Swinburne Online

Information Pack

BSB50415 Diploma of Business Administration

Contents

Welcome to Swinburne Online	1
About your course	3
Support and Services	6
Student Charter	8
Payments and Loans	11
Policy and Privacy Statements	12
Student Declaration	14

Welcome to Swinburne Online

Before you submit your application, we want to make sure that you are completely aware of how your course will be delivered and what is required from you as an online student.

Please read through this pack carefully. If you have any questions, your Course Consultant can provide additional information.

Why study with Swinburne Online?

You can now get a Swinburne University of Technology qualification by studying online with access to expert tutors, learning resources and a supportive and collaborative community of peers. With a unique interactive learning format and seven day support, more than 7,000 Swinburne Online students are currently taking advantage of all the best features of an on-campus qualification in a flexible and engaging digital environment.

A Proud 100-Year History

Since 1909, Swinburne University of Technology has provided students with high-quality teaching and world-class research in technology and innovation. Ranked amongst the top 3% of universities in the world, Swinburne University of Technology is an established institution with over 30,000 students attending classes across its campuses in Melbourne.

Swinburne courses are career-focused, providing pathways into industry for students with an emphasis on employability. This is strengthened by Swinburne's network of over 90,000 graduates, which continues to forge new partnerships with the university and its student community.

About your course

BSB50415 Diploma of Business Administration

Training Method: Online
Institution: Swinburne Online

Registered Training Organisation: Swinburne University of Technology

RTO no. : 3059

RTO Contact Person: Student Liaison Team

Contact no. 1300 937 765

Contact email: tafe@swinburneonline.com

You have chosen to enrol in the BSB50415 Diploma of Business Adminsitration. This course will be delivered online through Swinburne Online. This Diploma is nationally accredited with the Australian Skills Quality Authority (ASQA) and recognised by Registered Training Organisations (RTO) and Universities across Australia.

Your study will be delivered via MyQuest. MyQuest is the online community where you will manage your course, receive study support from trainers, and connect with other students. It will be the hub of your learning experience while you study through Swinburne Online.

Career Outcomes

The skills you will learn during your Diploma will prepare you for roles such as:

- Account supervisor
- Administration coordinator
- Office manager
- Executive assistant
- Team leader

About Swinburne Online

Swinburne Online will deliver your course on behalf of the RTO Swinburne University of Technology (Swinburne), providing course materials and assessing your course work. While you study and communicate with Swinburne Online and through your learning journey, you remain a Swinburne University of Technology student and will graduate with a Swinburne qualification.

Duration

The BSB50415 Diploma of Business Administration will, on average, require 440 hours of study. This study includes; reading course material, undertaking learning activities, investigating and analysing resources and case studies, participating in online webinars, completing assessment tasks and projects, and communicating with fellow learners and your trainers.

The duration of your course will depend on your work and academic experience and how much time you can allocate to your studies. Students must complete their diploma within a maximum of 12 months.

To meet this time frame, students need to commit to approximately 10 hours of study per week. If you commit to 20 hours per week you can complete the diploma in a six month duration.

If you are fitting study around work, life and family commitments your time frames may vary. These choices are yours and Swinburne Online will help you develop your study planner in MyQuest.

To be eligible for the BSB50415 Diploma of Business Administration you must complete the following 8 units. All our diplomas are pre-configured courses to be studied in a set sequence.

Code	Unit Title	Unit Status	Assessment Method
BSBWOR501	Manage personal work priorities and professional development	Elective	Q, SA, A, CS
BSBADM506	Manage business document design and development	Elective	Q, SA, A, CS
BSBPMG522	Undertake project work	Elective	Q, SA, A, CS, OA
BSBADM502	Manage meetings	Elective	Q, SA, A, PO, RD, CS
BSBADM504	Plan and implement administrative systems	Elective	Q, SA, A, CS
BSBWOR502	Lead and manage team effectiveness	Elective	Q, SA, A, CS
BSBMGT502	Manage people performance	Elective	Q, SA, A, CS
BSBFIM502	Manage payroll	Elective	Q, SA, A, CS

*Assessment Method:

Q = Quiz; SA = Short Answer Questions; PR = Project; A = Assignment; RD = Recorded Demonstrations; OA = Oral Assessment; CS = Case Study

Support and Services

Study Support

Study support is available throughout your learning journey by accessing MyQuest.

Student Services

Swinburne extends many of its support services to its online students. If you are located close to a Swinburne campus you are also welcome to use the on-campus services.

