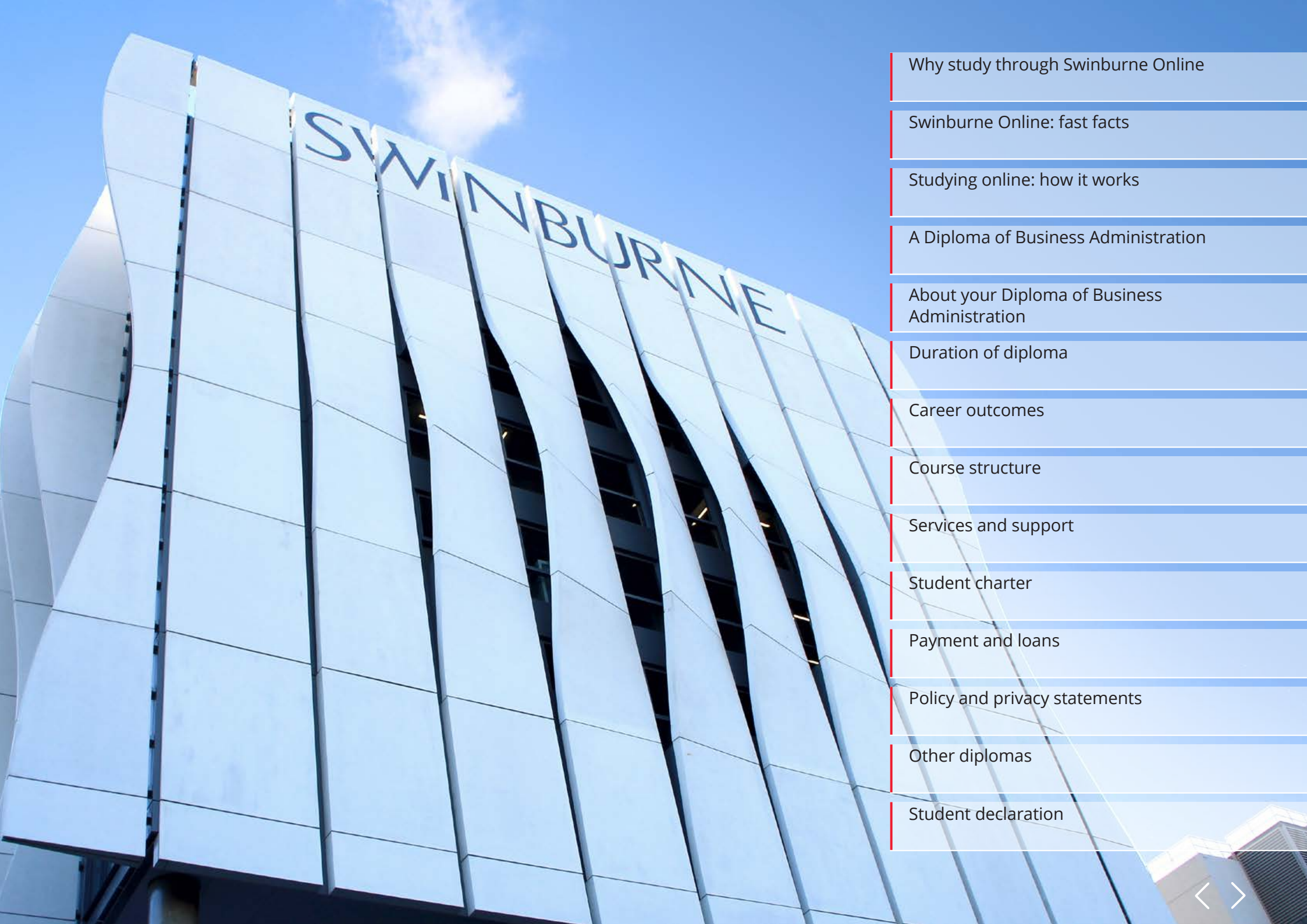




 Swinburne
Online

Diploma of Business Administration





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Why study through 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.

