Student handbook
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(Didasko Institute partnership program) La Trobe University

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Message from the Vice Chancellor of La Trobe University

La Trobe University is a globally recognised university, transforming the lives of our students.

We offer a wide range of disciplinary and professional degrees as well as an extensive range of enrichment experiences within, or alongside, assessed curriculum. Our graduates enjoy excellent employment outcomes in a diverse range of companies, government and community organisations around the world. Our students come from a diverse range of backgrounds and we are proud to offer La Trobe programs through our partners. I look forward to welcoming you to the La Trobe family and wish you the very best of luck in your studies.

Professor John Dewar
Vice-Chancellor

La Trobe University overview

La Trobe was the third university established in Victoria and it is now one of Australia’s leaders in research and higher education.

More than 167,000 students have graduated from La Trobe and among them are CEOs of some of Australia’s most prominent organisations, parliamentarians, medical researchers, human rights activists and Olympians.

We’ve invested more than A$500 million in new centres of learning and research that place us at the forefront of fields of study that are changing the world, including cybersecurity, health sciences, molecular science, biotechnology, agricultural biosciences and nanotechnology.

We were:

- ranked in the QS top 50 universities in the world under the age of 50 in 2016
- ranked among the top 400 universities in the world by all three major independent ranking agencies
- 82 per cent of La Trobe’s research areas were assessed at, above or well above world class in the 2015 Excellence in Research Australia Rankings.

Didasko overview

Didasko is passionate about making a difference to our students’ lives. Fully audited and compliant with government requirements, we are focused on delivering the best possible online learning experience.

La Trobe University and Didasko enjoy a unique partnership to bring you employability-focused qualifications. The combination of real-world specialist skills and the depth of knowledge needed to perform in today’s fast-paced environment will help to prepare you for your future career challenges.
Year 1

All subjects are taught via our partner Didasko Institute. For full-time students, there are eight subjects in year 1. Each subject is worth 15 credit points.

First year (120 credit points)

<table>
<thead>
<tr>
<th>Subject code/title</th>
<th>Credit points</th>
</tr>
</thead>
<tbody>
<tr>
<td>LTU0AIM Academic Integrity Module (online) •</td>
<td>0</td>
</tr>
<tr>
<td>ABS0WOM Wominjeka La Trobe: Indigenous Cultural Literacy for Higher Education (online) **</td>
<td>0</td>
</tr>
</tbody>
</table>

Core subjects

- CSE1ISX Information Systems
- CSE1ITX Information Technology Fundamentals
- CSE1PGX Programming Environment
- CSE1STX Sustainability Practices
- CSE2NFX Network Engineering Fundamentals
- CSE2DCX Database Fundamentals on the Cloud
- CSE1SIX Information System Infrastructure
- CSE10FX Object-Oriented Programming Fundamentals

Alternate exit point – upon successful completion of first year – Diploma of Applied Information Technology (SDAIO)
Course Intended Learning Outcome (CIL0) Year 1

Course Intended Learning Outcomes (CIL0s) are brief statements defining what students are expected to demonstrate they know and can do by the end of a course:

- Locate, interrogate and evaluate relevant business-related literature to develop Information Technology (IT) specifications for business information systems.
- Appraise and modify strategies to solve system problems and other challenges in IT.
- Implement and evaluate solutions for IT in complex business and technical problems consistent with professional standards.
- Apply fundamental information system design concepts and computer-based techniques to solve business and related problems.

* LTU0AIM is a not-for-credit subject that you are required to complete at the commencement of your first semester. The subject is designed to enhance your knowledge and awareness of issues concerning academic integrity.

** ABS0WOM is a not-for-credit subject that you are required to complete at the commencement of your first semester. The subject is designed to introduce students to Indigenous Australian perspectives, experiences, history, culture and customs.

Academic Integrity Module (LTU0AIM)

What is it?
The AIM will teach you about La Trobe’s values and its academic integrity standards so you are informed about how to avoid plagiarism and academic misconduct. You will decide about some academic misconduct cases, choose pathways and find out the likely consequences of your decisions. You will also do a quiz.

How do you enrol in it?
If you are a commencing student you will be enrolled in this unit following orientation. You will be expected to complete the AIM as part of your course requirements. It is best to do it as soon as possible as you are expected to have it completed by the end of first year. You will find the link to AIM in your Didasko Learning Portal, along with the other subjects you are enrolled in. Look for a subject code which includes the words: ‘AIM – Academic Integrity Module’.

How can you pass the AIM?
There are no credit points for the AIM, but you must successfully complete it by getting a 90% result. Your successful or unsuccessful completion will be recorded on your Academic Record. You can repeat the AIM as many times as needed until you successfully complete it.

Wominjeka La Trobe Module (ABS0WOM)

What is it?
Wominjeka La Trobe is a compulsory online subject which introduces all commencing La Trobe students to Indigenous Australian history, culture and customs. The subject takes about two hours to complete and emphasises the importance of a rich and relevant cultural heritage education. It makes the link between Indigenous knowledge and values and the broader graduate capability of cultural literacy, and begins to engage students in critical reflection about their own attitudes, values and beliefs.

How do you enrol in it?
If you are a commencing student you will also need to complete the ABS0WOM subject. You will be enrolled in this subject following orientation and will be advised on commencement date. You are required to complete this subject as part of your course requirement.
Course Intended Learning Outcome (CILO) Year 2

- Analyse and evaluate numerical data from business and technical reports to make recommendations for peers, technical and lay audiences consistent with professional standards in Information Technology (IT).
- Locate, interrogate and evaluate relevant business-related literature to develop basic IT specifications for business information systems.
- Appraise and modify strategies to solve common system problems and other challenges in IT.
- Implement IT solutions, in line with professional standards, for business and technical problems.
- Apply fundamental information system design concepts in IT and computer-based techniques to solve business and related problems.

Where can you find it?
You will find the link to ABS0WOM via the Didasko Learning Portal, along with the other subjects you are enrolled in. Look for a subject code which includes the words: ‘ABS0WOM – Wominjeka La Trobe: Indigenous cultural literacy for higher education’.

How can you pass ABS0WOM?
There are no credit points for this subject, but you must successfully complete it by getting 90% or above for the assessment. Your successful or unsuccessful completion will be recorded on your Academic Record. You can repeat this subject as many times as needed until you successfully complete it.

