



UNIVERSITY *of*
TASMANIA
AUSTRALIA



Bachelor of Business
Bachelor of Information Systems

Student Induction Manual

September 2017

AIEN Institute
SHANGHAI OCEAN UNIVERSITY

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Welcome to The University of Tasmania

The Deans and Staff of the Tasmanian School of Business Economics and the Faculty of Science, Engineering & Technology extend a sincere welcome as you commence your studies in the collaborative Sino-Foreign degree programs which run with the AIEN Institute, Shanghai Ocean University.

The University of Tasmania is the 4th oldest University in Australia, established in 1890 and Shanghai Ocean University celebrated its 100th anniversary in 2012.

We have been welcoming international students into our degree programs in Tasmania since 1950. Our staff are committed to extending the boundaries of business and information technology education through close relationships with professional associations, other educational providers, other universities, business, employers and government, both across Australia and internationally.

To achieve this, we are committed to:

- Providing excellent teaching and learning to all of its students;
- Continually improving the quality of its research activities and outcomes;
- Actively engaging the local, national and international business and information technology communities to enhance the teaching, research and learning outcomes for its students and staff.

In 2017, we celebrate with Shanghai Ocean University the 15th anniversary of our co-operative programs. This is a significant achievement and we are proud of the employability of our graduates both in Shanghai and Australia. There are now more than 4,000 alumni from the program many of whom are now occupying senior positions in the private and public sector in China, Australia and other countries around the world or engaging in further post-graduate study at highly ranked universities in Australia, North America and Europe.

We wish you the very best in your studies and look forward to you joining the family of UTAS alumni.

Being a UTAS Student

We strive to achieve equity for all UTAS students whether they are enrolled at one of our offshore study centres or at a Tasmanian campus. You have all the same rights and responsibilities as other UTAS students.

Because you are studying for an Australian degree you will need to act in accordance with the rules and guidelines that apply to UTAS.

Some of the procedures will be different from the procedures at your institution and in your country.

You can talk to staff in the ALEN Institute or to your visiting UTAS lecturer or the relevant UTAS Contact person (see page 4) if you are unsure about any of the procedures. It is your responsibility to make yourself familiar with Unit Outlines, academic and assessment requirements and administrative processes.

READ THIS DOCUMENT CAREFULLY

It contains important information and it is your responsibility to make sure you understand all the material contained in this document.

SECTION ONE

1.1 Your responsibilities as a UTAS student

As students of UTAS you are subject to UTAS rules, policies and expectations with relation to how a student should behave in the UTAS tertiary environment. We realise that this may be a very different learning environment from that which you are used to in a Chinese university.

In a western education system, it is expected that you will become an independent learner; that you will take responsibility for your own learning; that you will become a critical thinker and problem solver and actively participate in the learning experience. **Taking responsibility for your own learning by being informed on all course requirements, and advising AIEN Institute and UTAS staff immediately if you have any problems, is very important.**

Failure to address issues in a timely manner may mean that staff at the Institute and UTAS staff will be unable to assist you. It is not considered impolite in a western education system to raise issues of concern with professors and lecturers.

The University of Tasmania Codes of Conduct, Guidelines and Policies, under the section dealing with Code of Conduct for Teaching and Learning - Responsibilities of students to the University, states:

“For the unit in which they are enrolled, students should make themselves aware of all subject or unit information made available in the appropriate handbook and in the first week of the academic timetable and should raise any questions or concerns with the appropriate academic staff member in a timely manner.”

1.2 Who do I contact if I have a problem?

If you have questions regarding your UTAS units, please direct your enquiries in the first instance to the relevant AIEN Institute Lecturer. The AIEN Institute UTAS Degree Coordinator at AIEN is also available for consultation about the UTAS academic program for students enrolled in either the Bachelor of Information Systems or the Bachelor of Business.

If you are unable to resolve the problem with the AIEN Institute staff you may contact your UTAS Unit Coordinator by email. You must always use your UTAS email account and you must include your full Pinyin Name and your UTAS student identification number in all your correspondence to UTAS staff.

UTAS CONTACTS:

BACHELOR OF BUSINESS

Tasmanian School of Business and Economics (TSBE)

Ms Anita Bourn, Executive Officer International

anita.bourn@utas.edu.au

Mr Peter Dixon, TNE Coordinator, TSBE

peter.dixon@utas.edu.au

BACHELOR OF INFORMATION SYSTEMS

School of Engineering and ICT

Ms Karen Hughes, Transnational Education Coordinator

karen.hughes@utas.edu.au

Dr Dean Steer, BIS Degree Coordinator, AIEN SOU

dean.steer@utas.edu.au

STUDENT CENTRE, UTAS

TNE.studentenquiry@utas.edu.au

1.3 UTAS Degree Program Structure

FOR STUDENTS COMMENCING THEIR UTAS PROGRAM IN 2017

1.3.1 Course Structure

Bachelor of Information Systems

Year One

No UTAS Units

Year Two

- English for Academic Purposes
- SOU degree units

UTAS Units

BFA103 Accounting & Financial Decision Making
BMA101 Introduction to Management
KXO101 Business Information Systems

BMA247 Organisational Behaviour
KXO131 Data Management
KXO151 Programming & Problem Solving
KXO222 Business & Information Analysis

Year Three

- SOU degree units

UTAS Units

KGA223 Environmental Management
KXO221 Requirements Analysis & Modelling
KXO223 Systems Acquisition & Implementation
KXO205 Dynamic Web Development

KGA378 Wilderness & Natural Area Management
KXO231 ICT Project Management
KXO206 Database Management Systems
KXO325 Business Logistics

Year Four

- SOU degree units

UTAS Units

KXO302 IS Project
KXO321 Management of Information Systems

Bachelor of Business

Year One

No UTAS Units

Year Two

- English for Academic Purposes
- SOU degree units

UTAS Units

BFA103 Accounting & Financial Decision Making
BMA101 Introduction to Management
KXO101 Business Information Systems

BEA111 Principles of Economics 1
BMA151 Principles of Marketing
BMA181 Introduction to International Business
BMA247 Organisational Behaviour

Year Three

- SOU degree units

UTAS Units

BEA140 Quantitative Methods
BFA141 Commercial Transactions
BMA215 Business in and with Europe
BMA202 Strategic Management

BMA246 Foundations of Entrepreneurship
BMA258 Services Marketing
BMA351 Marketing Management
BMA348 Managing Business in the Asia Pacific

Year Four

- SOU degree units

UTAS Units

BMA334 Entrepreneurship and Innovation
BMA382 International Marketing

Unit Structure of UTAS Units

Most UTAS units in the Bachelor of Information Systems and Bachelor of Business will have between 1-2 hours of lectures and 1-2 hours of tutorials (or equivalent) per week for 13 weeks. The exact teaching pattern for each UTAS unit will be included in the relevant unit outline.