More than 100 Years of History

With more than a century of experience and a founding father whose aim was to bring education to everyone, Swinburne University of Technology's online qualifications still adheres to this same goal; making education possible for all.

Swinburne Online also calls itself home to over 10,000 students and Swinburne University is ranked in the world's top 2% of universities. This means out of 26,000 universities worldwide, Swinburne is ranked within the top 430 universities.

Focused on Knowledge and Underpinned by Support

What will make you stand out the most as a Swinburne student is how we teach and what you learn.

Your online classroom gives you the flexibility to study when and where you like, whilst always remaining connected with your peers, trainers and assessors. As a student at Swinburne Online you will be able to take advantage of all the best features of an on-campus qualification in a flexible and engaging online environment.

Gain knowledge online and put it to practice. Let's do this.



Swinburne Graduation

Another teaching period, another graduation at Swinburne University of Technology! We had a chat with some of our graduates to find out what studying online was like for them and where they're headed next.

Swinburne Online: fast facts

"I just wanted to say thank you for the constant praise when I submit an assessment. Although I'm not looking for it, I feel special and valued as a student and it makes me want to keep working hard to achieve my goals."

Mandy Aitkens,
Diploma of Business Admin

More than **100**
years of history.

Ranked in the
world's top 2%
of universities.

Taught by
industry
professionals.

Flexibility to
fit study into
your life.

Support **seven**
days a week.

A focus on
outcomes and
knowledge.

Be part of
a strong
community of
10,000 students.

Gain the
same degree
as on-campus
students.

Study at a time
and place that
suits you.

You're
the centre
of everything
we do.



"I just wanted to say that Swinburne Online has quite literally the BEST support services I have experienced, in any industry EVER. I have dealt with only professional and friendly staff which has made the entire enrolment and integration process so much easier. This truly is the best experience I have received."

Giorgia,
Studied online with Swinburne



Studying online: how it works

Support all the Way

Swinburne Online uses innovative technologies to provide interactive course materials and highly focused student support. We support you in four distinct ways to ensure you are comprehensively supported throughout your course:

- > **Your Trainer:** Will help you with unit specific questions, assessments tasks, learning materials and any other learning specific queries to keep you moving through your course.
- > **Your Coach:** Will support you through your first unit to ensure you have established a successful study routine to see you succeed online. From then on they are available for help with managing your time and staying motivated.
- > **Your Assessors:** Will provide you with comprehensive feedback on all assessments to ensure you can competently move forward to your next assessment.
- > **Student Advisor:** For any more generic questions about studying online, Student Advisors are just a call away. They can help you with your enrolment, any course planning queries and can give you technical support for your online classroom.

Flexible Learning

Swinburne Online places you at the centre of a dynamic online community and gives you the flexibility to study anywhere, anytime. You have twelve months to complete your diploma and within this time frame you can study at your own pace.

- > Study resources at your fingertips.
- > Get help over the phone or via email, seven days a week.
- > Be supported throughout your studies by Your Trainer, Your Coach and the team of Student Advisors.
- > Study at a time and place that suits you best.

A Diploma of Business Administration with Swinburne Online

Here's some information that might help you find out whether a Diploma of Business Administration at Swinburne is the right choice for you.

98%

of our students
said they would
recommend
the course to
others*

70%

of our graduates
said the diploma
helped achieve
their main
reason for
studying*

60%

said they had
obtained a new
job either during
or since finishing
their diploma*

53%

said their
income had
increased since
graduating*

*Source: Course Satisfaction Survey and Graduate Student Survey

"My Swinburne Online experience has been superb and I would truly not hesitate in recommending you to anyone considering online study – responsive IT support, phenomenally detailed and useful course content, and assessors who really care about their students' wellbeing and professional development."

Lea Holwell,
Diploma of Business Administration

About your Diploma of Business Administration

BSB50415 Diploma of Business Administration

Training Method:
Online

Institution:
Swinburne Online

Registered Training Organisation:
Swinburne University of Technology

RTO no.:
3059

RTO Contact Person:
Course Consultants

Contact no.:
1300 110 146

Contact email:
tafe@swinburneonline.com

Is this the right diploma for you?