Year 2
Second year (120 credit points)

<table>
<thead>
<tr>
<th>Subject code/title</th>
<th>Credit points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Core subjects</strong></td>
<td></td>
</tr>
<tr>
<td>CSE1IOX Intermediate Object-Oriented Programming</td>
<td>15</td>
</tr>
<tr>
<td>CSE2CNX Computer Networks</td>
<td>15</td>
</tr>
<tr>
<td>CSE2ICX Internet Client Engineering</td>
<td>15</td>
</tr>
<tr>
<td>CSE2SDX Information Systems Development</td>
<td>15</td>
</tr>
<tr>
<td>MAT2DMX Discrete Mathematics for Computer Science</td>
<td>15</td>
</tr>
<tr>
<td><strong>Core choice (choose 1)</strong></td>
<td></td>
</tr>
<tr>
<td>CSE2SAX Operating System Administration</td>
<td>15</td>
</tr>
<tr>
<td>CSE2ANX Advanced Computer Networks</td>
<td>15</td>
</tr>
<tr>
<td>CSE2WDX Web Development</td>
<td>15</td>
</tr>
<tr>
<td><strong>Elective subjects (choose 2)</strong></td>
<td></td>
</tr>
<tr>
<td>CSE2MAX Mobile Application Development</td>
<td>15</td>
</tr>
<tr>
<td>CSE2OSX Operating Systems</td>
<td>15</td>
</tr>
<tr>
<td>CSE2VVX Virtualisation for the Cloud</td>
<td>15</td>
</tr>
<tr>
<td>BUS2PMX Project Management</td>
<td>15</td>
</tr>
</tbody>
</table>

Alternate exit point – upon successful completion of first and second year – Associate Degree of Applied Information Technology (SAA)
Year 3
Third year (120 credit points)

<table>
<thead>
<tr>
<th>Subject code/title</th>
<th>Credit points</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSE3PEX  Professional Environment</td>
<td>15</td>
</tr>
<tr>
<td>CSE3PAX  Industry Project 3A</td>
<td>15</td>
</tr>
<tr>
<td>CSE3PBX  Industry Project 3B</td>
<td>15</td>
</tr>
</tbody>
</table>

Elective subjects (choose 5)

<table>
<thead>
<tr>
<th>Subject code/title</th>
<th>Credit points</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSE3BGX  Big Data Management on the Cloud</td>
<td>15</td>
</tr>
<tr>
<td>CSE3CIX  Computational Intelligence for Data Analysis</td>
<td>15</td>
</tr>
<tr>
<td>CSE3CSX  Cybersecurity Fundamentals</td>
<td>15</td>
</tr>
<tr>
<td>CSE3NWX  Networks, Systems and Web Security</td>
<td>15</td>
</tr>
<tr>
<td>CSE3OTX  Internet of Things</td>
<td>15</td>
</tr>
<tr>
<td>CSE3WSX  Wireless Network Engineering</td>
<td>15</td>
</tr>
</tbody>
</table>

Course Intended Learning Outcome (CILO) Year 3

- Create written reports that concisely communicate technical and business requirements to peers, company stakeholders, and business communities consistent with professional standards.
- Conduct engaging oral presentations that clearly communicate technical and business requirements level to a variety of audiences, including colleagues and stakeholders in both the IT and general communities.
- Analyse and evaluate numerical data and evidence from business and scientific reports and journals to make recommendations to stakeholders, including clients, colleagues, and scientific and nonscientific audiences consistent with professional standards.
- Demonstrate research and information literacy skills to locate, interrogate and evaluate relevant business related literature to develop specifications for business information systems projects.
- Propose, analyse and justify strategies used to solve real life business system problems and/or challenges in other fields of study.
- Implement and evaluate solutions to unfamiliar, constructed and realworld business and technical problems consistent with professional standards.
- Contribute constructively in a team using team-building, self-assessment, negotiation and communication skills to complete professional projects.
- Demonstrate awareness, self-reflection and the capacity to comply with appropriate social, legal, and ethical values that shape the work of an ICT professional.
- Apply fundamental information system design concepts and computer-based techniques to make recommendations and design solutions to business and/or related problems in chosen field of study and practice.
Bachelor of Applied Cloud Technology

Course outline

The Bachelor of Applied Cloud Technology
Cloud knowledge and skills are critical for companies to deliver on their digital transformation strategy. Cloud services (technology) provides a natural platform for optimising existing IT systems to increase operational efficiencies, while driving business agility and growth. Cloud technologies have transformed the way networking, data storage and processing, application development and infrastructure provisioning is accomplished.

The Bachelor of Applied Cloud Technology is a new degree that prepares you with knowledge and skills across information systems, web and software development, machine learning, databases and big data, enterprise cloud migration, cloud enterprise application development and computer networks. The course is structured to enable students to combine online studies with early entry to the workforce and/or career enhancement, whilst continuing online study. The course is applied in its focus and prepares students for key vendor certifications that are relevant to IT industry employment.

The course also has exit points at:
- 120 credit points (1 year) as a Diploma of Applied Cloud Technology
- 240 credit points (2 years) as an Associate Degree of Applied Cloud Technology

This course is designed to fit with your working life. Course content is delivered through online learning. The curriculum makes use of the latest technology and includes virtual classrooms and meeting spaces, videos, webinars and online learning modules.

Year 1

All subjects are taught via our partner Didasko Institute. For full-time students, there are eight subjects in year 1. Each subject is worth 15 credit points.

First year (120 credit points)

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<td>LTU0AIM</td>
<td>Academic Integrity Module (online) 0</td>
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<tr>
<td>ABS0WOM</td>
<td>Wominjeka La Trobe: Indigenous Cultural Literacy for Higher Education (online) 0</td>
</tr>
</tbody>
</table>

Core subjects

- CSE1ITX Information Technology Fundamentals 15
- CSE1OFX Object-Oriented Programming Fundamentals 15
- CSE2DCX Database Fundamentals on the Cloud 15
- CSE1ISX Information Systems 15
- CSE2NFX Network Engineering Fundamentals 15
- CSE1STX Sustainability Practices 15
- CSE1CFX Cloud Foundations 15
- CSE1IOX Intermediate Object-Oriented Programming 15

Alternate exit point – upon successful completion of first year – Diploma of Applied Cloud Technology (SDACTO)
* LTU0AIM is a not-for-credit subject that you are required to complete at the commencement of your first semester. The subject is designed to enhance your knowledge and awareness of issues concerning academic integrity.