Entry Requirements for the UTAS Degree Programs at SOU

For Year Two at SOU

- A SOU-Quota entry score
- An IELTS score of 6.0 or equivalent with no band less than 5.5.

Credit for SOU Units

SOU students will be granted credit for 7 elective units from the SOU Bachelor of Management Degree towards the UTAS Bachelor of Information Systems or the UTAS Bachelor of Business Degree.

On successful completion of four years at SOU, students will be awarded two degrees;

- The Bachelor of Information Systems from UTAS and a Bachelor of Management from SOU; or
- The Bachelor of Business from UTAS and a Bachelor of Management from SOU.

Teaching Mode/Delivery of units at AIEN Institute

All teaching materials (including lectures and tutorials) will be provided by the UTAS. All assessment materials (including assignments and examinations) and marking schemas will be provided by the University of Tasmania.

UTAS is responsible for the delivery of 8 UTAS units fully into each degree. The UTAS lecturers will normally deliver 1 week of face-to-face teaching for the 8 UTAS units, depending on the unit, and any remaining hours will be taught by AIEN Institute lecturers/tutors (approved by the University of Tasmania). During the visits by UTAS staff members, further face-to-face consultation hours for students will be scheduled. The Project unit in the Bachelor of Information Systems, KXO302 is taught 100% by UTAS staff in two teaching visits and the remainder delivered by distance. The two Geography Units in the Bachelor of Information Systems, KGA223 and KGA378 are taught 100% by UTAS staff in 3-week teaching blocks at dates to be advised.

The Language of instruction is English. Students must use English at ALL times during UTAS classes.

The AIEN Institute is an English-Speaking Zone

Assessment of UTAS units at AIEN Institute

The UTAS Unit Coordinator will set all assessment and assessment will be based on the UTAS assessment policies outlined in each unit outline. Any failed UTAS units at AIEN Institute must be repeated.

1.3.2 Pre-requisite Structure

BACHELOR OF INFORMATION SYSTEMS

A pre-requisite is a unit of study that you must pass in order to be enrolled into a higher-level unit.

If you fail a UTAS unit, you will be required to re-enrol in the unit when it is next offered. This includes going to the lectures, submitting the assignment/s and sitting the exam.

NOTE: If you receive a NN result (refer to pages 17-20) with a mark of 45 or above in a pre-requisite unit in the Bachelor of Information Systems, you will be permitted to enrol in any unit for which that unit is a pre-requisite. However, you must repeat the pre-requisite unit (take the unit a second time) in which you got the NN 45 or above grade and achieve a Pass Grade.

Introductory Level units

BFA103 Accounting & Financial Decision Making
BMA101 Introduction to Management
*KXO101 Business Information Systems
KXO131 Data Management
KXO151 Programming & Problem Solving

Pre-requisite unit required

None
None
None
None
None

Intermediate Level units

BMA247 Organisational Behaviour
*KGA223 Environmental Management
KXO205 Dynamic Web Development
*KXO221 Requirements Analysis & Modelling
*KXO222 Business & Information Analysis
KXO223 Systems Acquisition & Implementation
*KXO231 ICT Project Management
KXO206 Database Management Systems

BMA101
None
None
Any 2 x Introductory Level units
Any 2 x Introductory Level units
KXO222
Any 2 x Introductory Level units
KXO131

Advanced Level units

*KGA378 Wilderness & Natural Area Management
*KXO302 IS Project
*KXO321 Information Systems Management
KXO325 Business Logistics

None
KXO231
KXO222 or KXO223
Any 2 x Intermediate Level KXO units

** These units are the sole responsibility of UTAS and will normally involve UTAS staff visiting to teach in China (Subject to change).*

Academic Matters

BACHELOR OF BUSINESS

Introductory Level units

	Pre-requisite unit required
*BEA111 Principles of Economics 1	None
BEA140 Quantitative Methods	None
BFA103 Accounting & Financial Decision Making	None
*BFA141 Commercial Transactions	None
BMA101 Introduction to Management	None
*BMA151 Principles of Marketing	None
BMA181 Introduction to International Business	None
*KXO101 Business Information Systems	None

Intermediate Level units

BMA247 Organisational Behaviour	BMA101
BMA202 Strategic Management	BMA101
*BMA246 Foundations of Entrepreneurship	None
*BMA215 Business in and with Europe	BMA101 & BMA181
BMA258 Services Marketing	BMA151

Advanced Level units

*BMA334 Entrepreneurship & Innovation	2 X intermediate level units
BMA351 Marketing Management	BMA151
*BMA382 International Marketing	BMA151
*BMA348 Managing Business in the Asia Pacific	BMA101 & BMA181

** These units are the sole responsibility of UTAS and will normally involve UTAS staff visiting to teach in China.*

1.4 Unit Descriptions

Common Units within both Degrees:

BFA103 Accounting & Financial Decision Making

Provides students with an understanding of the role that accounting plays in various aspects of financial decision making. The unit provides a conceptual overview of the profit and wealth measurement process, and of the major financial statements which provide information about business performance and financial position. A user perspective is adopted in which the outputs of the accounting process are explained and interpreted in both internal and external financial decision contexts.

BMA101 Introduction to Management

Provides students with an introduction to management concepts, functions and strategies. The unit outlines the evolution of management theory and the key functions of management. The unit then explores the context surrounding management functioning, including an analysis of the broad environment in which organisations operate, the internal dynamics of organisational life, and the ethical climate that underpins sound management. This unit will also include a strong focus on general skills and abilities associated with conducting literature research and communicating effectively in an academic setting.

KXO101 Business Information Systems

Introduces the concepts of information systems in a business environment. The unit examines what is meant by an information system and why it is being used in business. It explores how information systems are being used and the issues involved in developing, managing and controlling business information systems. Lecture topics include: business issues - functions, competitive advantage, e-business; technology and people - ICT, careers, ethics; management of information resources. Tutorials are designed to develop proficiency in business software applications such as spreadsheets and databases. Business reports and projects, case study analysis, personal software, financial modelling and productivity are also covered.

BMA247 Organisational Behaviour

Provides an introduction to the management of human behaviour in organisational settings. Topics include individual differences, perception, attitudes, and motivation and their relationship to performance; group decision-making; leadership; communication; power and politics; culture and the management of organisational change.

