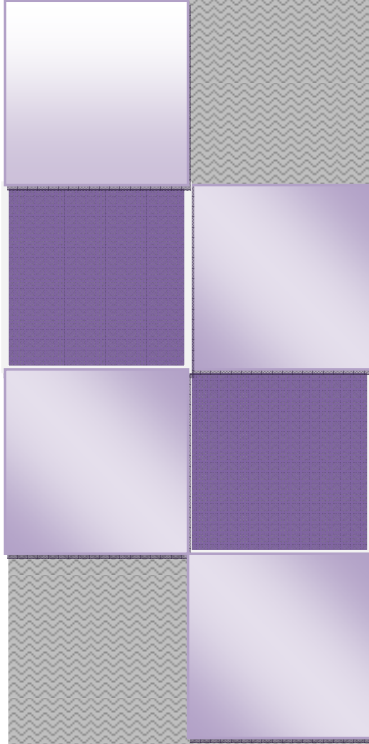




# Student handbook

Diploma of Business Administration  
(BSB50407)



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## Welcome

Dear student,

I would like to extend a warm welcome to you on behalf of all partners of the Vietnamese/Australian Educational Alliance Program.

As you embark or continue in your studies towards your chosen vocation, you will need to manage your time and set personal priorities for achievement each semester.

As you would be aware, successful graduation from this program will provide you with great opportunities for employment or further study. I encourage you to apply yourself wholeheartedly to your studies in these formative years with the aim of reaping the benefits over a long and prosperous career.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Mark Noble', with a stylized flourish at the end.

Mark Noble  
General Manager  
Humanagers

## General

This program is being delivered under an International Educational Alliance between Educational institutions in Vietnam and Australia. The arrangements are being coordinated by Humanagers, an Educational Management company in Australia. Each of the parties in this arrangement has a set of responsibilities as follows:

### **Vietnamese University**

- Coordinate administrative procedures for enrolment
- Set and manage student fee collection
- Ensure adequate facilities and teaching staff
- Manage student activity
- Conduct delivery and assessment
- Ensure compliance with Australian quality requirements

### **Australian Educational Institutions**

- Provide teaching curriculum
- Provide teaching resources
- Provide assessments
- Quality assurance
- Produce student Certification
- Maintain Articulation arrangements with Australian Universities
- Keep student records of enrolment/achievement

### **Humanagers**

- Coordinate professional development
- Coordinate all administrative procedures
- Manage contractual arrangements
- Support Vietnamese Universities in marketing
- Coordinate assessment administration and reporting
- Undertake moderation of Assessments
- Administration of quality compliance

## Enrolment Process

In order to enrol in a Vietnamese/Australian Educational Alliance Program, students must complete an enrolment form and forward with their fee payment to the Program Coordinator.

A copy of the enrolment form and other information is also available from our website [www.humanagers.com.au](http://www.humanagers.com.au)

## Course Fees

Students will be charged fees each semester to cover delivery and assessment costs.

All fees must be paid in full, prior to commencement of each semester.

These fees are non-refundable once the semester commences. Students will be charged full fees for the semester regardless if they withdraw part way through or fail a subject(s).

If a student withdraws before assessment or fails a subject, they will be required to re-enrol and pay an additional fee to repeat that subject(s). A list of repeat fees and charges can be obtained from the course coordinator.

Please be aware while every effort is made to keep the semester fee consistent from the start to the end of the course, international exchange rates and inflation may require the semester fee to be adjusted at some time during the course.

Details of fees and charges can be obtained from the Course Coordinator.

## General Course Information

This program is currently delivered at your University using the English and Vietnamese combined pathway (see details in course requirement).

This qualification is a nationally recognised qualification from an Australian National Training Package.

### Duration

The course is run over a three year period as follows;

- One year bridging course followed by 4 semesters over 2 years of full-time study.

## Course Content/Description

### Diploma of Business (Administration) BSB50407

Skills covered include; providing graduates with the knowledge to manage physical, human and financial resources within a business environment. The qualification provides pathways into administration and management as well as the specific occupational areas of personal assistant, human resource officer, executive officer, bookkeeper, finance clerk, officer supervisor or stenographer.

