



Foundation Studies Program
Diploma of Business Administration
Bachelor of Business
Bachelor of International Business

**IMPORTANT POLICIES AND
PROCEDURES**

2008



Important policies and procedures

This is a summary of key policy and procedures affecting students at ACN campuses. For full policy details, students are referred to the ACN website www.latrobe.edu.au/acn, the La Trobe University website <http://www.latrobe.edu.au/policies/index.html>, and the La Trobe University *Undergraduate Handbook* <http://www.latrobe.edu.au/handbook>

Fees, enrolments and refunds

	Domestic Students			International Students*		
	Foundation Studies	Diploma of Business	Bachelor of Business	Foundation Studies	Diploma of Business	Bachelor of Business
Per unit	\$1,136.75	\$1,136.75	1,687.00**	\$1,287	\$1,287	\$2,016
Per semester (4 units)	\$4,547	\$4,547	\$6,748**	\$5,150	\$5,150	\$8,064
Application fee (non-refundable, all programs)	\$200	\$200	\$200	\$200	\$200	\$200

* Please note that this table does not include other fees for international students such as Overseas Student Health Cover, airport transfers, accommodation placement or homestay.

** Price may vary according to the units taken. The rates for accounting and law units are \$1,750.00 and \$1,857.00 per unit respectively.

Payment of fees

Each semester's fees are due and must be paid before a student can enrol. Commencing students will receive details of the amount due on their letter of offer. Re-enrolling students are required to logon to the student portal (<http://studynet.auscampus.net>).

Payment may be made by BPAY, direct deposit, bank draft or credit card. If you pay by direct deposit please provide a copy of the direct deposit receipt to reception.

Students with outstanding fees will not have results issued to them and may have their enrolment suspended or terminated.

Enrolment and re-enrolment

After receiving a letter of offer and paying any deposit required, commencing students must select initial units. This is generally done at the

orientation meeting just before the commencement of classes each semester. Continuing students are required to re-enrol prior to the commencement of the new semester on the student portal

Student status

A student remains a student only until the start of the next Semester for which they are not enrolled. This means a student who has a Semester 1 enrolment only will cease to be a student on the first day of Semester 2.

Change of units

Subject to academic approval you may change units during the first two weeks of semester. To change units you may do so via the Studynet Portal.

Withdrawal from a unit

Withdrawals are considered to have occurred from the time completed and signed variation or withdrawal forms are received by your campus administration. Subject to approval, you may withdraw from individual units without financial penalty until census date. Any unused portion of fees paid will be credited to future semesters. Please note carefully the refund conditions below. Units withdrawn before the census date will not appear on a student's academic transcript.

There will be no refund of fees paid or due if a student withdraws from individual units after the census date. Withdrawals received after the census date and before the end of week eight will appear on student's academic transcript as a 'withdrawal – not to be counted a fail'. *Withdrawals received after week eight are counted as fails.*

Enrolment Changes – Informing DIAC

Students may only apply to change details of their enrolment in accordance with the rules set out above. The Academic Director must approve all changes. Students must be informed at the time that they apply to change their enrolment that ACN is required to report the changes to DIAC.

Where an International student is required to take extra units (including repeated units) to complete their course, and these units do not constitute a full-time load, the student need not be enrolled in full-time study.

Any changes to a student's enrolment that affects the nature or duration of their course, including deferment or suspension of their course, must be reported to DIAC via PRISMS.

Visa regulations are subject to change by DIAC.

Refund of Tuition Fees

The policy on the refund of tuition fees has been determined in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students ("the National Code 2007"), the Education Services for Overseas Students Act 2000 ("ESOS Act 2000") and Education Services for Overseas Student Regulations 2001 ("ESOS Regulations 2001").

SCOPE

This policy applies to all commencing and

continuing international and domestic students irrespective of who pays the tuition fees.