Units within the Bachelor of Information Systems Only:

Cohorts commencing their UTAS program in 2017

KXO131 Data Management

Students will be introduced to concepts and techniques necessary for the effective organization, manipulation (including efficient query and update), and analysis of shared data. Students will learn how to apply these concepts with an emphasis on databases and spreadsheets. XML and SQL are introduced as commonly used languages to manage data. Database management approaches and functions are covered as well as database administration. Students will be introduced to a range of special topics related to data storage and databases.

KXO151 Programming & Problem Solving

Students learn to use a high-level language to write programs which solve problems defined by a program specification. They master fundamental concepts relating to imperative, object-based programming and are introduced to concepts relating to graphical user interfaces and event driven programs. Students are required to demonstrate syntactic, logical and strategic knowledge of the programming constructs introduced in the unit. They are expected to use systematic processes to plan, document, debug and test their programs. Programming exercises are introduced in the context of small problems.

KXO205 Dynamic Web Development

This unit provides students with the knowledge, understanding and skills required to develop an application system which uses a web interface to a back-end database. The role of both server-side and client-side code are examined. Students will study the use of mark-up and scripting programming languages to connect to databases via a network. Students are introduced to some of the most common security issues involved in the development of software, including secure coding practices, secure database access, and secure data communications, security of web applications, use of encryption techniques and security testing.

KXO221 Requirements Analysis & Modelling

The unit develops an understanding of the basic steps to establish the requirements for a system and analyse and model the requirements and develop practical design solutions. The unit develops the skills to apply analysis, modelling and design techniques in the context of practical problems, and the ability to discuss and evaluate alternative models and solutions. The unit develops the ability to analyse an organisational context and then to select an appropriate systems development methodology.

KXO222 Business & Information Analysis

In this unit students will gain knowledge and skills in problem structuring methods that are suitable for solving, or at least improving, social and organisational problem situations. The methods are suitable for the situations of complexity, uncertainty and conflict that are often present in contemporary business and society. The unit is suitable for future or practicing consultants, managers, and business and systems analysts. Although students are required to reason abstractly and creatively, there is no specialist prerequisite knowledge required for this unit.

KXO223 Systems Acquisition & Implementation

This unit covers the issues and options available to provide organisational ICT services and allows students to develop the ability to evaluate the pros and cons of differing approaches to acquiring systems, and demonstrate an ability to match approaches to particular organisational contexts. The unit discusses the issues associated with package selection and vendor selection and contract management. The unit also covers the human concerns with IS-related organisational transformation.

KXO231 ICT Project Management

This unit covers the principles, techniques and tools of project management and focuses on the aspects of documentation during the analysis phase of project management. This unit also discusses social, legal and ethical aspects of the computing industry and exposes students to existing standards of professional behaviour. Students will develop skills appropriate to professional computing employment, particularly written, verbal and interpersonal communications skills, developing an appreciation that the Information, Communication and Technology (ICT) profession is largely people-centred rather than technology-centred.

KXO206 Database Management Systems

The technical aspects of database management systems are investigated, including advanced SQL querying, database application development, database interface development, the maintenance of data dictionaries, the specification and enforcement of integrity and security constraints, transaction integrity and concurrency control, and tasks and responsibilities in the administration of database management systems.

KGA223 Environmental Management

This unit introduces students to the principles and practice of environmental management by examining the relationships between government, economy, society and environment. Sustainability is used as a guiding framework for analysis of economic, regulatory, institutional and community-based approaches to environmental management. Case studies cover key environmental issues including natural resource management, forestry, marine management, biodiversity conservation, climate change and waste management.

KGA378 Wilderness and Natural Area Management

Provides practical skills for planning and managing wilderness and natural areas, with emphasis on conservation of both natural and cultural values, as well as their use for nature-based tourism. Major themes are conservation management; changing concepts of national parks; conservation and human values; cultural values in natural areas; cultural heritage management; tourism education; technical services; ecologically sustainable tourism development; and wilderness issues. A major component of the unit will be the treatment of nature-based tourism including its biophysical, social and cultural impacts. The unit includes a field work component. The unit takes an international perspective but special emphasis is placed on Tasmania.

KXO302 IS Project

- a) Project: Provides practical skills in the management, design and implementation of a substantial project, working in a team of people, each with different specialisations; application of systems development methodologies, and real systems development, testing and documentation experience.
- b) Professional development: teamwork; contract negotiation and management; risk minimisation; group dynamics; presentation skills.

KXO321 Information Systems Management

This unit covers the methods, issues and opportunities that organisations have when planning and evaluating ICT. The unit delivers fundamentals on IS/IT strategic planning with a view of realising benefits for their IT investment. Other contemporary issues such as offshoring, supply chain management and relationship management are also explored.

KXO325 Business Logistics

The unit explores the importance of contemporary logistics to organisations and the strategic importance of logistics, logistics systems and the use of information systems to support logistics. The unit includes topics such as transportation, warehousing, inventory management, global logistics, eLogistics, and logistics strategic planning.

Units within the Bachelor of Business Only:

Cohorts commencing their UTAS program in 2017

BEA111 Principles of Economics 1

Principles of Economics 1 enables students to improve decision making in all domains of their lives, to better understand aspects of the policy environment in which they operate and to apply key economic concepts that help managers form successful competitive strategies and run more profitable firms. Principles of Economics 1 provides students with a comprehensive introduction to economic theory and policy, and forms a strong foundation for students planning to continue their study of economics.

BEA140 Quantitative Methods

Provides a foundation in the mathematics of finance and statistical descriptions and analysis, appropriate for the study of and professional practice in business, economics, accounting, finance, management and marketing. The primary emphasis is on understanding the statistical concepts and methods widely used in these disciplines, with a consequent enhancement of numeracy skills and an ability to use both formulae and quantitative computer packages. The focus is on the practical use of data in a business/economic decision environment, especially in an environment of risk and uncertainty.

BFA141 Commercial Transactions

There are many units taught in the Business Degree program that require you to have some knowledge of the law and the legal system generally. Various types of commercial transactions are considered in the majority of units and each of them by definition must have some legal foundation. BFA141 Commercial Transactions provides the legal background, knowledge and skills that are necessary for successful study of later units.

BMA151 Principles of Marketing

During this unit you will, for example, learn about concepts and issues surrounding why people buy the things that they do, what forces constrain and shape a marketer's activities, and you will meet the 4Ps of marketing (product, price, place and promotion), known as the marketing mix. These and other topics are all developed in more depth in specialist units offered, such as Services Marketing, Electronic Marketing and Marketing Communications. As a 'capstone' unit, Marketing Management expands on the foundations developed in Principles of Marketing to give a managerial and strategic focus to the many issues involved in successful marketing. Over the course of these units, you will come to realise that the activities of marketing really do lie at the heart of all business practices.