National code	Descriptions
<b>Semester 1</b>	
FNSICGEN305A	Maintain daily financial/business records (30)
BSBOHS201A	Participate in Occupational Health and Safety Processes (20)
BSBWOR202A	Organise and complete daily work activities (20)
BSBWOR204A	Use Business Technology (20)
BSBITU102A	Develop Keyboard skills (40)
BSBITU201A	Produce simple word processed documents (60)
BSBITU202A	Create and use simple spreadsheets (30)
BSBITU203A	Communicate electronically (20)
BSBWOR203A	Work effectively with others (15)
BSBCUS201A	Deliver a service to customers (40)
BSBINM201A	Process and maintain workplace information (30)
BSBINM202A	Handle Mail (15)
<b>Semester 2</b>	
BSBOHS201A	Participate in Occupational Health and Safety Processes (20)
BSBADM307B	Organise Schedules (15)
BSBITU307A	Develop Keyboarding speed and accuracy (50)
BSBITU303A	Design & produce text documents (90)
BSBITU304A	Produce Spreadsheets (35)
BSBITU306A	Design and Produce Business Documents (80)
BSBWRT301A	Write simple documents (30)
BSBINM301A	Organise workplace information (30)
BSBITU309A	Produce desktop published documents (50)
BSBITU302A	Create electronic presentations (20)
BSBCUS301A	Deliver and monitor a service to customers (35)
<b>Semester 3</b>	
BSBADM405B	Organise Meetings (20)
BSBADM406B	Organise Business Travel (20)
BSBITU401A	Design and Develop complex text documents (100)
BSBITU402A	Develop and use complex spreadsheets (50)

BSBITU404A	Produce Complex desktop published docs (50)
BSBINN301A	Promote innovation in a team environment (40)
BSBADM407B	Administer projects (40)
BSBRES401A	Analyse and present research information (40)
BSBMKG413A	Promote Products and Services (40)
<b>Semester 4</b>	
BSBADM502B	Manage meetings (30)
BSBADM503B	Plan and manage conferences (30)
BSBADM504B	Plan or review administration systems (50)
BSBADM506B	Manage business document design and development (80)
BSBWOR501A	Manage personal work priorities and professional development (60)
BSBINN301A	Promote Innovation in a Team environment (40)
BSBPMG510A	Manage Projects (60)

## Course Requirements

To receive a qualification, the successful completion of all core and elective competencies listed within the qualification (plus successful completion of vocational placement if required).

It is a requirement that students attend a minimum of 80% of all classes for each subject.

In addition the following English proficiency requirements for students undertaking the DBA must be met;

Students undertaking the **English only** pathway

- Completion of the nominated bridging program
- First semester students **MUST** have an English language proficiency of at least IELTS 3.5 or equivalent.
- Second semester students should have an English language proficiency of at least IELTS 4.0 or equivalent.
- Third semester students **MUST** have an English language proficiency of at least IELTS 4.5 or equivalent. Students that do not achieve IELTS 4.5 cannot enrol in semester three
- Fourth semester students should have an English language proficiency of at least IELTS 5.5 or equivalent and have obtained an English language proficiency of IELTS 6.0 or equivalent by the completion of the DBA in order to continue studies in Australia

Students undertaking the **Vietnamese and English Pathway combined**

- Completion of the nominated bridging program
- 1<sup>st</sup> and 2<sup>nd</sup> semester will be taught in both Vietnamese and English.
- Third semester students **MUST** have an English language proficiency in reading and writing of at least IELTS 4.5 or equivalent. Students that do not achieve IELTS 4.5 in reading and writing cannot enrol in semester 3.
- Fourth semester students should have an English language proficiency of at least IELTS 5.5

## Subject Requirements

In addition to the overall course requirement, there may be individual subject requirements that must be met. This may take the following form:

**Co-requisite subject:** Subjects may have a requirement for prior knowledge and/or skill. A co-requisite subject must be completed either **before, or at the same time** as starting the subject it is listed as a co-requisite for.

**Pre-requisite subject:** Subjects may have a requirement for prior knowledge and/or skill. A pre-requisite subject must be completed **before** starting the subject it is listed as a pre-requisite for.

### DBA Pre-requisite

Minimum entry requirements and pre-requisites for Diploma in Business Administration

1. Completion of a High School Certificate or the Foundation course (Level 1) **and** an IELTS score of 3.5 in English before entry into Level 2 in the Diploma of Business Administration.