Important Note: In the event that –

- (a) Australian Campus Network (ACN) does not start the course on the agreed starting date; or
- (b) the course ceases to be provided by La Trobe University through ACN at any time after it starts but before it is completed; or
- (c) the course is not provided in full to the student because a sanction has been imposed on La Trobe University under Part 6 of the ESOS Act 2000 and the student has not withdrawn before the day of default, all tuition fees paid by the student are fully refundable within two weeks after the default day in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

1. Refunds

1.1 A student who fails to meet degree/diploma progression rules and who is not permitted to re-enrol will be eligible for a refund of fees paid in advance of notification of exclusion.

1.2 In the event that an offer of a place is withdrawn because the offer was made by La Trobe University on the basis of incorrect or incomplete information being supplied by the applicant/student the tuition fees paid for the semester are refundable less an administrative fee of up to 10% of the tuition fee for one semester.

1.2.1. In the event that an offer of a place is withdrawn or the University is unable to provide the course, all tuition fees paid for the semester are fully refundable, unless the offer was made on the basis of incorrect or incomplete information being supplied by the applicant/student in which case ACN reserves the right to retain up to 10% of the fee for one semester.

1.3 Where a student, after accepting an offer of a place or enrolling for the next semester, gives a minimum of four weeks written notice before the commencement of the semester of an inability to undertake the course, the tuition fees paid for the semester are refundable less an administrative fee of up to 10% of the tuition fee for one semester.

1.4 Where a student gives less than four weeks written notice before the commencement of the semester of an inability to undertake the course, 50% of the tuition fees paid for the semester are refundable and the student is liable for 50% of any fees charged.

1.5 Where a student withdraws from a course after the commencement of the course but within the first four teaching weeks of the semester, 50% of tuition fees paid for the semester are refundable and the student is liable for 50% of any

fees charged.

2. Refunds in exceptional circumstances

Where a student or the student's personal representative in the case of the death of a student gives written notice prior to the end of the Friday of the fourth week of the semester that he or she is withdrawing from a course due to exceptional circumstances being:

- (i) inability to obtain a student visa; or
- (ii) illness or disability; or
- (iii) death of the student or a close family member (parent, sibling, spouse or child) or;
- (iv) a political, civil or natural event which prevents full payment of fees or the student's attendance;

La Trobe University, as applicable, may in its sole discretion having regard to the exceptional circumstances grant a total or partial refund of tuition fees subject to the provision of documentary evidence in support of the application for a refund which is acceptable to La Trobe University.

3. Deferral of studies

Subject to paragraph 4 of this policy, where a student, after accepting an offer of a place, gives written notice before or after the commencement of the course up to and including the Friday of the fourth week of the semester of their intention to defer their place in the course to the next available intake, all tuition fees will be transferred to the next available intake. The "next available intake" may be the following semester, or the following year, depending on the course. A place may be deferred for up to 12 months. If, after deferring, a student gives written notice that they do not intend to take up their deferred place, 50% of the tuition fees paid are refundable.

4. No refunds

A student who withdraws or defers from a course for whatever reason after the Friday of the fourth week of the semester shall not be eligible for a refund of tuition fees paid for that semester and will be eligible for any fees charged. Note: This also applies to continuing students.

5. Fee refunds related to International students who obtain permanent resident visa status.

5.1 An international student who is granted Permanent Resident status in Australia is liable to pay the Domestic Student fees. Permanent Resident status is recognised from the date stamped on the student's passport, not the date on which the application for status is made. If the student has already paid the tuition fees applying to international students for the semester, a total refund of these fees will be payable to the student if the student has obtained Permanent Resident status by the Friday of the fourth week of the semester.

5.2 If the student obtains Permanent Resident Status after the first four teaching weeks of a semester, the student will be classified as an international student for the remainder of that semester.

The student will be liable to pay the tuition fees applying to international students for that semester. From the following semester, the student will be classified as a Permanent Resident and will be liable to pay the Domestic Student fees.

6. Agreement

When La Trobe University accepts an international student's application for enrolment this policy on the refund of tuition fees will constitute a written agreement between La Trobe University, as applicable, and the international student for the purposes of the ESOS Act 2000 and the National Code.