BMA181 Introduction to International Business

International business refers to a wide range of activities involved in conducting business transactions across national boundaries. Although international business has many similarities with domestic business, there are also important differences. At the international level, the globalisation of the world economy and differences between countries present both opportunities and challenges to international businesses. The aim of this unit is to help students to gain knowledge of the environment and operation of international businesses and develop skills to critically analyse general strategic and management aspects of international business activities in the transnational context.

BMA202 Strategic Management

The process of strategic management looks into the full set of decisions and actions required for an organisation to achieve a long term competitive position in the global environment. It examines the strategic decisions that determine the future long-term direction and competitive position of an enterprise. Therefore, the study of strategic management processes acts as a guide to formulate, implement, and evaluate strategies more effectively in all kinds of profit and non-profit organisations.

BMA246 Foundations of Entrepreneurship

Entrepreneurship is a way of looking at Business that is focused on opportunities, creativity and innovation. It is also about having a passion for doing the things that are important to you, be they related to business or not. It is about challenge and persistence. It is about the development of an enterprising mindset, from which you can create the opportunities for your satisfaction. Within every entrepreneurship unit you will be required to participate in activities that *conceive*, *create*, and *capture* value as well as *critique* your efforts to do so. Known as the 4Cs, these activities will allow you to place yourself at the intersection of theory, practice and personal knowledge gain through which your understanding of your entrepreneurial capabilities will be determined.

BMA215 Business in and with Europe

The European marketplace is a continually changing and evolving entity. Trade and foreign investment has grown significantly during the development of the Union and there is now a market of close to 500 million people within the EU alone. Since the Global Financial Crisis (GFC) in 2007-8, the EU is at a critical, yet fascinating, stage of its development. This unit is designed to provide students with an understanding of a range of major issues in relation to business "in and with" Europe, with an emphasis upon the European Union (EU). Students will learn about the broad social, economic and political environments within which business in Europe is conducted, the structure of business in Europe, conducting business with European firms and a range of current and likely future issues faced by firms doing business in and with Europe.

BMA258 Services Marketing

Services Marketing is a specialisation within the discipline of marketing. Although many marketing principles apply equally to services and products, there is widespread consensus among academics and practitioners that the issues that confront services marketers require different strategies. In essence, this unit is an advanced unit in marketing since it builds on basic principles in a service context.

BMA334 Entrepreneurship and Innovation

This unit is designed to facilitate your understanding of the process of opportunity exploitation. The learning activities used throughout the unit also provide you with an opportunity to reflect upon how you as an individual, operating within a team, can contribute effectively to the successful exploitation of an opportunity. The workshops used throughout this unit will provide a space for you to practice how to add value and also the opportunity to learn from interaction with your colleagues. Within every entrepreneurship unit you will be required to participate in activities that *conceive*, *create*, and *capture* value as well as *critique* your efforts to do so. Known as the 4Cs, these activities will allow you to place yourself at the intersection of theory, practice and personal knowledge gain through which your understanding of your entrepreneurial capabilities will be determined.

BMA382 International Marketing

This unit has been structured to follow the marketing activities of a business from the original decision to internationalise through to the planning and implementation stages of marketing internationally. In this unit, the various marketing concepts, such as product development, distribution networks, pricing and promotional methods, are taken into consideration from a cross-cultural perspective. Key variations from home-country marketing are highlighted, and strategies that an international marketer can adopt are examined.

BMA351 Marketing Management

The need and demand for trained, experienced and effective marketing practitioners is growing. Marketing is a discipline which can benefit any enterprise. As this is increasingly being recognised, more and more organisations, non-profit as well as commercial ones, are seeking people capable of putting marketing theory into practice powerfully and profitably.

Marketing is a fast-growing and exciting area for study. In this unit, we will demonstrate this by combining text-based lectures with a series of special lectures on topics of particular interest in the current marketing environment. These 'marketing focus' lectures provide an opportunity for you to become a more rounded marketer.

BMA348 Managing Business in the Asia Pacific

Managing Business in the Asia Pacific examines the operational environment of the Asia Pacific region and the strategic choice of foreign investors entering this region. The prominent management styles of the region are also discussed. On completion of the unit, students will be able to understand, and develop practical skills to analyse, the operational environment of the Asia Pacific, and the strategy required of foreign firms to succeed in the region.

1.5 An Explanation of UTAS Result Codes

Legend of ORDINARY Results

HD	High Distinction (80% - 100%)
DN	Distinction (70% - 79%)
CR	Credit (60% - 69%)
PP	Pass (50% - 59%)
NN	Failure
NS	Failure (permission to sit supplementary examination)
DO	Permission to enter deferred examination granted
WT	Result withheld
AN	Absent deemed failed (absent from the examination)

Supplementary Examinations

NS	Failure (permission to sit supplementary examination)
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If a student receives an NS grade, this means that they have the opportunity to improve their grade by sitting a supplementary examination. If they pass that examination, they will obtain a full pass (PP 50 mark) but cannot receive any higher grade. If a student decides not to take the examination they will receive the original NN grade.

Legend of SUPPLEMENTARY Results

When original grade is NS – Failure (permission to sit supplementary examination)

PP	Pass
NN	Failure or absent from supplementary examination

WT Result withheld

A WT result may be given when there is a genuine reason why a student has been allowed an extended deadline for assignment work or if there is another legitimate reason why the result cannot be released by the due date. The actual grade must be finalised prior to the commencement of the supplementary examination period.

DO Permission to enter deferred examination granted

With special permission from the UTAS Examinations Manager, a student can be granted a deferred examination (DO) if they miss their original examination due to exceptional circumstances. There are approved procedures and precedents for the granting of deferred examinations. Students will sit DO exams at the same time as Supplementary Examinations.

1.6 Guidelines for Assessment

The aim of these guidelines is to ensure the fair and equitable assessment of students enrolled in all offshore units offered by UTAS.

These guidelines will be used for all offshore units offered by UTAS unless stated otherwise in unit outlines and approved by the Head of School.

Final grades are awarded by the Faculty Assessment Committee based on recommendations from the relevant School at UTAS. These guidelines describe the way in which the School makes these recommendations.

Attendance Requirements

Students are required to attend a minimum of two-thirds of lectures, tutorials and laboratory classes or workshops. **A higher attendance rate can be imposed** but this must be stated on the Unit Outline.