** ABS0WOM is a not-for-credit subject that you are required to complete at the commencement of your first semester. The subject is designed to introduce students to Indigenous Australian perspectives, experiences, history, culture and customs.

Course Intended Learning Outcome (CILO) Year 1

Course Intended Learning Outcomes (CILOs) are brief statements defining what students are expected to demonstrate they know and can do by the end of a course:

- Produce reports that convey technical and business requirements to relevant stakeholders, consistent with professional standards in Information Technology (IT)
- Develop oral presentations that communicate technical and business requirements to diverse audiences, including colleagues and stakeholders in IT and general communities
- Analyse and evaluate numerical data and other evidence from business, technical and scientific reports to make informed judgements and develop recommendations for a range of stakeholders in IT
- Locate, analyse and evaluate relevant business-related literature to develop IT specifications for cloud-based business systems
- Apply strategies to solve cloud system problems and other challenges in cloud technology
- Demonstrate awareness of appropriate social, legal and ethical values that shape the work of a cloud technology professional

Academic Integrity Module (LTU0AIM)

What is it?
The AIM will teach you about La Trobe’s values and its academic integrity standards so you are informed about how to avoid plagiarism and academic misconduct. You will decide about some academic misconduct cases, choose pathways and find out the likely consequences of your decisions. You will also do a quiz.

How do you enrol in it?
If you are a commencing student you will be enrolled in this unit following orientation. You will be expected to complete the AIM as part of your course requirements. It is best to do it as soon as possible as you are expected to have it completed by the end of first year. You will find the link to AIM in your Didasko Learning Portal, along with the other subjects you are enrolled in. Look for a subject code which includes the words: ‘AIM – Academic Integrity Module’.

How can you pass the AIM?
There are no credit points for the AIM, but you must successfully complete it by getting a 90% result. Your successful or unsuccessful completion will be recorded on your Academic Record. You can repeat the AIM as many times as needed until you successfully complete it.

Wominjeka La Trobe Module (ABS0WOM)

What is it?
Wominjeka La Trobe is a compulsory online subject which introduces all commencing La Trobe students to Indigenous Australian history, culture and customs. The subject takes about two hours to complete and emphasises the importance of a rich and relevant cultural heritage education. It makes the link between Indigenous knowledge and values and the broader graduate capability of cultural literacy, and begins to engage students in critical reflection about their own attitudes, values and beliefs.

How do you enrol in it?
If you are a commencing student you will also need to complete the ABS0WOM subject. You will be enrolled in this subject following orientation and will be advised on commencement date. You are required to complete this subject as part of your course requirement.

Where can you find it?
You will find the link to ABS0WOM via the Didasko Learning Portal, along with the other subjects you are enrolled in. Look for a subject code which includes the words: ‘ABS0WOM – Wominjeka La Trobe: Indigenous cultural literacy for higher education’.

How can you pass ABS0WOM?
There are no credit points for this subject, but you must successfully complete it by getting 90% or above for the assessment. Your successful or unsuccessful completion will be recorded on your Academic Record. You can repeat this subject as many times as needed until you successfully complete it.
Course Intended Learning Outcomes (CILO) Year 2

- Produce reports that convey technical and business requirements to relevant stakeholders consistent with professional standards in Information Technology
- Develop oral presentations that communicate technical and business requirements to diverse audiences, including colleagues and stakeholders in IT and general communities
- Analyse and critically evaluate numerical data and other evidence from business, technical and scientific reports to make informed judgements and develop recommendations for a range of stakeholders in IT
- Locate, analyse and evaluate relevant business related literature to develop IT specifications for cloud based business systems
- Apply strategies to solve cloud system problems and other challenges in cloud technology
- Evaluate unfamiliar business and technical problems and implement IT cloud solutions consistent with professional standards
- Contribute constructively to teams through team-building, self-assessment, negotiation and communication skills to enable successful completion of professional projects in cloud technology
- Demonstrate awareness of appropriate social, legal and ethical values that shape the work of a cloud technology professional

Year 2
Second year (120 credit points)

<table>
<thead>
<tr>
<th>Subject code/title</th>
<th>Credit points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core subjects</td>
<td></td>
</tr>
<tr>
<td>CSE2VVX Virtualisation for the Cloud</td>
<td>15</td>
</tr>
<tr>
<td>CSE2ADX Application Development in the Cloud</td>
<td>15</td>
</tr>
<tr>
<td>CSE2OSX Operating Systems</td>
<td>15</td>
</tr>
<tr>
<td>CSE2CPX Managing Projects in the Cloud</td>
<td>15</td>
</tr>
<tr>
<td>MAT2DMX Discrete Mathematics for Computer Science</td>
<td>15</td>
</tr>
<tr>
<td>CSE2CNX Computer Networks</td>
<td>15</td>
</tr>
<tr>
<td>CSE2MLX Machine Learning</td>
<td>15</td>
</tr>
<tr>
<td>Core choice (choose 1)</td>
<td></td>
</tr>
<tr>
<td>CSE2SAX Operating System Administration</td>
<td>15</td>
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<tr>
<td>CSE2ANX Advanced Computer Networks</td>
<td>15</td>
</tr>
<tr>
<td>CSE2WDX Web Development</td>
<td>15</td>
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</tbody>
</table>

Alternate exit point – upon successful completion of first and second year – Associate Degree of Applied Cloud Technology (SAACTO).
Course Intended Learning Outcomes (CILOs) Year 3

- Produce reports that concisely articulate technical and business requirements to peers, company stakeholders, and business communities consistent with professional standards in Information Technology (IT).
- Develop oral presentations that communicate technical and business requirements to diverse audiences, including colleagues and stakeholders in IT and general communities.
- Analyse and critically evaluate numerical data and other evidence from business, technical and scientific reports to make informed judgments and develop recommendations for peers, scientific and lay audiences consistent with professional standards in IT.
- Locate, interrogate and evaluate relevant business-related literature to develop IT specifications for cloud-based business systems.
- Design and analyse strategies to solve cloud system problems and other challenges in cloud technology.
- Evaluate unfamiliar complex business and technical problems and implement IT cloud solutions consistent with professional standards.
- Contribute constructively to teams through team-building, self-assessment, negotiation and communication skills; to enable successful completion of professional projects in cloud technology.
- Demonstrate awareness of appropriate social, legal, and ethical values that shape the work of a cloud technology professional.
- Apply information system design concepts in IT and cloud technology to solve business and related problems.