2. Competency to be achieved in the Technology 2 **Units** before progressing to the **corresponding Units under Technology 3**
3. Competency to be achieved in the Technology 3 **Units** before progressing to the **corresponding Units under Technology 4 and an IELTS score of 4.5 in English**
4. Competency to be achieved in the **Technology 4 Units** before progressing to the **corresponding Units under Technology 5**
5. Competency to be achieved in the **Workplace Management 4 Units** before progressing to the **corresponding Units under Workplace Management 5**

**Note: Students cannot be enrolled in subjects/units until the prerequisite subjects have been passed**

## Assessment Methods and Grading

Course lecturers will provide details of assignment and assessment methods for each unit of competency. It is the student's responsibility to seek clarification if unclear on the assessment requirements.

Some program areas may grade assessments (Pass, Credit, Distinction, Fail etc) while others will be assessed and resulted as Competency Achieved or Fail.

A Fail result may be given if assessment requirements are not met.

If you believe an assessment process may disadvantage you because of a disability, cultural or linguistic need, please contact the Program Coordinator or student services. Your details will remain confidential.

### DBA Assessment and Grading

- To gain a pass, students must be assessed competent in each unit of Competence as outlined in the learning guides
- If a student achieves 60% or more in the first attempt, they can then be allowed **one** re-sit
- If a student achieves less than 60% accuracy in the first attempt they must re enrol in the competency
- Details of the re-enrolment procedure, fees and timetables for students re-enrolling in repeat subjects/units can be obtained from the Program Coordinator

**Note: Students cannot be enrolled in subjects/units until the prerequisite subjects/units have been passed.**

### Extension, Resubmission and Supplementary Assessments

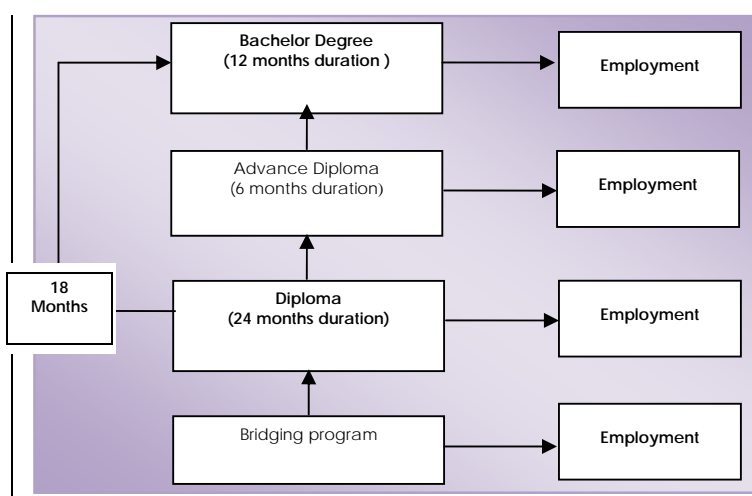
Where possible, students may request an extension to assessment deadlines. Such requests must generally be in writing and directed to the Program Coordinator

Lecturers will **NOT** contact you if you fail to submit work by the due date. Non-submission of work in the absence of your request for an extension may result as a fail for that assessment

Ensure that you check the program requirement with the lecturer.

## Pathways to Further Study

Completion of this qualification together with English and study visa requirements will enable you to undertake an Advanced Diploma through TAFE South Australia followed by a Degree program through the University of South Australia. For example the DBA Pathway is as follows;



### Studying in Australia

Student study visa conditions can be obtained from [www.immi.gov.au](http://www.immi.gov.au).

## Recognition of Prior Learning

Your University will ensure all students receive recognition for prior learning, current skills and knowledge.

Recognition of Prior Learning (RPL) is a process, which formally recognises what you already know or can do. This knowledge and skills may have been the result of:

- Formal training programs (e.g. College, University or other training bodies)
- Life experience (e.g. community involvement)
- Work experience (e.g. training, on-the-job experience)

Your current prior learning is measured against the learning outcomes/competencies for a particular module/qualification, and if you meet the requirements, you may not be required to do certain modules of the course or units of competence.

If you believe you have the experience or qualifications relevant to your course of training, you should seek further information from your lecturer or our Program Coordinator, who will provide you with help in obtaining recognition for your prior learning.

## National Recognition

Your University recognises the Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by any other Australian Registered Training Organisation operating within Australia /Vietnam.