Examination Grades

Grades of Pass - refer to the Legend under 1.6 in this document

The grade that the School recommends to the Faculty Assessment Committee will be based on the student's performance throughout the semester as well as in a formal examination (where applicable).

1.6.1 Assessment Information

BACHELOR OF INFORMATION SYSTEMS DEGREE ONLY

Overall assessment will be based on the student's performance throughout the semester.

Pass Grades – PP, CR, DN and HD

In order to be recommended to the Faculty Assessment Committee for a Pass grade, a student must obtain:

1. at least 45% of the total mark for in-semester assessment items; and
2. at least 45% of the mark for the formal examination; and
3. at least 50% of the overall mark.

or in the case of 100% internally assessed units the following may apply:

1. at least 45% of the total mark for assessment items a and c; and
2. at least 45% of the total mark for assessment items b and d;
3. at least 50% of the overall mark.

Fail Grade - NN

Students achieving an overall mark of 49% or less will usually be awarded a fail (NN) grade, unless they have met the requirements to be awarded a supplementary examination – NS grade.

Fail Grade, with permission to sit a supplementary exam - NS

Students should note that they do not have an automatic right to a supplementary examination and that all School of Engineering & ICT students are subject to the same policy, regardless of location.

The **NS grade** is to be recommended only where a student can obtain a full pass by an improved performance in the examination component. It is not usually possible to provide for a supplementary in the internal component of a unit.

However, in units where examinations do not form part of the assessment, Schools may make recommendations for supplementary grades if the student has **completed all assessment tasks** and has achieved a mark total in the defined supplementary range.

Recommendations by Schools

Schools will make a substantive recommendation for the award of a supplementary grade (NS) on a **unit by unit basis** for a student. They will not take into account the student's overall performance.

Academic Matters

Decision by Faculty of Science, Engineering & Technology (SET) Assessment Committee

The Faculty's Assessment Committee will determine if the recommended supplementary passes are to be confirmed. The current practice is that a student will usually have to *gain clear passes in at least 50% of the units being assessed in the relevant semester to retain the recommended supplementary grades*. Where a student has not gained clear passes in 50% of units being assessed, the recommended NS grades will revert to a Failure (NN) grade.

Result Summary Table

Recommended grades for various combinations of internal and examination marks in a unit

Total Mark	Achieve minimum performance level in:		Recommended grade	Mark to show?
	Internal	Examination		
80%+	Yes	Yes	HD	Yes
70%-79%	Yes	Yes	DN	Yes
60%-69%	Yes	Yes	CR	Yes
50%-59%	Yes	Yes	PP	Yes
≥50%	Yes	No but ≥35%	NS	No
≥50%	Yes	No and <35%	NN	No
≥50%	No	Yes	NN	No
45%-49%	Yes	Yes	NS	Yes
45%-49%	Yes	No but ≥35%	NS	Yes
45%-49%	Yes	No and <35%	NN	Yes
45%-49%	No	Yes	NN	Yes
45%-49%	No	No	NN	Yes
<45%	Yes	No	NN	Yes
<45%	No	Yes	NN	Yes
<45%	No	No	NN	Yes

For Level 1 units only (KXO101, KXO131, KXO151)

40%-49%	Yes	No but ≥30%	NS	Yes
40%-49%	Yes	No and <30%	NN	Yes

For all units above Level 1, the NN grade will be awarded for a total mark 40%-44% unless there are special circumstances to warrant a NS grade. For this to occur, the minimum performance level must have been met for the internal component.

Determining the results of supplementary examinations

The mark for the supplementary examination will replace the original examination mark in the algorithm to calculate the total mark. A total mark of $\geq 50\%$ is required for the supplementary to be passed; a grade of Pass after Supplementary Examination (PP) will be reported. Where the recalculated total mark is below 50%, the grade of Failure after Supplementary Examination (NN) will be reported.

1.6.2 Assessment Information

BACHELOR OF BUSINESS DEGREE ONLY

Students should note that they do not have an automatic right to a supplementary examination and that all Tasmanian School of Business and Economics students regardless of location are subject to the same policy.

- Students must have completed the requirements for internal assessment for a unit as outlined on the unit outline for each unit.
- Students must have attended and completed the examination, where applicable, for each unit.
- Where a result falls in the 45-49% range, the case should be reviewed, including a review of internal assessment and a decision will be made on a recommendation for a supplementary examination by the Tasmanian School of Business and Economics Assessor's Meeting which is held at the end of each semester and following examinations.
- Where a student has failed only one unit offered by the school for the semester and who has a mark falling within the range 40 to 49 in that unit, and who has failed no other unit taken in that semester, that student may be recommended for a supplementary examination
- In the case of students needing only this one unit to graduate, supplementary examinations will be recommended whatever the final mark as long as a "reasonable attempt" has been made in the unit, this includes review of your internal assessment results.
- A student who has not satisfied a minimum continuous assessment requirement in the relevant unit would not normally be recommended for a supplementary examination.
- If a student has failed only one unit, and that unit has no examination component, the option of withholding results and using mechanisms such as extra work is to be considered. In this case, the submitted result will be WT for Withheld, not NS for supplementary exam granted.
- For the purposes of identifying students with only one failure for the semester, if a student has a deferred ordinary examination or a withheld result in another unit, it is to be assumed that the student will pass that unit.
- If, as stated in the Unit Outline, there is a compulsory minimum attendance requirement, students who fail to meet that minimum attendance requirement may be deemed ineligible to sit the final examination.

1.7 Assignments & Submissions for UTAS units

Students must complete the assignment requirements in accordance with the topic/s described in the unit outline and follow all instructions exactly with relation to submission and formatting.

It is the responsibility of the student to familiarise themselves with the assignment requirements and if unsure of requirements students must refer their queries to the AIEN Institute lecturer or UTAS Unit Coordinator for clarification in a timely manner and before the assignment is due.

Students should submit all assignment queries in writing to the AIEN Institute Lecturer who will consult with the UTAS Unit Coordinator where necessary. Students must use their UTAS email account and are responsible for subsequently checking their account for the response and seeking further verification if needed. The UTAS Unit Coordinators will include the AIEN Institute lecturer in all such correspondence. Students must keep copies of all such email correspondence until after the final result for the unit has been released.

Students must submit assignments in the manner outlined on the unit outline and/or the assignment sheet. Submission by other means than that outlined will only be allowed under exceptional circumstances and students must not assume they have the right to submit in any way other than the instructions on the unit outline and/or the assignment sheet. Students must advise the AIEN Institute Lecturer and the UTAS Unit Coordinator by email of their request to submit by other means and outline the reasons for the request. If approved, students who submit by other means will receive a confirmation email from the UTAS Unit Coordinator and must keep a copy of this email.