Year 3
Third year (120 credit points)

<table>
<thead>
<tr>
<th>Subject code/title</th>
<th>Credit points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core subjects</td>
<td></td>
</tr>
<tr>
<td>CSE3CAX</td>
<td>15</td>
</tr>
<tr>
<td>Industry Project for Cloud Technology 3A</td>
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<tr>
<td>CSE3CBX</td>
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<tr>
<td>Industry Project for Cloud Technology 3B</td>
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<tr>
<td>CSE3PEX</td>
<td>15</td>
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<tr>
<td>Professional Environment</td>
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<tr>
<td>CSE3ACX</td>
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<tr>
<td>Architecting on the Cloud</td>
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<tr>
<td>CSE3SOX</td>
<td>15</td>
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<tr>
<td>System Operations on the Cloud</td>
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<tr>
<td>CSE3BDX</td>
<td>15</td>
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<tr>
<td>Big Data on the Cloud</td>
<td></td>
</tr>
<tr>
<td>CSE3PCX</td>
<td>15</td>
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<tr>
<td>Private Cloud Solutions</td>
<td></td>
</tr>
<tr>
<td>Third-year level elective</td>
<td></td>
</tr>
</tbody>
</table>
Bachelor of Applied Business

Course outline

The Bachelor of Applied Business

The Bachelor of Applied Business provides a broad foundation of business skills required for a range of roles in the business world. The course is structured to enable students to combine online studies with early entry to the workforce and continuing online study.

The course is of three years full-time or equivalent part-time duration and requires the completion of 360 credit points to achieve the Bachelor of Applied Business.

Students have the option of studying the Bachelor of Applied Business with or without a Major in either Marketing or Management, choosing from:

- Bachelor of Applied Business
- Bachelor of Applied Business (Marketing major)
- Bachelor of Applied Business (Management major)

The course also has exit points at:

- 120 credit points (1 year) as a Diploma of Applied Business
- 240 credit points (2 years) as an Associate Degree of Applied Business

This course is designed to fit with your working life. Course content is delivered through online learning. The curriculum makes use of the latest technology and includes virtual classrooms and meeting spaces, videos, webinars and online learning modules.

Course Intended Learning Outcomes (CILOs) are brief statements defining what students are expected to demonstrate they know and can do by the end of a course:

- Identify, source and analyse information relevant to business and social challenges.
- Evaluate a range of alternate solutions to business and social challenges and account for potentially competing economic, ethical, social and commercial perspectives in a responsible manner.
- Devise innovative recommendations to business and social challenges, based on the identification of the elements of a problem and the application and evaluation of problem solving approaches.
- Communicate professionally and effectively with a range of stakeholders, using a variety of modes of communications and appropriate tools.
- Engage professionally and effectively to the success of a multicultural, team, in a manner which is respectful of the needs, values, personalities and capabilities of others.
- Utilise digital technologies to identify, source, analyse and communicate information relevant to business and social challenges.
- Meet the disciplinary knowledge and skill requirements for graduates seeking to commence a career in business.
- Meet the disciplinary knowledge and skill requirements for graduates seeking to commence a career in marketing.
Year 2
Second year (120 credit points)

- Bachelor of Applied Business
- Bachelor of Applied Business (Marketing)
- Bachelor of Applied Business (Management)

<table>
<thead>
<tr>
<th>Subject code/title</th>
<th>Credit points</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUS1ABX Analysing Business Data</td>
<td>15</td>
</tr>
<tr>
<td>BUS2BIX Business Innovation</td>
<td>15</td>
</tr>
<tr>
<td>LST2BSX Intro to Business Law &amp; Ethics</td>
<td>15</td>
</tr>
<tr>
<td>BUS1BUX Investigating Economic Issues</td>
<td>15</td>
</tr>
<tr>
<td>MGT2IMX Managing Across Borders</td>
<td>15</td>
</tr>
<tr>
<td>MKT2MRX Market, Audience &amp; Social Research</td>
<td>15</td>
</tr>
<tr>
<td>MKT2BBX Digital Brand and Retailing</td>
<td>15</td>
</tr>
<tr>
<td>MKT2CBX Consumer Behaviour</td>
<td>15</td>
</tr>
<tr>
<td>MGT2HRX Human Resource Management</td>
<td>15</td>
</tr>
<tr>
<td>Alternate exit point – upon successful completion of first year – Diploma of Applied Business</td>
<td></td>
</tr>
</tbody>
</table>

Meet the disciplinary knowledge and skill requirements for graduates seeking to commence a career in business management.
### Year 3

#### Third year (120 credit points)
- Bachelor of Applied Business
- Bachelor of Applied Business (Marketing)
- Bachelor of Applied Business (Management)

<table>
<thead>
<tr>
<th>Subject code/title</th>
<th>Credit points</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUS3DBX Digital Business</td>
<td>15</td>
</tr>
<tr>
<td>BUS3ENX Entrepreneurship</td>
<td>15</td>
</tr>
<tr>
<td>MGT3LWX Leadership</td>
<td>15</td>
</tr>
<tr>
<td>MKT3IMX International Marketing</td>
<td>15</td>
</tr>
<tr>
<td>MKT3SOX Social Marketing</td>
<td>15</td>
</tr>
<tr>
<td>MKT3SMX Strategic Marketing</td>
<td>15</td>
</tr>
<tr>
<td>MGT3OCX Organisational Change and Development</td>
<td>15</td>
</tr>
<tr>
<td>MGT3SMX Strategic Management</td>
<td>15</td>
</tr>
</tbody>
</table>

**Electives (Choose 5, Choose 2, Choose 3)**
- MKT3IMX International Marketing | 15 |
- MKT3SOX Social Marketing | 15 |
- MKT3SMX Strategic Marketing | 15 |
- MGT3OCX Organisational Change and Development | 15 |
- MGT3SMX Strategic Management | 15 |

*Alternate exit point – upon successful completion of first and second year – Associate Degree of Applied Business*

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### The La Trobe Essentials

The La Trobe Essentials are three vital areas of learning designed to make you stand out in the crowd. The essentials are:
- Global Citizenship – Experience the bigger picture
- Innovation and Entrepreneurship – The future is waiting to be invented
- Sustainability Thinking – Meeting today’s needs without risking our future

You’ll have an opportunity to cover each essential as part of your normal coursework. By understanding these areas of learning, you won’t just stand out to employers – you’ll also be able to make your mark on the world. They are three vital areas of learning designed to give you an edge – wherever your studies take you. The essentials will be embedded in your subjects and will provide a broader context for assessments, reading, thinking and practice.