## Copyright

**Copyright has been defined as the exclusive right to;**

- reproduce work in a material form
- publish the work
- perform the work

You are not permitted to re-transmit, distribute or commercialise any information or material without seeking prior written approval from the author.

Please be aware of the copyright laws related to material you want to reproduce. Copyright applies to material in all formats including digital.

## Cheating or Plagiarism

Students should be aware this learning institution does not support the practice of cheating or plagiarism.

### Definitions

A **flagrant offence** is defined as being a deliberate and conscious attempt to cheat.

**Plagiarism** has been defined as the copying of sections of any published work without acknowledging the source.

**Cheating** is defined for the purposes of this policy, as:

- Plagiarism of any form but in particular:
  - Handing in a completely duplicated assignment is a flagrant offence (with or without the original author's knowledge)
  - Deliberately copying of any work without the author's knowledge is a flagrant offence
  - Making and/or distributing copies of test answers (with or without the original author's knowledge) either before or during a test is a flagrant offence
  - Looking at another student's answers or talking about test answers during a test is a flagrant offence
  - Submitting an assignment that has already been submitted for assessment in another subject is a flagrant offence
- Allowing someone else to hand up your work as their own
- Several people writing one solution to an assignment and handing up multiple copies, all represented (implicitly or explicitly) as individual work
- Accessing assessment questions/assignments prior to formal release
- Receiving assistance from other parties to the point of producing a solution that you do not understand.

'**Not Cheating**' for the purposes of this policy, is defined as:

- A high level discussion of assignment requirements and course material which leads to better understanding. This is in fact permitted and encouraged in accordance with learning outcomes
- Receiving assistance and guidance from staff with an assignment as long as the results are understood
- Getting or receiving help on how to solve minor errors in an assignment.

To ensure that cheating or plagiarism by students is recognised and dealt with in a fair and equitable manner the following procedure will be implemented;

Suspected cheating or plagiarism should, wherever possible, be dealt with quickly at the lowest level in accordance with the related penalties.

The penalties for cheating are to be applied as follows:

1. Failure of the subject.
2. At the discretion and permission of the Program Coordinator a less severe penalty may be imposed when considered appropriate, e.g. re-submission. However, under these circumstances, the only grade possible for the subject will be a pass.
3. More than one instance of cheating (as defined above) will be failure in all subjects currently enrolled in.
4. More than two instances of cheating will result in failure in all subjects.

The penalties for **plagiarism** are to be applied as follows:

1. The lecturer will present details to the Program Coordinator who will determine whether to proceed with the matter.
2. If the Program Coordinator determines to proceed, the student(s) will be invited to a meeting before a relevant group which will be assembled of no less than 3 duly qualified lecturers with a suitable knowledge of the subject in question.
3. If after the meeting, the group is of the opinion the student(s) has been guilty of plagiarism it may:

- Require the student to undertake additional assessment in that subject
  - Return a mark of zero for the piece of assessment
  - Return a fail grade for the subject
  - Do more than one of the above
4. More than two instances of giving away or allowing plagiarism of own work (this is classed as cheating) will result in failure in all subjects

In the event a student is accused of cheating/plagiarism and an appropriate penalty is imposed, any student who believes that the accusation is unjust has the right to appeal against the process, the decision and/or the penalty.

All instances of Cheating or Plagiarism will be documented using a Cheating Instance Report form and submitted to the Program Coordinator and Humanagers within two weeks of the incident.

## Student Behaviour

### • Student code of behaviour

At our learning institution we value:

- Difference and diversity
- Co-operation
- Respect
- Tolerance
- Academic debate
- Freedom of expression balanced with social responsibility

All students, staff, contract staff and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, students and members of the public.

We aim to provide a high quality education and training service in which all students are encouraged to strive for excellence and fulfil their potential. Unacceptable behaviour can hinder the academic progress or work performance of others.

The code of behaviour clearly defines student and staff rights and responsibilities, which relate to appropriate behaviour. The intent is to foster a learning environment in which all students and staff can participate safely and effectively.

### • Unacceptable behaviour

Unacceptable behaviour includes:

- Disobeying any reasonable request by a teaching staff member
- Discrimination, harassment and victimisation
- Bullying and intimidation
- Making racist or sexist comments
- Behaving in a disruptive manner such as swearing, yelling or using offensive language
- Viewing or distributing offensive material via the internet, e-mail or other means
- Illegal use of drugs or alcohol
- Stealing, vandalising or causing wilful damage to learning institution property
- Endangering the safety of yourself or others
- Leaving mobile phones and pagers turned on during classes.