7. Payment of refunds

7.1 Students seeking a refund must apply in writing to the Admissions Manager of CAN no later than four weeks after the commencement of the semester.

7.2 Refunds will be reimbursed in the same currency as the fees were originally paid in and will normally be made in the student's home country.

7.3 Refunds (including any discretionary refund granted under paragraph 2) will be paid to the student within 4 weeks after receipt of a written

8. Review process related to fees refund

8.1 Any decision made by La Trobe University through ACN relating to the refund of fees is subject to review by the University Ombudsman pursuant to the University's Statutes and Regulations.

8.2 This agreement does not remove the right to take further action under Australia's consumer protection laws.

9. Refund of Accommodation Fees

Where a student gives written notice to the Admissions Manager up to 4 weeks before the commencement of the semester, the Accommodation Placement and Homestay Fees are refundable in full, unless an Accommodation placement has been made.

Where a student gives written notice to the Admissions Manager less than 4 weeks before the commencement of the semester, or in the event that an Accommodation Placement has been made, a cancellation fee will apply, equal to the Accommodation Placement Fee and the first two weeks accommodation payment.

If a student wishes to leave Homestay Accommodation at any time, the student is required to give two weeks notice in writing to the Admissions Manager. Special cancellation fees may apply for other accommodation arrangement.

9. Privacy statement

The University without using and disclosing personal information provided by students is unable to effectively process applications for enrolment and arrange health insurance cover for overseas students.

The University may disclose personal information provided by students:

- to its service providers such as organisations which assist students with their applications and the finalisation, processing and administration of those applications;
 - where disclosure is required or allowed by law;
- and
- where the student has otherwise consented.

The University may disclose personal information provided by students relating to the student and any other members of the student's family who are covered under the student's overseas student health cover membership, to the University's Overseas Student Health Care provider, for the purpose of the provider communicating with the student in regard to managing the student's overseas student health cover.

Subject to the provisions of the Information Privacy Act 2000 (Vic.), a student may access personal information collected about him/her and held by ACN and/or La Trobe University by contacting the ACN Registrar.

Academic Policies

Academic Progress

Every course offered by the University must be completed within a specified period of time; typically, three-year bachelor courses must be completed in six years of full-time study or nine years part-time study.

All students will be required to maintain a minimum rate of academic progress through their program of study or be subject to conditions imposed upon their enrolment by the Board of Examiners' Committee. The minimum rate of progress is to achieve a pass rate of at least 50% of units enrolled in each semester. The Board of Examiners' Committee will not exclude a student in their first semester of study, but any student falling below this rate in the first semester will have to achieve an overall 50% or better in their first two semesters or else they will be identified as an "academic progress" candidate.

Any Academic Progress condition placed on a student will remain on the student's academic transcript.

Each semester, the University reviews the progress of the students; those whose academic progress is deemed to be unsatisfactory may be required to show cause why their enrolment should be permitted and may be refused re-enrolment or have their re-enrolment options limited.

For full detail of the policy, please go to http://www.latrobe.edu.au/policies/assets/downloads/academic_progress.pdf

Attendance at class

As this is a face-to-face program, attendance at all classes is expected and monitored. A poor attendance record may result in a student being barred from attending examinations. International students with an attendance rate of less than 80% in the middle of the semester are formally warned.

Assessment

In all units, the final mark awarded comprises 30% internal assessment and 70% final examination.

Internal assessment

Internal assessment is assignments, essays and class tests that are completed during the semester. Your lecturer will select assessment tasks which suit the nature of the unit and help prepare you for the final exam.

The timely submission of internal assessment is a requirement in all units, and failure to submit without an acceptable reason can result in a zero mark being awarded.

All written work submitted must include an Assessment Cover Sheet and Statement of Authorship.

All internal assessment must be submitted by the due date or marks will be deducted. Written work will not be accepted for assessment after similar marked work has been returned to other students.