To help you progress through your studies successfully, we have structured our diploma program to include a course in introductory business skills. Successfully completing this course provides entry and credit into the remainder of the BSB50415 Diploma of Business Administration.

Your introductory and diploma programs 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.

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.



Graduating with a Diploma
of Business

One of our recent Diploma
of Business graduates tells
us about his journey to
success with running his own
photography business.


Duration of your diploma

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. You must complete your diploma within a maximum of 12 months.

To meet this time frame, you 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 six months.

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 the Student Portal.



"Thank you to Kate, Lead Trainer, who was a personal cheer squad and provided great emotional support and Kathy, Learning Experience Manager, for words of kindness and encouragement along the way."

Lea Holwell,
Dip of Business Administration



Career outcomes

The skills you will learn whilst completing your Diploma of Business Administration will give you a solid foundation to succeed in a range of different fields.

- > Accounts supervisor
- > Administration coordinator
- > Office manager
- > Executive assistant
- > Team leader



[Career Success
with a Diploma
of Business
Administration](#)

While Gabriella was pregnant, she decided to take the opportunity to combine motherhood with setting herself up for her future career. Two weeks after completing a Diploma of Business Administration with Swinburne Online, Gabriella landed a full time position.

Course structure

To be eligible for the 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.

Course in Introductory Business Skills

- > Manage business document design and development
- > Manage meetings
- > Manage personal work priorities and professional development

Diploma of Business Administration – Block 1

- > Undertake project work
- > Manage people performance
- > Lead and manage team effectiveness

Diploma of Business Administration – Block 2

- Plan and implement administrative systems
- Manage payroll

Click on units to find out more.





Services and support

Study Support

Study support is available throughout your learning journey from the VET team.

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

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
- > 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](#) to create your USI.

Access and Equality

Reasonable adjustments will be made to learning and assessment tasks to 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.

Payment and loans

Fees

Please find the exact costs for your Diploma of Business Administration on our [fees page](#).

VET Student Loans

Swinburne University is an approved provider of VET Student Loans (VSLs).

To help you succeed in your studies, Swinburne Online has developed a staged progression model where you complete each stage before progressing to the next. You make your payments before starting each stage.

VET Student Loans are applicable for the two Diploma portions of your course of study (stages 2 and 3) so for 5 units. The loan cap allocated to this course may cover the cost of stages 2 and 3.

Stage 1 – The Course in Introductory Business Skills (3 units) is not eligible for VET Student Loans and as such must be paid for in full before commencing studies.

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. You must start engaging in your units before your first census date of every block (see the Engagement Requirements on page 16). 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.

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.

If your course or unit is cancelled by Swinburne University of Technology you will receive a full refund.



Policy and privacy statements

Engagement Policy

To maintain your enrolment, you will need to engage in your units before the census dates or we will automatically withdraw you. We then regularly monitor your engagement and make sure you graduate on time.

You must complete 50% of your studies within the first six months of starting your diploma.

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

You must complete the Self Service form in MyQuest on or before your census dates. Swinburne Online 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.

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.





Recognition of Prior Learning

To apply for RPL you will need to submit your application directly to Swinburne University of Technology – prior to enrolling through Swinburne Online.

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.

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.



Other diplomas and pathways

Pathway to a Degree

Students who complete the Diploma of Business Administration can use their Diploma as entry criteria to further their academic journey into a [Bachelor of Business Administration](#). Students may be eligible for up to 8 exemptions.

Diploma of Business

A Diploma of Business (BSB50215) will develop your management skills and teach you to share your business vision with the world. The practical skills you learn will equip you to effectively market a brand, manage projects strategically and help you become a valued industry business professional.

Find out more on the [course page](#).

Diploma of Human Resources Management

A Diploma of Human Resources Management (BSB50615) will give you the formal training and skills to work as a HR professional in any workplace.

Find out more on the [course page](#).

If you're not sure which course is the best fit for you and your career aspirations, give one of our Course Consultants a call on 1300 069 765. They'll be able to guide you through the process.

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.