Students are responsible for ensuring that ALL files required are submitted in the correct electronic format, in the correct place and by the time stipulated on the assignment sheet.

Students must check all electronic files that are submitted to ensure the files can be read and are not corrupted in any way and are free of viruses, and must advise the AIEN Institute Lecturer and the UTAS Unit Coordinator by email immediately of any problems with their submission and detail the reasons for the problem.

Students are required to keep a backup copy of ALL assignments submitted until after the final result is released for that unit. Students may be required by UTAS Unit Coordinators to produce backup copies and should not have opened and/or made any changes to that file from the time of submission. Failure to maintain backup copies of assignments may result in failure in that piece of assessment.

PLEASE NOTE: UTAS does not maintain archives of student assessment which are submitted via MyLO. UTAS will not supply copies of assessment to students from MyLO submissions after a unit has been completed. Students should maintain electronic copies of submissions until after the release of the final result for the unit.

All in-semester assignment submissions (including electronic submissions) are to include an Assignment Cover Sheet, which includes a statement confirming that the submission is your own work. If this undertaking is not signed, the assignment will not be marked. Please see your unit outline for the links to the relevant assignment cover page required.

1.7.1 Application for Extension of Time for Internal Assessment

If a student has a valid reason for submitting an assignment late, they can apply for an extension of assessment due date. This must be done by submitting the relevant application for extension form. A student must complete the form (and attach all supporting documentation such as a medical certificate in the case of illness) and hand in to the AIEN Institute lecturer. They will then forward your request to the UTAS Unit Coordinator. The UTAS Unit Coordinator will review the application and make a decision based on the information received. The student will then be advised of whether their extension has been granted or rejected through their UTAS email account.

Any extension granted will have a new submission due date and time. Failure to submit by the new time will incur penalties.

Please see your unit outline for the links to the relevant extension form.

1.7.2 Penalties relating to assignments

For units in the Bachelor of Information Systems

Students who submit incomplete and/or corrupted files and are unable to produce a complete and uncorrupted backup copy, which has not been opened since the date of submission, **will automatically receive a result of 0** for that assignment and no further appeals will be considered.

Students who fail to submit by the due date and the due time will be penalised in accordance with the School of Engineering & ICT policy for late assessment.

1.7.3 Late Assessment Policy

For units in the Bachelor of Information Systems – KXO units

Students who submit assignment work after the due date (without having obtained an extension by the method specified previously) will have the work assessed subject to the following penalties:

Up to 24 hours after the due date. The assignment will be marked in the usual way and the mark recorded will be 80% of the actual mark obtained.

More than 24 hours and up to 7 days after the due date. The assignment will be marked in the usual way and the mark recorded will be 50% of the actual mark obtained.

More than 7 days after the due date. The assignment will not be marked.

For units in the Bachelor of Information Systems – KGA units

Please refer to your unit outlines for all information relating to late assignments.

Five percent (5%) of the total possible mark will be deducted for each day late, for a maximum of 10 days. For example, an assignment marked out of 20 that is submitted 4 days late will be penalised a total of 4 marks. Weekends count as two days.

Assessment tasks submitted more than 10 days late will receive no marks.

For units in the Bachelor of Business – BMA, BFA, & BEA units

Please refer to your unit outlines for all information relating to late assignments.

Late submission of coursework will incur a penalty of 10% of the available marks for each day the coursework is late unless an extension had been granted on or before the relevant due date.

Coursework submitted more than five (5) days late will not be accepted.

Late work must be submitted to a staff member in the relevant School or Faculty Office and the time of submission recorded.

Academic staff do NOT have the discretion to waive a late penalty.

If a student submits coursework that exceeds the prescribed length he or she will be invited to resubmit it within 48 hours. If the resubmission is late there will be an automatic penalty of 10% of the available marks plus an additional penalty of 10% for each day.

1.8 Release of marks for internal assessment

Students will be advised by their AIEN Institute lecturer of their internal marks only after moderation has been completed by the UTAS Unit Coordinator. In the interests of good quality assurance of marking in UTAS units AIEN Institute staff are not permitted to release internal results without written approval from UTAS.

If there is no mark for the student, they are responsible for identifying the problem to the UTAS Unit Coordinator within 10 days of the release of the marks for an assignment.

If students have a question about any of their internal results, please contact the UTAS Unit Coordinator within 10 days of the release of the marks. You must use your UTAS email for all such communications with UTAS staff and you are responsible for checking your email to follow up on the result of that communication. ALWAYS keep electronic copies of any email communication received from UTAS staff as it relates to your units.

1.8.1 Review of Assessment – Internal results

Alternatively, if you wish to have a piece of internal assessment reviewed as part of this process (for example a test or essay), please state this clearly in your application and make sure to include that piece of assessment with your application.

1.9 Academic Progress

To complete the UTAS degree you must pass all of the required UTAS **and** SOU units.

There is no automatic re-sit if you fail a UTAS unit. You may be offered a supplementary exam - refer to Section 1.6 of this document.

If you **Fail (NN)** you can repeat the unit when it is next offered at AIEN Institute.

Some units have **prerequisites** – that means that you cannot enrol in that unit until the prerequisite unit is passed. Your academic record is reviewed at the end of the semester after your results are released, to make sure that you are eligible to progress to the next semester or to graduate.

For details of prerequisite units in your course see Section 1.4.

1.10 Repeat Enrolment

If you have failed a unit at SOU you have to enrol in it again - going to the lectures, submitting the assignments and sitting the exam again. This is called a repeat enrolment. You will need to wait until that unit is offered again, but you can continue studying your other units if you have passed the required pre-requisite units.

1.11 Academic Progress Review (APR)

Academic Progress Review (APR) involves an assessment of all students' results and the identification of those students who are experiencing issues with their academic progress in a given semester.

Many students have difficulty in adapting to the university environment. The purpose of APR is to monitor your progress and reach out to you if you are having difficulties in passing units, and help support you towards the successful completion of your course.

We know that failing units can be extremely disappointing and can happen for a variety of reasons, including difficult life circumstances and events that are outside of your control. It is important to reflect on what may have impacted upon your studies and make the most of the advice and support on offer to help resolve those difficulties. If it is not clear to you where things may have gone wrong, working through the APR Questionnaire can also provide you an opportunity to identify areas for improvement.

APR is a formal University process that occurs at the end of Semester 1 and 2, with an additional review after the Summer semester in February.

There are four stages in the APR process:

Stage 1- Good Standing

If you are given the academic status of Good Standing it means that you have passed more than 50% of your enrolment in a given semester.