Final examination

The final examination is held in the exam period and is two or three hours long. Depending on the unit, exam questions may be multiple-choice, short answer, problem solving, case studies or essays. Please refer to the section on examinations below for further information.

Final grades

Your final grade is determined from both your internal and examination assessment. To pass any unit the overall mark you obtain must be 50% or higher AND the mark in the Final Examination in the unit must be 40% or higher.

Students are awarded one of the following grades:

Grade

A	80-100%
B	70-79%
C	60-69%
D	50-59%
N	Failure.
NS	Did not present any work for assessment by examination, by other forms of assessment, or by both. To be counted as a failure.
NX	Excluded from examination. To be counted as a failure.
KN	Withdrawal. Counted as a failure – when more than two-thirds of the unit teaching has been completed.
SA	May present for supplementary assessment.
SAH	May present for supplementary hurdle assessment.
SP	Special examination granted.

Where there is no grade listed, this indicates that no formal grade has yet been recorded; either the unit is ongoing or additional assessment is required.

Supplementary assessment

1. The University recognises two situations in which it is appropriate to provide the opportunity for supplementary assessment to facilitate student progression.
 - A student who has obtained 50 per cent or more in a unit but who has failed to meet a compulsory (hurdle) requirement shall be offered supplementary assessment in order to meet this requirement, unless it is impractical to provide this assessment. Upon successful completion of the supplementary assessment, the original mark will stand.
 - A student shall be offered supplementary assessment in any failed unit for which a mark of 47 per cent or more has been obtained if a single piece of work or assessment is worth more than 50 per cent of the assessment in the unit. Upon successful completion of supplementary assessment, the final mark awarded shall be 50 per cent.
2. Supplementary assessments shall not be awarded where less than 47 per cent is obtained in a unit or where all assessment items are worth 50 per cent or less of the total assessment in the unit.
3. Students who fail to complete the assessment for a unit may be denied supplementary assessment by the faculty concerned. Further, supplementary assessment may be denied where it is impractical to provide it (e.g., a practical course or tutorial performance).
4. Students shall be given a minimum of one weeks' notice for supplementary (and special) examination, including details of the assessment.
5. Supplementary assessment in normal circumstances should be held **only at the end of a progression period** or the teaching period in which the unit is undertaken unless faculty boards determine that appropriate arrangements, including the mandatory one weeks' notice to students, can be made at the end of an earlier semester
6. Supplementary assessments **should be provided in the first progression period for students who fail an absolute prerequisite for a second progression period unit**. In this case, care must be taken to minimise the impact on the second progression period

studies. Part-time students may be offered supplementary assessment where it is impossible to meet the normal criteria for the award of supplementary assessment (e.g., an enrolment in one or two units). However, such supplementary assessment given in advance is taken into account when further units are completed.

7. Supplementary assessments should be comparable in standard with the initial assessment for a unit, or at least a major segment of it.
8. Supplementary assessments are held twice each year for students in the Bachelor programs and in approximately week three of the semester for students in the Foundations Studies and Diploma Programs.

For full detail of the policy, please go to http://www.latrobe.edu.au/policies/assets/downloads/supplementary_assessment.pdf

Special Consideration

Students who feel that difficulties during their study have badly affected their results may apply for special consideration.

Relevant factors may include:

- economic hardship
- physical disability
- continual illness
- English language learning difficulties
- family or personal problems
- lack of educational facilities at home
- geographic isolation

A Request for Special Consideration form must be submitted within 72 hours of the date of any final examination missed. For submission on medical reason, students must complete the 'Request for Special Consideration' form and also have a registered medical provider from New South Wales complete the required part of the form.