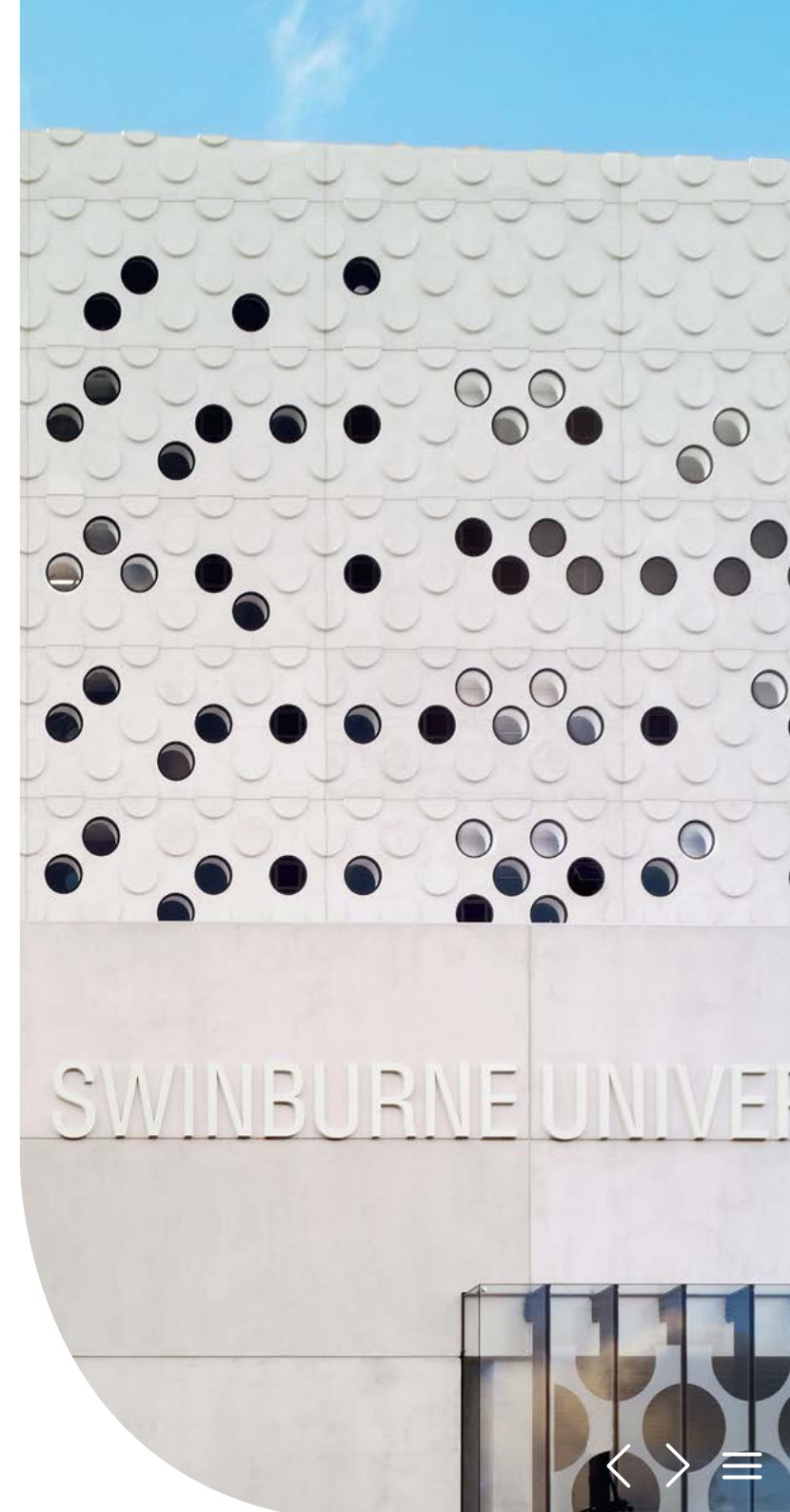
The University will correspond with me by electronic means.

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

Swinburne Online

Domestic
t: 1300 110 146

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enquiries@swinburneonline.com

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