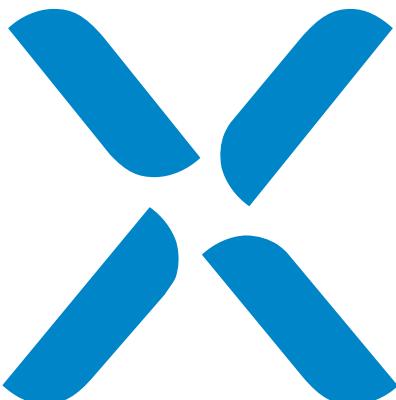
(03) 9286 9457



Letter

Customer Relations Officer
Box Hill Institute
465 Elgar Rd
BOX HILL 3128

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



Glossary

Check out these useful acronyms and terms you might come across throughout your studies.

ACFE (Adult, Community and Further Education): Education and training primarily for adults, including vocational education and training.

Advanced Diploma: A Level 6 qualification in the Australian Qualifications Framework, preparing individuals for advanced skilled or paraprofessional work.

AQF (Australian Qualifications Framework): The national policy for regulated qualifications in Australian education and training, covering all education sectors.

ASQA (Australian Skills Quality Authority): The national regulator for the VET sector, ensuring the quality and standards of training providers and courses.

Apprenticeship: A structured training program combining paid employment with formal training to achieve a trade qualification.

Certificate I-IV: A range of qualification levels in the AQF, from basic introductory skills (Certificate I) to more advanced and specialised skills (Certificate IV).

Census date: The deadline for finalising enrolments, withdrawing from courses without financial penalty, and submitting requests for financial assistance (for Higher Education and Diploma/Advanced Diploma courses only).

Credit transfer: Recognition of previous formal education and training, allowing students to receive credit towards a qualification.

Diploma: A Level 5 AQF qualification, equipping individuals with integrated technical and theoretical concepts for advanced skilled work.

Flexible study mode: Study options that include online, workbook, and workplace components allowing students to study at their own pace or choose attendance days.

HE (Higher education): Post Year 12 (Australian) or equivalent studies leading to awards including bachelor degrees, graduate certificates, graduate diplomas, master degrees and doctorates.

Pre-apprenticeship: Training that provides initial industry skills, aiding in securing an apprenticeship and potentially reducing the apprenticeship duration.

RPL (Recognition of Prior Learning): The process of recognising and accrediting skills and knowledge gained through work experience, informal training, or life experience.

RTO (Registered Training Organisation): A training provider registered to deliver VET services under the VET Quality Framework.

Skills recognition: Formal acknowledgment of skills and knowledge gained outside formal education, through previous study, work, or life experience.

Study mode: The manner in which courses are delivered, including full-time, part-time, apprenticeship, non-apprenticeship, traineeship, and flexible modes.

TAFE (Technical and Further Education): Institutions providing a wide range of vocational education and training courses, primarily in technical and further education.

Traineeship: Similar to an apprenticeship, but focused on vocational training in non-trade areas, combining work with formal training.

USI (Unique Student Identifier): A reference number required for students undertaking nationally recognised training in Australia, allowing access to their training records.

VET (Vocational Education and Training): Education and training that provides skills and knowledge for work, often including apprenticeships and traineeships.

VET Student Loans: Loans to assist eligible students studying approved higher-level VET qualifications to pay their tuition fees, capped at a maximum amount per course.

Victorian Certificate of Education (VCE): The certificate received on satisfactory completion of secondary education in Victoria, providing pathways to further study or training at university or TAFE and to employment.

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 (November 2025).

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RTO 4687 | CRICOS 02411J | IHE PRV12117