Reconsideration of results

If you have valid reasons for thinking that the mark you have been awarded for either internal or examination assessment is incorrect then you may seek further information and/or appeal the mark awarded. There are several steps in this process:

1. You must write to your Campus Director or Academic Director *within 14 days of receiving your grade*, explaining clearly the reasons why you think the grade you have been awarded is wrong.
2. In the case of final examinations a copy of your exam script will be returned by La Trobe University, and a member of the academic staff will review your script and provide feedback on your performance. If you are still not satisfied with the mark awarded you may write to the Associate Dean (External Programs) of the Faculty of Law and Management requesting a re-assessment of your examination.
3. In the case of internal assessment a member of the academic staff at ACN will review your work and provide feedback.
4. In no case may a reassessment lead to a lower mark.

Examinations

Bachelor of Business examinations are set and marked by La Trobe staff. La Trobe University lecturers also moderate a proportion of all grades of student assessment and have representation on the Board of Examiners' Committee with external examiners, which approves all final grades and makes recommendations regarding Academic Progress and Qualifications.

Examination timetables

Timetables for end-of-semester examinations are posted on noticeboards, and on the portal five weeks before examinations. Seating allocation will be posted outside the examination venue 30 minutes prior to the commencement of the examination.

Examination Rules

1. A candidate may bring into the examination venue writing instruments, an eraser, a ruler and such other materials and instruments as are prescribed for a particular examination. For this purpose, such other materials shall be those specified by the examiner and published as footnotes to the examination timetable. Normally, such materials will be detailed in the examination timetable, on the noticeboard and at the entrance to the examination venue.
2. A candidate must bring to an examination venue and make available upon request by an authorised officer of the

- Examinations Committee such means of identification as is prescribed from time to time.
3. A candidate may not bring into an examination venue, unless otherwise prescribed, any materials or paper or electronic instrument that contains or conveys any information relating to the unit or course for which the examination is being conducted.
 4. A candidate shall neither communicate with nor receive any communication from any other candidate during any examination.
 5. Smoking is not permitted within any examination centre.
 6. A candidate should normally remain silent throughout an examination unless it is necessary, for the purpose of the examination, to communicate with an examiner.
 7. A candidate must, unless otherwise directed by the examiner, occupy that seat specified alongside his/her name on the list of designated candidates' seat numbers.
 8. A candidate shall not normally be permitted to enter an examination venue if a period of thirty minutes has expired since the commencement of the writing period.
 9. A candidate shall not normally be permitted to leave an examination venue during the first thirty minutes or during the final fifteen minutes of the period specified for writing.
 10. A candidate shall not normally be permitted to commence writing during the period specified for the reading of an examination paper.
 11. A candidate may not remove from an examination venue or any attached storeroom any material, script books or such items provided for an examination unless permitted to do so by an authorised member of the Examination Committee. Unless otherwise directed, a candidate must not leave the examination venue before an examiner has collected all the material.
 12. A candidate shall comply with all directions to candidates set out on any examination material supplied or specified on any notice displayed at the entry to an examination centre or announced by an examiner.

13. Any student, whether or not a candidate for an examination, shall not act in any way or cause any act which may disrupt any examinations or cause any hardship or difficulty to other candidates or examiners.

For the purposes of these rules:

1. An examination shall be deemed to run from the time at which candidates are invited to enter an examination venue by the examiner until such time as all candidates are permitted to leave an examination venue.
2. Authorised members of the Examinations Committee shall be such members of staff that have been given authority to supervise the examination venue by the Examination Committee, and
3. An examination venue shall be any area designated by the Examination Committee for the purpose of conducting an examination.
4. If during an examination a student is found in possession of unauthorised material he/she could face disciplinary action. 'In possession' means on, or next to that student's desk or chair, in or on their clothing, on their body (or in their wallet or purse).
5. Failure to secure or hand in unauthorised material prior to the commencement of writing time may result in a penalty for academic misconduct in accordance with the University Regulations.

Academic Misconduct

La Trobe University has strict rules to ensure that students' work for assessment is actually the result of their individual effort, skills and knowledge and has not been produced by means that will give an unfair advantage over other students.

Plagiarism

Plagiarism occurs when someone copies or reproduces another person's words or ideas and presents them as his or her own without proper acknowledgement. This includes copying the work of other students. It is a form of cheating and will be dealt with accordingly.

