



# Student handbook

Diploma of Business Administration  
(BSB50407)



**tafe**South Australia

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## **Welcome**

I am writing to thank you for choosing to study in this course through TAFE in South Australia (TAFE SA).

You have taken the first step in the development of your career in your chosen field. Our qualifications are supported by a strong quality framework that is regularly monitored and focuses upon continuous improvement in all that we do. Our courses are all based upon industry requirements across Australia. Your course work will be challenging and will open up exciting new opportunities for you.

I wish you well with all of your studies and hope that you go on to a productive and satisfying career.

**Stephen Conway**

**Managing Director**  
TAFE SA Adelaide South Institute

## **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

### **TAFE South Australia**

- 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 of Vietnamese teaching staff
- 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**

To be eligible for entry into the Diploma of Business Administration, students must have completed the 12-month bridging program established by the university.

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 Course Coordinator.

Once you are enrolled, you will be considered a student of TAFE South Australia.

## **Course Fees**

Students will be charged fees each semester to cover delivery and assessment costs. There are also specific costs for additional products and services, such as your student ID card and photocopying. A breakdown of expected costs is available from the Course Coordinator.

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, and has therefore been developed in consultation with Australian employers.

## **Duration**

The course is run over a two year period of 4 semesters 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)
BSBCMM401A	Make a presentation (30)

<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 Diploma of Business Administration qualification, students must successfully complete all units of competency 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

- 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**

- 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

If you require additional English-language support or tutoring, please contact student services.

## 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

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.

All units in the Diploma of Business Administration 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**

- To gain a pass, students must be assessed competent in each unit of Competence as outlined in the learning guides
- If a student is deemed not competent in the first attempt, they can then be allowed **one** re-sit
- If a student fails a second time after the re-sit they must re enrol in the competency and repeat 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

TAFE South Australia maintains articulation arrangements with South Australian universities for a number of qualifications. Specific details of articulation arrangements may be located via the TAFE South Australia website:

<http://www.tafesa.edu.au/apply-enrol/credit-transfer.aspx>

## Studying in Australia

Completion of the Diploma of Business Administration does not guarantee you entry into further study in Australia. Each course in Australia will have specific minimum entry requirements which you must meet as part of your application to study in Australia. Student study visa conditions can be obtained from [www.immi.gov.au](http://www.immi.gov.au).

Information regarding the courses available to international students across Australia can be obtained from <http://cricos.deewr.gov.au/>

## Recognition of Prior Learning

TAFE South Australia recognises that you already have knowledge and skills from life and work experience, previous courses and training, or self-taught knowledge and skills. If you can provide evidence that you already have the relevant skills and knowledge, you may be able to use this to gain recognition for all or part of a course at TAFE South Australia. This is known as recognition of prior learning (RPL).

RPL may also be referred to as:

- recognition of current competence (RCC)
- recognition of current skills
- skills recognition.

When you apply for RPL, your knowledge and skills are measured against the equivalent module(s) or unit(s) in the relevant course. If you are successful, you will be assessed as having already completed those modules or units in your course. This will enable you to complete your studies in less time and at less cost.

You are responsible for providing all the necessary evidence to gain RPL.

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.

## **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**

In a study environment, cheating means to act dishonestly in any way so that the assessor of the work accepts what you present as genuinely representing your understanding of, and ability in, the subject concerned.

Plagiarism is to copy work without acknowledging the source and is a form of cheating.

TAFE SA will not tolerate plagiarism or cheating, and a penalty may be imposed if you are accused of either.

It is cheating to:

- use notes or other resources without permission during formal testing
- hand in someone else's work as your own (with or without that person's permission)
- hand in a completely duplicated assignment
- take work without the author's knowledge
- allow someone else to hand up your work as their own
- have several people write one computer program or exercise and hand up multiple copies, all represented (implicitly or explicitly) as individual work
- use any part of someone else's work without the proper acknowledgement
- steal an examination or solution from a lecturer.

It is not cheating to:

- discuss assignments with lecturers or other students to understand what is being asked for
- hand in work done alone or with the help of staff
- get help to correct minor errors in spelling, grammar or syntax (sentence construction)
- discuss assignment requirements and course materials so that you can better understand the subject (this is, in fact, encouraged)
- submit one assignment from a group of students where this is explicitly permitted or required
- use other people's ideas where they are acknowledged in the appropriate way, such as referencing using footnotes, end notes or the Harvard system of referencing.

Remember that the integrity of a group project is the joint responsibility of all members of the group. Therefore, if cheating of any kind is found in a group project, all members of the group will be held responsible and will be subject to the disciplinary processes.

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
- Respect and co-operation
- 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 direction by a staff member
- acting dishonestly when undertaking tests, examinations or reports required for course assessment purposes

- viewing or distributing offensive material via the internet, email or other means
- discrimination, harassment and victimisation
- bullying and intimidation
- racist or sexist comments
- behaving in a disruptive manner, such as swearing, yelling or using offensive language
- using mobile phones during classes
- illegal use of drugs or alcohol
- stealing, vandalising or causing wilful damage to the University property
- endangering the safety of yourself or others
- assaulting or attempting to assault anyone while on University premises
- inappropriate possession of guns, knives or other weapons while engaging in University activities.

- **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.

Violence, intimidation and harassment are not consistent with a safe and supportive learning environment and will not be tolerated. The police may be contacted in cases of possible criminal behaviour.

## Complaints Procedures

TAFE South Australia is committed to implementing effective and transparent student complaint resolution procedures that, where possible, are managed quickly, at the local level and with a minimum number of people involved. The resolution process will be available to students, staff and others in the community. It focuses on a rapid re-establishment of good working relationships and positive outcomes. The procedures aim to avoid blame and undue investigation. 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:

Mr Stephen Conway  
Managing Director  
TAFE South Australia  
120 Currie Street  
Adelaide  
South Australia 5000  
Email: Stephen.Conway@sa.gov.au

Any grievance received will be reviewed and discussed by TAFE South Australia senior managers and Humanagers to identify any recurring or significant issues which may require corrective action.

## **Privacy**

Humanagers/TAFESouth Australia 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/ TAFE South Australia 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 Humanagers 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)
- Contact TAFE SA by emailing your feedback to: [Pamela.Orr@sa.gov.au](mailto:Pamela.Orr@sa.gov.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 .