#### Why are they important?

The La Trobe Essentials take you beyond your course content, to examine the larger canvas of your studies. And they complement one another. For example, Sustainability Thinking will require you to consider the global dimensions of ‘sustainability’ and/or its relationship to the possible benefits and costs of innovation. Such important interrelationships are a key feature to which you will be exposed.

One of the goals of studying the essentials is to equip you to think and respond beyond conventional boundaries, to adapt your thinking to new contexts and apply your knowledge and skills in a rapidly changing world.

#### What do they mean for your studies?

If you are a La Trobe student you will have opportunities to complete subjects in your degree which have significant content and assessment on each of the essentials.

Many students will focus on one essential each year, although in some courses, subjects may contain significant content on more than one essential. There is no preferred order of completion.

By the end of your degree, you will have gained an understanding and experience of each essential.

#### Future study pathways for students enrolled in or completing the course

Students can graduate at diploma, associate degree or bachelor degree level, with each of these exit points providing opportunities for employment. Having completed your undergraduate studies, La Trobe University has a range of postgraduate study options.

See the following link for postgraduate study options: [www.latrobe.edu.au/courses/information-technology/postgraduate](http://www.latrobe.edu.au/courses/information-technology/postgraduate)
Learning Management Systems

The Didasko Learning Portal is a password-protected online learning environment that allows you to locate learning materials and activities related to your studies from any location with internet access. Some subjects from the IT course are contained on the La Trobe LMS which is accessed through the Didasko Learning Portal.

Your initial learning in this course will be undertaken by accessing the Didasko Learning Portal. This is your learning hub. It houses your learning materials, assessments, the student handbook and access to your communication tools. See the following links to access this system:

www.latrobe-didasko.com/learning-portal/

Accessing the Didasko Learning Portal
All authorised student users will be issued with a username and password. The Didasko Learning Portal requires your Student ID number and password.

Once you have logged in, a list of your available subjects will be shown.

The Didasko Learning Portal on mobile devices
The Learning Portal now features a mobile theme that will display if the Didasko Learning Portal is accessed via a mobile device. While the mobile theme will allow you to view Learning Portal content, it should not be used to attempt any assessment (submitting assignments and attempting quizzes).

Assessment items should only be accessed when using the Didasko Learning Portal via a desktop or laptop computer with a supported browser (see list of supported browsers on page 13).

Your profile on the La Trobe LMS
Your official La Trobe student ID photo will be loaded into the La Trobe LMS. If you have already uploaded your own photo to the LMS, it may be overwritten with the official La Trobe student ID photo. By default, your photo will be visible only to you and to the academics and support staff of your subjects. You will have the option of making your photo public and replacing it should you wish to do so. You can do this from the Edit Profile setting in the Settings block.

It is compulsory to have photo ID also within the Didasko Learning Portal. This is to verify your assessment and activity as an online learner. You can load your own photo within Didasko Learning Portal, and this will be checked against the official ID photo supplied. If you don’t load a photo within the first fortnight, the Student Experience Team will load your photo ID. By default, your photo is visible only to you and the academic and Student Experience Team’s.

Troubleshooting

Why can’t I log in?
There could be many reasons but the most probable reason is that you have simply forgotten your password, are trying the wrong password or are entering your password incorrectly.

Some other things to think about include:

- Does your username or password contain a mixture of upper and lower-case letters? It should be entered exactly.
- Check that your Caps Lock is turned off.
- Check your Statement of Account to ensure that you are correctly enrolled in at least one subject.
- Confirm your username and password.
- Confirm that your lecturer intends you to use this system.
- Not all subjects use the Didasko Learning Portal. Even if you have used this system in the past, your lecturer this year may employ other mechanisms.

If you need help, contact the Student Experience Team

set@latrobe-didasko.com

System requirements
To use the Didasko Learning Portal, you will need:

- A Didasko login and password to access our online Learning Portal
- A La Trobe University username and password
- A computer with internet access
- A supported web browser – browsers that are compatible with the Didasko Learning Portal are:
  - MS Internet Explorer 8 for PCs
  - Safari 5 or later for Macs
  - Google Chrome 11 or later
  - Opera 9 or later
University library

All students have access to the scholarly information, resources, services and technology-enabled learning spaces of a major academic library. This includes 24-hour access to online databases and resources. We encourage you to make good use of the library, which offers: help with finding resources, classes and online modules and many thousands of online journals and e-books. Visit:

www.latrobe.edu.au/library

The library has many online services, including frequently asked questions and a live chat service to help with library queries or difficulties.

Enrolment

Student number
It is essential that your La Trobe University student identification number (ID) is used on all documentation related to your La Trobe subjects.

Student ID card
You can obtain a student ID card via online application. You will be given instructions on how to receive a student ID card once you complete all enrolment formalities.

Communication
Didasko Institute regularly communicates with you via the Learning Portal and your La Trobe student email. It is vital that you check your student email and Learning Portal email/discussion forum regularly, as vital information will be provided in this format.

When using email to communicate with Didasko or La Trobe, you MUST use your student email account. Staff may not respond to emails from personal email addresses.

Student enquiries
For any student enquires please use the Didasko Learning Portal ‘Student Enquiry’ link. All requests will be responded to within 10 minutes, during opening hours.

Change of address
It is essential that we have your correct address and telephone number at all times. You may make these changes via Student Experience Team and on the Didasko Learning Portal.

Important! Please contact a Student Experience Leader before making any changes to personal details in the La Trobe StudentOnLine system.

Variation of enrolment
Applications to vary any aspect of your enrolment must be submitted to the Student Experience Team on the appropriate form.

Please note that all applications require the approval of the Course Coordinator. If you plan to vary your subject enrolment, intermit or discontinue from the course, it is important that you first receive the correct academic advice before you make your decision.

If you plan to withdraw from a subject, you must complete a Variation of Enrolment form; or to discontinue from the whole course, you must complete a course Discontinuation of Enrolment form. A copy of these forms can be accessed via:

www.latrobe.edu.au/students/forms/search

Important! In all instances, please contact your Student Experience Team first, to discuss the application.

Leave of absence
If you wish to take a leave of absence, please complete the Leave of Absence form and submit this to the Course Coordinator.