To avoid plagiarism students must acknowledge all sources from which they have obtained material or ideas used in assignments.

It is a serious act of misconduct to knowingly assist another student to plagiarise material (e.g. by lending a completed work to another student so that it can be copied and handed in as that student's own work). Such misconduct will be punished as severely as is plagiarism itself.

The penalties for plagiarism are severe and are governed by University legislation. A student found to have plagiarised may be allocated no marks for the particular piece of work involved, or may be allocated a fail grade in that unit. In severe or repeat cases the student may be excluded from the University.

Syndication

You must also take care that, unless specifically instructed that a piece of work for assessment is to be produced jointly with other students, the work you submit has been prepared by you alone. If you collude with other students to prepare a piece of work jointly, or copy each other's work and pass it off as an individual effort, it is syndication and is against University regulations. It is also unacceptable to copy another student's work without his or her knowledge.

Cheating in examinations

Students must only bring to the examination venue those materials that are allowed under the examination rules. If students bring in any unauthorised materials, such as notes, they breach of the University regulations and it will be regarded as cheating, whether or not the student has used the materials in the exam.

Penalties for academic misconduct

The Board of Examiners' Committee deals with breaches of regulations. If a student is alleged to have plagiarism or syndicated internal assessment, the matter will be referred to the Academic Director, who will inform La Trobe University. Penalties for plagiarism and syndication include from a deduction of marks and awarding a mark of zero for the work. Repeat and or serious instances may result in failure of an entire unit, or suspension/exclusion from further study. Cheating in examinations is referred to the Faculty of Law and Management Academic Misconduct Committee. If the allegation is proved, a penalty, normally failure of the unit, will be imposed. Severe penalties, such as suspension or expulsion can be imposed in appropriate cases.

La Trobe's full Academic Misconduct Policy can be viewed at <http://www.latrobe.edu.au/policies/academicmisconduct.pdf>

Other important policies

Equal Opportunity

In keeping with the spirit and provisions of Commonwealth and States' Equal Opportunity Legislation and University's policies, we are committed to a policy of equal opportunity in education and employment. As employers and educators, we are opposed to, and accept that they have a responsibility to eliminate from their structures, any source of direct or indirect discriminatory practice or behaviour, including racism, sexism, homophobia or discrimination based on disability, parenthood or childlessness, religious or political conviction, age, industrial activity, lawful sexual activity or sexual orientation, physical features, pregnancy, or marital, parental or carer status.

Students with disabilities

La Trobe University is committed to a policy of Equal Opportunity in education, employment and the provision of services. As an employer, an educator, and a service provider, the University has a moral and legal responsibility to eliminate from its structures and practices any source of direct or indirect discrimination affecting staff and students with a disability and to take action where harassment may occur.

If you have an ongoing disability which affects your study you should inform the Manager, Academic Skills Unit as soon as possible, so that appropriate action can be provided to ensure you have equal opportunity in your education. La

Trobe's full policies on Equal Opportunity can be viewed at www.latrobe.edu.au/equity/index.htm

Copyright

If you reproduce material protected by copyright without the permission of the copyright owner, you may infringe copyright. Reproducing part of a work may infringe copyright if a part is important; it need not be a large part. Copyright owners are entitled to take legal action against people who infringe their copyright. ACN and La Trobe University do not authorise individuals to make infringing reproductions of copyright material.

It is your responsibility to make sure that any reproductions they make do not infringe copyright.

If copying material for research or study, you are not infringing copyright if the copying is 'fair dealing'. In deciding whether their use is fair, students should take into account:

- the purpose and character of the dealing;
- the nature of the work or adaptation;
- the possibility of obtaining the work within a reasonable time at an ordinary commercial price;
- the effect of the use upon the potential market for, or value of, the work; and
- where only part of the work or adaptation is copied, the amount and substantiality of the part copied in relation to the whole work or adaptation.