On Good Standing no formal action is required.

Stage 2 – Supported

Supported status means that following APR you have been identified as having failed 50% or more of your enrolment for the first time, failed the same unit for a second time, or have moved to the Supported status from Conditional status after a semester of passing more than 50% of your units.

Following the release of your exam results in the relevant semester you will receive an email from the University and be contacted by the Student Success Team by phone. You will be offered the opportunity to meet with a Student Adviser who will provide you with the opportunity to:

- Find out more about the APR process and any associated procedures
- Talk through any difficulties you may have experienced during the semester and develop some strategies to help manage these difficulties in future semesters
- Identify which staff and additional services we can refer you to for further support and advice

Academic Matters

- Book further appointments to follow-up on your progress
- Formalise this advice in a Support Plan

Stage 3 – Conditional

Conditional status means that following APR you have been identified as having failed a second semester of 50% or more of your enrolment.

Following the release of your exam results in the relevant semester you will receive an email from the University, and you will be required to meet with your Course or Unit Coordinator. This is a mandatory meeting to support your continued academic process and it is important that you engage with this to:

- Find out more about the APR process and any associated procedures
- Talk through any difficulties you may have experienced during the semester and develop strategies to help manage these difficulties in future semesters
- Identify which staff and additional services we can refer you to for further support and advice
- Book further appointments to follow-up on your progress
- Formalise this advice in a Support Plan

Stage 4 – Exclusion

Exclusion status means that following APR you have been identified as having failed a third semester of 50% or more of your enrolment

Being excluded does not mean that you are excluded from the University, rather it means that you are not permitted to continue your enrolment in the course from which you have been excluded for a period of 12 months. You will be automatically withdrawn from your course at the end of the appeal period if you have not appealed. If you lodge an appeal against your exclusion, you will remain enrolled, pending the outcome of your appeal.

A comment will be placed on your academic (or faculty) record stating that you have been excluded from your course. This comment appears on your official UTAS academic transcript and is a permanent part of your record.

The usual period of exclusion is 12 months from the date of the exclusion, however, your letter will give you the exact details of your exclusion period.

If you have any queries regarding the academic progress review procedures, please contact:

- peter.dixon@utas.edu.au for Bachelor of Business Degree
- dean.steer@utas.edu.au for Bachelor of Information Systems Degree

SECTION TWO

2.1 Enrolment

Your enrolment at UTAS is valid when you sign and return the TNE Acceptance of Offer to UTAS and it is approved by the TNE Academic Coordinator in either the Tasmanian School of Business and Economics or the Faculty of SET. This form will be sent to the AIEN Institute office and you need to sign it personally.

When you sign this document, you are agreeing to follow the UTAS rules and procedures as they apply to UTAS units delivered at AIEN Institute.

2.2 Confirmation of your enrolment

A UTAS Enrolment Statement will be sent to you care of AIEN Institute after your initial enrolment is processed. Your Enrolment Statement is a record which includes

- the units you are studying in the current semester
- your personal details
- your email address, user name and password

To protect your privacy, keep your user name and password secure. Store it in a safe place. It is important to **check that your personal details are correct.**

The spelling and order of your name shown on your Enrolment Statement will be the same way that it is printed on your official academic transcript and your testamur (the official printed award) at graduation.

It is your responsibility to inform UTAS of any error in your personal details

If you find any errors in your enrolment or personal details please email:

TNE.studentenquiry@utas.edu.au using your UTAS email account.

You must include your UTAS student identification number and your full pinyin name. If you would prefer you can contact the AIEN Institute Administrative Office and they will send the changes to UTAS for you.

2.3 Student ID Card

Your UTAS Student ID Card shows your name, date of birth, Student ID Number and the Degree you are studying.

Please see the staff at the AIEN Institute Administrative Office about arrangements to have your photograph taken. It may take 4 – 6 weeks to receive your UTAS Student ID card.

You will need to show your UTAS Student ID card when sitting your UTAS examinations and for official tests during the semester.

If you lose your card you should report its loss to the AIEN Institute Administrative Office so that UTAS can arrange for a replacement card for you.

2.4 UTAS Email

You will be provided with a UTAS email account when you enrol. Your UTAS email address and password are included on your first Enrolment Statement.

You can logon at www.utas.edu.au/webmail and use the help sheets available on this page to learn how to use UTAS WebMail.

Please change your initial password. There is a link to the “change password” option in the “WebMail Navigation” panel on the right-hand side of the web page. Your password must include at least 8 letters and should include a combination of capital letters and numbers for greater security.

You MUST use your UTAS email for all contact with UTAS academic or administrative staff. You should check your email regularly. Information such as examination information will be sent to your UTAS email address.

Please note that all communication from a student to a UTAS staff member must be sent from the student’s official UTAS email address and must include your Pinyin name and UTAS ID number.

2.5 MyLO – My Learning Online

MyLO is the UTAS web tool used for delivery of many of the UTAS units at AIEN. To log on to MyLO students will need their UTAS username and password as shown on your first Enrolment Statement.

To logon to your MyLO site, please go to:

www.utas.edu.au/mylo

If you have difficulty with MyLO access

1. Confirm with the AIEN Lecturer that MyLO is used for the unit.
2. If so, check that the unit has been correctly added to your enrolment record by checking your UTAS Faculty Record in the eStudent centre:

www.studentcentre.utas.edu.au/estudentcentre

Click on View Academic Record

3. If you are enrolled and MyLO is still not accessible then you should email your **AIEN Unit Coordinator** who will check to determine that your username is on the student list for that unit.

Include your full Pinyin Name, your UTAS student identification number, your UTAS username and the code and name of the unit

For assistance with technical support at AIEN Institute you should refer to the AIEN Institute Technical Officer.

You will find a number of useful documents and self-help sheets on technical matters at:

www.utas.edu.au/service-desk/

Business Students please note that the learning platform for BFA103 will be different to your other units. You will be provided with a handout that explains the details of this different platform.

A separate document will be provided at Orientation on how to access MyLO.

SECTION THREE

3.1 Examinations

Examinations are held at the end of each semester for most units. The timetable for the examinations is released by the AIEN Institute board on advice from the UTAS Examinations Office. You are strictly limited in what you may take into an examination venue. No bags of any kind are allowed in the exam room, and if you bring a bag you will be instructed to remove it well away from the room. Please note AIEN cannot provide security for bags, so it is strongly recommended that you do not bring one. You may bring a wallet-sized purse with you, and you must bring your student ID card. As well as your wallet or purse, you may bring in pens, pencils, rubbers and rulers. You may not bring in a pencil case: your pens must be loose or in a clear plastic bag only.