You are permitted to be absent for one year. See the following link to access the form:

www.latrobe.edu.au/students/enrolment/intermission

As above, please contact the Student Experience Team to discuss this first.

Leave of Absence (Intermission) is not automatically granted.

Advanced standing
Students who have studied at tertiary level elsewhere, or who have relevant studies or work experience, may be eligible for advanced standing (credit) towards a La Trobe University qualification. Each college has specific policies in respect to the number and type of subjects and work experience it is willing to accept for advanced standing (credit) purposes.

Your Course Coordinator will inform you of the process for advanced standing at enrolment. However, if at some later point you believe you are eligible for advanced standing, please advise your Student Experience Team as soon as possible. It is preferable that you have advanced standing approved for a subject prior to starting it. Advanced standing must be approved before going through census for that subject.
Academic expectations

Please be aware, you will be studying in a fully online environment. This expects you to learn in a certain way. Adjusting to this can be challenging for some students. If needed, seek support through the Student Development Advising Program.

Assessment and grades

Your assessment will vary depending on the subject you’re taking.

Result types may include:

- A: 80–100%
- B: 70–79%
- C: 60–69%
- D: 50–59%
- N: Fail
- P: Pass (for ungraded assignments)
- W: Withheld
- NRA: No Result Available
- F: Fail

(The W result is used when not all assessments have been completed for a particular subject.)

Results

Subject results will be sent to your La Trobe student email address and published on StudentOnLine. Results will also be made available to you within the Didasko Learning Portal.

Review and re-marking of assessment

If you believe your results are incorrect you may request a review of your marks.

Students have the right to request a review of individual pieces of assessment worth 20% or more of the final result for a subject.

Except where there are extenuating circumstances, the request for a review must be made within the following timelines:

- For assessment tasks that the University returns to students with a grade, within ten working days of the release of the result for the individual assessment task;
- For assessment tasks that the University does not return to students with a grade, within ten working days of the release of the final results for the subject for which the task was completed.

Special consideration

Special consideration is an equity measure to ensure that adverse and unforeseeable circumstances are taken into account when your result for an assessment task is being assessed, to reflect your true ability to perform academically.

Firstly, it is important to clarify with the Student Experience Team (SET) as to whether your situation (sickness or otherwise) is serious enough for you to apply for Special consideration.

- If you are away for a few days (less than one week), contact the SET and send any supporting documentation in an email and Didasko Institute’s Team Leader will manage the situation.
- In all other cases (more than one week), staff and students will follow La Trobe’s special consideration process. Having contacted the Student Experience Team, they will direct you to the online link for you to lodge an application:

  www.latrobe.edu.au/special-consideration

Academic progress

What is academic progress?

‘Academic progress’ is about you, Didasko Institute and La Trobe working together so that you can do well in your studies and complete your course smoothly.

We want you to succeed and we know that your studies can be impacted by many things. You may find one of your subjects especially hard, or you may have personal issues that make it hard to study effectively. Many students have difficulties – you’re not alone. Throughout your course, we check how you’re going and provide support; you do what’s required for your course and seek help when you need it.

What we do

Through the Didasko Learning Portal, we will track and record your account activity to ensure a consistent level of participation is maintained throughout your enrolment. This monitoring activity will confirm whether you are progressing through the course at a satisfactory rate to achieve graduation.
This also helps us to identify students who may be struggling with the workload or the content. Academics are notified how often you are logged in and will regularly discuss your progress with you, and any concerns regarding keeping on schedule.

Your Home Room guide will also regularly communicate with your enrolment group and monitor individual progress, liaising regularly with subject academics. One way for us to check whether all is well is to monitor your final marks and grades. We do this constantly when we have communication with you. We assess your progress as satisfactory or unsatisfactory, depending on how many subjects you passed and how long you’re taking to complete your course.

Regardless of what’s happening in your life, support is available to you. Make sure you tap into Home Room support and/or La Trobe support, as soon as you know you’re struggling. Don’t let things get worse – even if you ignore it, we won’t.

**If your progress is satisfactory**

If your progress is deemed satisfactory, and you have no fails for the progression period, you’ll simply continue with your course, or be invited to graduate if you’ve finished. You won’t receive a letter saying that your progress is satisfactory, but you will have the Student Experience Team there to cheer you on!

If your progress is satisfactory, but you’ve failed a subject

If your progress is deemed satisfactory, but you’ve failed less than 50% of your credit points, Didasko will send you a courtesy email outlining steps to progress you on your course. At this point it is important to discuss options with the Student Experience Team and develop an Agreed Progression Plan to assist you in continuing your studies.

At the end of each teaching period, La Trobe will automatically send an email or formal letter (the ‘Unit fail’ letter) which gives you information that will help you do better in the next period.

**What is unsatisfactory progress?**

Your University will consider your progress unsatisfactory if you do any of the following:

- fail 50% or more of your credit points
- fail a subject more than once
- fail to meet any conditions previously imposed on your enrolment
- exceed the maximum allowed period for attempting a course (normally twice the number of years required to complete the course on a normal full-time basis, plus one year).

**If your progress is unsatisfactory**

If your progress is deemed unsatisfactory, we’ll undertake a series of escalating interventions. It is our hope that these will help you manage your studies so that you can continue in your course. However, in some circumstances, you may be excluded from your course.

‘Unit fail’ letter

This will encourage you to seek academic or personal support from appropriate services. It will also tell you how to access these services.

‘At risk’ letter

This will require you to meet with the course adviser. At the meeting, your course adviser will review your course plan and discuss options to get your progress back on track.

**Unsatisfactory Progress Committee**

If your academic progress doesn’t improve you may be asked to meet again with the Unsatisfactory Progress Committee (UPC). The UPC is made up of an Academic Progress Officer, senior college staff, and Student Administration staff. The UPC will discuss your progress with you, then decide on a course of action.

**Complaints and appeals process**

If the College imposes a condition on your enrolment or excludes you from your course, the letter will indicate if you’re entitled to appeal the decision. If entitled, you must lodge your appeal with the Secretary of the University Appeals Committee within ten working days from the date of the letter.

Further detailed instructions regarding the complaints and grievance process and SET assistance can be obtained by reading the section ‘Where to get help’ at the end of this Handbook.
**Academic misconduct**

Do it right – Don’t cheat.

‘One form of academic cheating is plagiarism, the reproducing of someone else’s words, ideas or findings and presenting them as one’s own without proper acknowledgment’. Someone else’s ideas and findings, either their exact words or a paraphrase, could be in books, journal articles, newspapers, the internet, television, radio or, in fact, any spoken or written text.