Online or phone based services include:

- The Learning and Academic Skills (LAS) Centre offers phone appointments to assist with study, writing, and language support
- Disability – help due to a disability or medical condition
- Careers and Employment – help with career planning or finding a job

Complaints and Feedback Policy

If during your course you feel that an action, inaction or decision is unfair or unreasonable, Swinburne has a formal complaints policy. Details of this policy can be found on the Swinburne University of Technology website.

Assessment Appeals

You have the right to challenge any graded assessment result. You have opportunities to resubmit any unsatisfactory assessments. After your third unsatisfactory attempt, you will be required to re-enrol in the unit to continue your studies.

Online Learning Requirements

It is important you are aware of how online learning differs from traditional face-to-face training. A great benefit of studying online is that its flexibility allows you to study when and where it suits you. However, it also means that you need to be self-directed with your study.

To succeed at online study you need to be:

- comfortable using the internet
- comfortable using a computer
- self-motivated

Technical Requirements

To ensure you can effectively complete your online course, you will need ongoing access to the following items:

Mandatory Requirements

- Mac or PC computer (laptop or desktop)
- Speakers or headphones
- Broadband internet connection (preferably not a mobile dongle). Swinburne recommend at least 30 GB data allowance per month

Operating System

- Mac OS X Version 10.7 or higher
- PC Windows Vista or newer

Software

Microsoft Office (Word, Excel, PowerPoint). As a Swinburne Online student you can download a free version for the duration of your studies

Optional

- Good quality headphones with built-in microphone
- Webcam

Unique Student Identifier (USI)

All students undertaking nationally recognised courses are required to obtain a Unique Student Identifier (USI) from the Commonwealth Government. In order to complete your enrolment you will need to provide your USI number to your course consultant.

Please visit the USI website www.usi.gov.au to create your USI.

Access and Equality

Reasonable adjustments can be made to learning and assessment tasks for those that may require it and who have a registered care plan from AccessAbility Services.

Special Consideration

If personal circumstances or illness have adversely affected your result in an assessment you can seek special consideration.

Plagiarism

Throughout your studies you must ensure all the work you submit is your own. There are serious penalties for plagiarism or copying another's work.

Student Charter

Swinburne Online will provide to all students:

- Course content, resources, educational technologies, learning activities and assessments that are up-to-date and relevant
- Trainers and Assessors with relevant industry experience and qualifications who are well prepared and use appropriate methods and technologies to maximise your learning opportunities
- Feedback on progress and opportunities to improve your learning and assessment performance
- Opportunities to apply your industry experience to your learning and assessments
- Respectful and courteous communications
- Opportunities for you to provide feedback on your experience with us

And in return we ask you to:

- Be accountable for your own learning, by establishing your study plan, setting your goals and working toward them
- Engage with your studies by accessing learning content, and completing learning tasks and assessments to meet the course requirements
- Monitor your own progress and use feedback from our Trainers and Assessors to improve your learning
- Engage, support and work collaboratively with your fellow students
- Be honest and respectful in all your communications and interactions with fellow students, Trainers and Assessors
- Demonstrate professional behaviour while undertaking work placements, projects or fieldwork, and respect the privacy of the client and any commercial information made available

Payments and Loans

Fees

The total course fee for this diploma is $7,280. Your course fee is inclusive of all learning materials, trainer support, assessment, and administration and support services.

Payment

You can pay your fees in the following ways:

- Upfront payment via BPAY or credit card
- Deferred payment via VET FEE-HELP

Once you enrol you will receive information on how to pay. You must make your payment by the due date to finalise your enrolment.

VET FEE-HELP

VET FEE-HELP is a Commonwealth Government loan scheme, which allows you to defer the payment of your course. A loan fee of 20% applies to VET FEE-HELP loans. When your income reaches a certain repayment threshold the debt is repaid through the tax system. It is important to note that VET FEE-HELP is a loan that will remain as a personal debt obligation until it is repaid, that may have an influence on your ability to access other government or commercial loans. For more information visit: www.studyassist.gov.au.

Census dates

When you enrol you will elect a date to begin studying and will be allocated a census date for each block of units, when you are enrolled in that block. A census date is the final date you can withdraw from a course or a block of units without incurring course fees. That means you can claim a refund of fees paid upfront and/or dissolve your VET FEE-HELP debt. You must start engaging in your units before your first census date of every block (see the Engagement Policy on page 12). Please record each of your census dates and make any decisions about the progression of your course before those dates.