Mobile phones, smart watches and any other electronic devices (excluding calculators where permitted in your exam) are banned from all University of Tasmania venues. Smart watches are also banned. Students found to be in possession of a mobile phone or smart device, including smart watches, will have a case of formal academic misconduct reported.

No other materials are permitted in an examination room, unless otherwise indicated on your timetable.

It is your added responsibility to check what materials are permitted in the exam room before the exam begins. If you have any materials in the exam room that you are unsure about please ask one of the exam invigilators for assistance. The invigilators are the people who will supervise your exam and who can help you with any problems during the exam.

Deferred ordinary examinations

If you miss your examination due to illness, or other exceptional circumstance, you can apply for a deferred examination - an application form is available from the administration staff at the AIEN Institute office. You will also need to attach a letter from your doctor in the case of illness, plus a medical certificate. A student granted a deferred ordinary examination in a unit has no access to the supplementary examination system for that unit.

Supplementary examinations

If you fail an examination, you may be eligible for a Supplementary Examination. For information about eligibility for supplementary exams see the Guidelines for Assessment (section 1.7).

If you pass the supplementary exam (ie gain a result of PP) it is regarded as a full pass; but no credit, distinction or high distinction grades may be awarded, so your mark will be 50.

Examinations, Results & Review of Assessment

3.2 Results of examinations

The final results for your units are released on the UTAS website below:

www.utas.edu.au/exams/examinations

Click on **View my Results** under **Quick Links** on the lower left-hand side of the page.

The website is secure and you will need to use your UTAS user name and password to access the website.

You will not receive a paper copy of your results but you can download a printed copy from the web. You will receive an academic transcript free of charge with all your results when you graduate.

3.3 Review of Assessment – Examination results

What to do if you have concerns about your exam result.

These are the steps you can take to find out about your assessment.

1. For feedback on your overall academic performance in a unit, you should contact your AIEN lecturer.
2. You can request to meet with your lecturer or another academic and get feedback as you look at your examination paper and your answers.

Applying for a formal Review of Assessment

Many students apply hoping for a better mark, but very few papers are upgraded. This is because the papers are already marked carefully and then moderated at UTAS, so the chance of a mistake is low.

It is a good idea to speak to your AIEN lecturer before you apply for a Review of Assessment to see if a higher mark is realistic. If you believe there has been a mistake in the marking you can apply for a Review of Assessment – Examination results. You must state why you believe the exam mark should be reviewed.

You have **10 working days** from the release of results date to submit your application to the AIEN Institute administration office.

If you are not at the SOU campus you can request an electronic copy of a TNE Application for Review of Assessment form. You should email:

TNE.studentenquiry@utas.edu.au

You **must** use your UTAS email, and provide:

- your full pinyin name;
- your UTAS student identification number;
- specify the unit name and unit code.

Examinations, Results & Review of Assessment

You must then complete the form and email it to the AIEN administration office who will forward your Review of Assessment – Examination results application to the University of Tasmania Exams Office. Please note that a processing fee (100 Yuan) is charged to review a unit with a Pass grade and this must be paid to the AIEN Administration office. If you are off campus you must still pay the fee once you return to the campus. The fee does not apply if you want a review of a unit for which you have received NN (fail) result.

You will receive notification of the outcome of the review, which will be sent to your UTAS email account.

If your result is changed after the review and you paid the 100 Yuan, this amount will be refunded to you. If your result is **not** changed after the review the 100 Yuan cannot be refunded.

SECTION FOUR

4.1 Rules, Rights & Responsibilities

UTAS has a range of Rules, Ordinances, Policies and Guidelines which are available on the UTAS website at the following link:

www.utas.edu.au/policy

eVALUate

eVALUate is the online student feedback system for the University of Tasmania [UTAS].

eVALUate surveys are important and are used by staff to improve learning and teaching, unit delivery and content development. It is expected that feedback on the unit and teaching is provided each semester.

Typically, a Unit Survey will be available for completion at the end of the Unit, while a Teaching Survey will be available during the semester. Survey invitations are issued to your UTAS webmail and may also be accessed through the UTAS website:

www.utas.edu.au/curriculum-and-quality/student-surveys/evaluate

Key points:

- Online eVALUate surveys only take 1 minute to complete.
- All eVALUate surveys are completely confidential.
- Final reports are sent to Unit Coordinators after results have been released at the end of semester.

4.2 What are your rights and responsibilities?

Student Problems and Complaints

Most concerns can be resolved easily if the student discusses the problem with AIEN Institute and/or UTAS staff quickly.

1. Contact the locally engaged tutor or lecturer at the AIEN Institute.
2. If the problem is not resolved, contact the UTAS Unit Coordinator.
3. If the problem is still not resolved the issue should be referred to the Transnational Education Coordinator of the relevant degree.

If the steps outlined above do not resolve the matter, then you have the right to make a formal complaint in writing to the Head of School. Students should email:

TNE.studentenquiry@utas.edu.au

including you full pinyin name, your UTAS student identification number and a summary of the problem you are encountering and what steps you have taken to solve the problem. Your complaint will be forwarded to the relevant Head of School for their attention.

UTAS Ordinance 8 deals with Student Complaints.

Rules, Rights & Responsibilities

Student Discipline

When the student signs the TNE Acceptance of Offer, they are agreeing to abide by the UTAS rules and regulations. Allegations of academic misconduct, including plagiarism, or cheating in examinations in UTAS units are dealt with under **UTAS Ordinance No 9 - Student Discipline**. The ordinance also includes a formal appeal process.

Please note that a separate document on Academic Misconduct is supplied at Orientation.

Code of Conduct for Teaching and Learning

The Code of Conduct for Teaching and Learning sets out the responsibilities and expectations the University of Tasmania and its students can legitimately and fairly expect of each other. The Code of Conduct for Teaching and Learning is available at:

www.utas.edu.au/policy/codes-of-conduct

List of relevant UTAS Ordinances, Guidelines or Policies

Please note that these apply to your enrolment in UTAS units, you should consult the AIEN Institute Office with relation to SOU rules and policies.

UTAS has a range of Rules, Ordinances, Policies and Guidelines which are listed below and are available on the UTAS website at:

www.utas.edu.au/policy

- Academic Assessment Rule No 2
- Policy on Assessment Practice
- Admission and Student Progress Rule 3
- Student Complaints Ordinance 8
- Student Discipline Ordinance 9
- Code of Conduct for Teaching and Learning
- Guidelines for Awarding Supplementary Examinations, & Faculty Passes

End of Student Induction Manual

Notes