Plagiarism is an issue in Australian universities because of the nature of the academic culture. You will be expected to be honest in your work and to learn the conventions of academic referencing. Students are expected to be independent learners, to read widely, and to explicitly write about and refer to what they have read. When you refer to what you have been reading you are showing your lecturers you have read, understood and brought together relevant research.

You are expected to use and acknowledge the research of others as evidence for your academic opinion.

For details on policy visit: latrobe.edu.au/policy

University rules and policies on academic integrity might not be very exciting, but it’s important that you understand your responsibilities.

Academic integrity involves more than being honest and not cheating. It includes concepts like proper academic acknowledgment (referencing). Be aware that cheating receives strong penalties, and buying an essay or paying someone to do your assessment tasks can result in expulsion.

**Plagiarism, Turnitin and collusion**

What is it?

Academic integrity means being honest in academic work and taking responsibility for learning the conventions of scholarship.

La Trobe University promotes academic honesty and teaches the conventions of scholarship. Scholarship involves research which builds on the work of others and requires appropriate acknowledgment and referencing of this work.

If you are dishonest and cheat, you will be penalised. You also need to learn how to reference properly.

Whether you quote the words of the original source, or use your own words, in all cases you need to give a reference to where the idea or information came from. If you are quoting directly, you put quotation marks around the passage that you copy so that your reader can see that it is copied from the source; and at the end of the passage, you put the reference. If you are using your own words, don’t put quotation marks around them, but put a reference at the end of the passage all the same. This shows the reader where you learned the idea or information that you’re presenting, at the same time as showing that you are expressing it in your own words. (To make sure that you know whose words are whose, be sure to use quotation marks in your notes when you copy from a source.)

There are various methods of referencing. Different subjects use different methods, and most of these are likely to be different from the method you were using at school. For this reason, it is important to consult the subject guide for guidelines on referencing every time you prepare an assignment, to make sure that you are using the method that subject requires, if applicable. All subjects require you to give each reference twice – first in the essay itself, when you refer to a source, and again in your list of references at the end of the essay. Turnitin is an internet-based plagiarism-prevention service. From time to time, students may be required by the subject lecturer to submit essays to Turnitin as a deterrent to plagiarism.

**What happens if you copy another student?**

Action: A first-year student submits an essay which they have copied from another student.

Consequence: The subject academic recognises that the student had copied from someone else and refers the matter to the Academic Integrity Adviser (AIA). The student receives zero for the essay and fails the subject.

**What happens if you do not cite your sources?**

Action: A second-year student submits a piece of writing early in the semester. The writing has a number of sentences which the student has copied and pasted from different sources. There is no acknowledgment of these copied sentences in the essay, but there is a reference list at the end of the essay.

Consequence: The subject academic refers the student to the Academic Integrity Adviser (AIA). The AIA talks to the student and finds out that the student has only just started at La Trobe University and has received first-year credits for studies elsewhere. The AIA shows the student how to
reference the quotes and explains that copying and pasting without acknowledgment is unacceptable. The student is able to re-submit the essay.

What counts as plagiarised material?
- Anything that you copy from another student (you are encouraged to study with your peers, but you are expected to write your assignments separately. Note one exception to this rule: in some subjects, you may be asked to submit a group project in which all members of the group take joint responsibility for the text, and receive the same mark.)
- Anything that you learn from a source and include in your essay without referencing (that is, showing where it came from).
- This applies whether you simply copy it, or quote it (that is, copy it and put quotation marks around it), or whether you paraphrase it in your own words. This includes:
  - Written sources
  - Film
  - CDs
  - Internet sources
  - Visual images and graphics
  - Audio sources

When you write something for assessment, you are being judged on what you have learned and what you have thought. So, if you copy or refer to what somebody else has written, without referencing to show that somebody else wrote it, then you are getting marks based on the quality of their work, not yours.

Using your sources
A ‘source’ is any material from which you learn information or ideas. This does not mean that you should not use information and ideas from your reading. Your writing is supposed to be your own original work, but that doesn’t mean that you have to come up with facts that nobody else knows, and it doesn’t mean that nobody else’s ideas should be in your essay. They MUST be there, in fact, because university courses invite you to engage with other people’s ideas about the subjects you study.

You have to read and respond to published sources; and you will be marked on your ability to understand and use these sources in your assignments. All of this material has to be referenced to show your reader where it came from, and you don’t need to be anxious that if your essay has lots of references, it will look as if you had no ideas of your own.

What is original about your work is:
- the way you relate ideas and information from the sources to the question you have been asked
- the way you explain the ideas, and your choice of examples and evidence
- your testing of other people’s ideas against evidence, and against the ideas of others
- your judgement of the strengths and limitations of other people’s thinking
- your ability to ask questions arising out of your encounters with other people’s ideas
- your ability to apply the ideas of others in new contexts
- your ability to construct answers of your own.

Using sources in your writing is a bit like weaving: you use threads from various different places, but the new pattern that you weave is your own.

By referencing, you fulfil a responsibility to both your sources and your readers. You tell readers where they can go to look at the original sources you used, so they can decide whether they would have understood them in the way that you did; and if they want to know more about a source than they found in your essay, they can follow it up for themselves. We require the Harvard style when referencing.

Expressing ideas in your own words
You may wonder whether it is acceptable just to assemble a series of quotations from the things you have read. In fact, this is never enough for an assignment, because the things you read will not normally have been written to answer the question your lecturer has asked you to work on. They will be useful to you in constructing your own answer, but they have not done it for you. Another reason that just assembling quotations is not satisfactory is that your marker cannot tell whether you have understood what you are quoting unless you comment, yourself, in your own words.

It may be that you have understood it, and that you feel the original wording is much better expressed than anything you could manage in its place; but the marker needs to see what you think the material means, and that is only possible if you explain it yourself.

Certainly, there will be times when it is appropriate to quote another person’s words in your assignment – that is, to copy them word for word (and your academic staff will talk more about this). You should quote when it is important for your reader to see exactly how the original writer expressed something.
This might be because there is an attitude or a character in the original that would be lost if you re-worded it. Or, it might be because the wording itself is something that you need to comment on, perhaps to explain why those words were used. If there is no reason why your reader needs to see the original wording, however, you are expected to give information and explain ideas in your own words.