Refunds

If you withdraw from a course or block of units before your census dates you will receive a full refund or will not incur a VET FEE-HELP debt.

If you withdraw from a course or block of units after your census dates you will not receive any refund for any portion of the fees for the units in which you're enrolled and/or you will incur the full VET FEE-HELP debt.

If your course or unit is cancelled by Swinburne University of Technology you will receive a full refund. Our full refund policy is available on the Swinburne website.

Policy and Privacy Statements

Engagement Policy

To maintain your enrolment, you will need to engage in your units before the census date or we will automatically withdraw you. At a minimum, engagement refers to reading learning content and answering quiz questions regularly, to indicate your commitment to your studies.

Withdrawal Policy

If you decide to discontinue your studies, you will need to formally withdraw from your course.

To formally withdraw you will need to complete the Self Service form located in MyQuest.

Withdrawing Before Census

To avoid incurring a VET FEE HELP debt (or to receive a full refund if you pay for your fees upfront) you must complete the Self Service form in MyQuest on or before your census dates. Swinburne will inform you of your census dates when you enrol. If you paid your fees upfront, Swinburne Online will send you a refund application form.

Withdrawing After Census

If you withdraw from your course after your census dates, you will be automatically charged for the units you enrolled in. You won't be able to receive a refund and if you elected for VET FEE-HELP you will incur the debt

Privacy

Swinburne Online respects your privacy. All information we obtain from you can only be given to another party with your prior written permission. For our full privacy policy visit our website.

Accessing Your Personal Details

Once you have enrolled in your course, you will receive login details to a Swinburne University of Technology online portal called e-student. In e-student you will find your personal details and information regarding your academic progress and financial statements. You will also use this system to pay your fees and apply for VET FEE-HELP, if eligible.

Recognition of Prior Learning

If you have substantial work experience that directly relates to the course you are applying for you may be eligible to receive Recognition of Prior Learning. Applying for Recognition of Prior Learning (RPL) requires you to compile evidence of your understanding of the knowledge of each aspect of a unit, and how you have demonstrated each and every skill within the unit. Swinburne University of Technology has produced guides and checklists to help you compile your evidence. To apply for RPL you will need to submit your application directly to Swinburne University of Technology – prior to enrolling through Swinburne Online.

Assessment-Only Option

If you have professional experience that directly relates to the learning outcomes of a unit, within your course, you can fast track your study. You can do this by attempting to complete only the assessments in your unit. Successfully completing the assessments will demonstrate you have gained the required knowledge from your professional experience. You can choose the assessment only option for your course after you have enrolled in your course.

Credit Transfer

If you have previously studied recognised VET qualifications at a Certificate 4 level or higher, you may be able to apply for a credit transfer. A credit transfer recognises that the unit you have completed is equivalent to a unit in this course and provides you with an exemption for that unit. If you would like to apply for a credit transfer you will need to get copies of your academic transcript/s certified and send them to your course consultant. For more information about credit transfers see the policy section on Swinburne Online's website.

Accessing Your Certificate or Statement of Attainment

Upon successful completion of a course you will be provided with an official Statement of Attainment from Swinburne University of Technology. However you can request an official transcript at any time throughout your course for a fee.

Student Declaration

You will be asked to agree to this during your enrolment via phone:

I declare to the best of my knowledge that the information I have provided is true, correct and complete.

I agree to be bound by the applicable standards of conduct, statutes, policies and procedures of the University, including any variations to these that the University makes from time to time.

I understand that:

My personal information will be collected and used for the purposes set out in accordance with the Swinburne University of Technology

Privacy Collection Statement which is available to be viewed on the University's website.

The University will correspond with me by electronic means.

I have received and agree to the terms and conditions of my enrolment outlined in the course information pack.

I understand I am liable for all related fees and costs unless I formally withdraw in writing before the associated census dates.

I understand the engagement policy and agree to be withdrawn if I do not actively engage in my block of units.

I understand these conditions and agree to abide by them while a student enrolled at Swinburne University of Technology.

Swinburne Online

Domestic
t: 1300 069 765

International
t: 800 4002 0400

Email us at
enquiries@swinburneonline.com

Swinburne University of Technology

John Street, Hawthorn
Victoria 3122 Australia
t: +61 3 9214 8000

Postal address:
PO Box 218, Hawthorn
Victoria 3122 Australia

www.swinburneonline.edu.au

Published July 2016
CRICOS Provider 00111D TOID 3059