### • Rights and responsibilities

Students and staff have a right to work and study in an environment free from harassment, discrimination or threatening behaviour.

This encompasses everyone's responsibility to:

- Respect the rights of others
- Respect difference and diversity
- Respect people's rights to privacy and confidentiality

The right to have your say is balanced with the responsibility to listen to others.

### • Consequences of Unacceptable Behaviour

Where behaviour is disruptive or unacceptable, disciplinary action can be taken. A lecturer can ask a student to leave the training environment or refuse entry to a training environment if behaviour is disruptive or dangerous.

A student may be suspended by the learning institution, or expelled for behaviour that threatens the safety of others, interferes with the duties of staff or other students' study, or damages or threatens the property of any training environment which is being used.

## Grievance Procedures

This learning institution follows strict investigative processes regarding complaints or grievances. All appeals and grievances will be handled in an equitable, ethical and helpful manner, and will be treated with the utmost confidentiality. We will do all we can to uphold the dignity of all persons involved.

For students who wish to make a complaint about the provision of services, procedures or facilities at this learning institution, or if you believe you have been discriminated against on the basis of race, sex, disability, marital status, pregnancy, sexual preference, age or if you believe you have been adversely affected by unsatisfactory teaching, unsatisfactory supervision, unsatisfactory assessment results, unfair treatment, any form of harassment or victimisation or other matters of concern, you may take the following steps to ensure your grievance or problems are recognised and dealt with appropriately.

**Step 1.** In the first instance, you should raise your concerns with the staff member or student involved.

**Step 2** If they are unable to advise you or resolve the issue, you should lodge a formal complaint in writing with the Program Coordinator (contact details contained in the Student Handbook) no later than 14 days from the date of the incident. Upon receipt of the complaint, the Course Co-ordinator and an independent lecturer will review the matter. A meeting will be arranged to ensure all parties have an opportunity to present their case and the Program Coordinator's written report of the outcome and reasons, will be distributed to all parties and Humanagers within 14 days.

**Step 3** If the matter is still not resolved to your satisfaction, and you have completed steps one and two, you may lodge a formal complaint in writing (attaching your original correspondence with the Program Coordinator) to:

International Project Manager  
Humanagers  
Unit 17, 1<sup>st</sup> Floor  
169 Unley Road  
Unley 5061  
South Australia  
Email: [admin@humanagers.com.au](mailto:admin@humanagers.com.au)

Any grievance, received will be reviewed and discussed at Humanagers educational quality meeting in order to highlight any recurring or significant issues which may require corrective action.

## Privacy

Humanagers/TAFESA only collects information about you that is necessary for them to perform the services requested by your Learning Institution which may include:

- Information you provide when enrolling for a course which will include your name, address and contact details
- Communications between Humanagers/ TAFESA and you
- Information required under the standards for Registered Training Organisations or by law

### Access to your Personal Information

Access to your personal information if required can be obtained from the Program Coordinator.

## Record Keeping

Your learning Institution will keep complete and accurate records of student's attendance and progress, as well as financial records that clearly state the fees charged, payments made and balance owing. These records are strictly confidential. Trainees can make a written request to view their file at any time.

## Result Portal

Students may access their current results via our website at [www.humanagers.com.au](http://www.humanagers.com.au) and log in on the International Page.

All students' user names and passwords are preset and cannot be changed.

Your user name is the TAFE Student ID number provided to you at the time of enrolling and your password is the first two letters of your surname (lower case) followed by the day and month of your birthday (e.g. Phuong Muoi Pham birthday 26/10/1998 password would be ph2610)

## Feedback

### Opportunities to tell us "What you think"

Our learning Institution is committed to listening and responding to what students have to say, so we can continuously improve our services to you.

There are several ways you are able to provide feedback:

- Speak directly to your lecturer
- Complete student satisfaction surveys
- Contact your Program Coordinator.
- Complete a feedback form on Humanagers website at [www.humanagers.com.au](http://www.humanagers.com.au)
- Email your feedback to: [admin@humanagers.com.au](mailto:admin@humanagers.com.au)

We will listen with respect to your feedback, treat all feedback with confidentiality, and take appropriate action on feedback received. Your feedback is welcome and assists us to improve our services to you .