This is not easy if you are looking at the original source; but it is easier if you look up from your reading at the end of a section that you want to use and ask yourself, ‘If I had to explain this to someone who hasn’t read it, how would I do that? What would I say?’

**How much quotation is too much?**

This partly depends on the nature of the subject. For example, in English literature essays, you are likely to quote frequently from the novel or story you are discussing, because the point you are making concerns the elect of particular words used by the narrator or by a character. As evidence for your point, therefore, you must show these words to the reader and comment on how they work.

In an art history essay, by contrast, most of the essay will often consist of your own observations of what you see in a painting or sculpture, so you would not need to quote very much from sources. In a science assignment that requires you to apply scientific knowledge to a particular case study, you would not need to quote very much, if at all. Since the amount of quotation that’s considered appropriate varies from discipline to discipline, it’s a good idea to check your understanding with your subject academic.

**Career development**

Our Career Support Centre professionals will assist you while studying and after graduation. Support includes updating or creating your CV, identifying which roles you could apply for, writing and tailoring application letters, developing your ‘personal brand’, use of social media and networking, how to access the hidden job market, and, of course, how to handle telephone screening and job interviews.

You will be eligible to participate in one-on-one consultation with our career development team once you have:

- reached and passed the third census date in the first year of your enrolment,
- have all fee payments up to date, and
- have completed the Career Preparation Program (CPP), which can be found in the Home Room tab in the Didasko Learning Portal.

You also have access to the employment placement services available to all La Trobe students. Information can be found on your StudentOnLine account.

**Course completion**

Students will receive a course completion letter once they pass all subjects.

**Official academic transcript**

Students will receive a complimentary copy of their academic transcript from the University once they complete the course. If you need to order a copy in advance, or require additional copies, see the following link for instructions and advise the Student Experience Team:

www.latrobe.edu.au/students/your-course/results/transcripts

**Graduating and the graduation ceremony**

Once you have met credit requirements for your course and receive a ‘pass’ status and do not owe any money to the University, you will be eligible to graduate. See the following link:

www.latrobe.edu.au/students/graduations

Students who have completed all subjects must use any additionally provided vendor certification vouchers within one year of finishing each of the qualifications.

You will receive graduation information from your Student Experience Team.
**Student support services**

All student support services during the course will be initially provided through Didasko Institute. As students of La Trobe you also have full access to La Trobe’s support services, libraries and social activities – please explore the La Trobe StudentOnLine account for more information.

Didasko provides a range of support services to all learners who require assistance, in addition to that offered by your subject academic. Support can be offered in the form of:

- Webinars
- One-on-one remote sessions
- Telephone support
- Discussion forums

During orientation, your Student Experience Team will explain the support offered.

**Who do you contact for support?**

For any courseware queries or general support, our preferred contact method is via the Didasko Learning Portal Student Enquiry link.

The Student Experience Team will respond to your query within 10 minutes during opening hours.

**Didasko**

Monday – Thursday: 7.30 am to 10.00 pm (AEST)
Friday: 7.30 am to 6.00 pm (AEST)

Although each subject has a specific academic, this person is not your only source of help. If they are unavailable, you can speak to any other academic and academic support staff during operating hours.

**Student fees and refunds**

Students will be required to pay university fees. University fees are currently regulated by the Commonwealth Government. See the following link for La Trobe’s fees for subjects:

www.latrobe.edu.au/students/fees/course

**Student feedback**

Feedback surveys will be undertaken by Didasko Institute. The results of this feedback will be forwarded to the La Trobe Academic Program Director. La Trobe subject-level student feedback surveys will be available upon the completion of each subject.

Additionally, Didasko Institute acknowledges that a company can only improve if the staff members are open to hearing feedback and suggestions for improvement. If there is ever something you believe Didasko could learn from or improve, we would like to know about it. Your feedback will be addressed promptly, with the aim of reaching a mutually accepted resolution.

**Contact information**

Your Student Experience Team will be identified when you enrol in your course; their contact details will be supplied through the Didasko Learning Portal. Other than your daily/weekly contact with the Didasko Academic Team, you would use the Student Experience Team as your first port of call throughout your study for all other queries.

For any additional queries regarding your La Trobe enrolment and progression at La Trobe University, please contact:

**Dr Rabei Alhadad**

Academic Program Director – Partnerships
Information Technology

Department of Computer Science and Information Technology, La Trobe University

Phone: 03 9479 5721
Email: Applied_IT_queries@latrobe.edu.au
Website: www.latrobe.edu.au/edu

**Where to get help**

**Ask La Trobe**

ASK La Trobe is your 24/7 student help service where you will find answers to frequently asked questions (FAQs) about study and student life.

Email: asklatrobe@latrobe.edu.au

**Student advocates**

Student advocacy is the process of helping a student or a group of students who require support to address an academic, administrative or
welfare-related issue. It is an independent service which means that Student Advocates can assist students without influence or interference from the University. See the following link:

www.latrobe.edu.au/students/support/complaints

Complaints and grievance procedures
We are committed to an effective complaints handling mechanism for students in line with our policy of creating a harmonious and productive study environment. Feedback stemming from student complaints is a valuable source of information that helps the University improve the quality of its service.

La Trobe University and Didasko Institute define a complaint as an expression of dissatisfaction made by a student about conditions at the University. Sometimes complaints are about the behaviour of people representing the University. The general public may also lodge a complaint.

We recommend that you first take your complaint directly to the person in the relevant area, as an informal discussion may resolve the issue without the need for a formal process. If you have already tried this or don’t feel like that is an option, you should discuss the issue with your Student Experience Team.

Further guidance can be obtained from the Student Experience Team if the matter is not resolved satisfactorily.

- Didasko Institute undertakes to resolve complaints from students to the mutual satisfaction of both the student and Didasko. Complaints are taken seriously.
- Academic staff will resolve minor complaints and will consult with the Education Manager and/or Student Experience Team if the complaint is determined to be significant.
- A student may choose to lodge their complaint informally or formally (in writing).
- Students need to use a Student Complaint-Appeal form to lodge a formal complaint. These will be referred to the General Manager of Education for processing, review and solution (as per Didasko Institute Student Complaint Resolution Process).

Alternatively, students can register a complaint directly with La Trobe using the following email address:

student.complaints@latrobe.edu.au
Contact us

Level 7, 607 St Kilda Road,
Melbourne Vic. 3004 Australia

Telephone 1300 720 648
International +61 3 9190 0300