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Welcome to Kaplan Business School

Congratulations on choosing to complete your studies with Kaplan Business School, you have made an excellent investment in your future. Before you get started, I want to highlight some reasons why you’ve made the right choice, and what you can do to get the most out of your studies.

Kaplan Business School is part of Kaplan Australia’s education business offering undergraduate and postgraduate courses that are suitable for both domestic and international students in the areas of accounting and business. Kaplan is passionate about helping students reach their goals through quality education and Kaplan Business School has a strong customer service culture to ensure all students are given the best possible service and facilities such as study skills coaching, tutoring and English language support.

Our courses are unique because they are created, written, presented and assessed by working professionals and academics who are experts in their fields, helping to bridge the gap between study and workforce. You will learn how concepts and techniques are applied in real-life work scenarios, which means you can confidently apply everything you learn immediately to your own work. Courses run through Kaplan Business School have direct links to a number of professional organisations including ACCA, CPA Australia, NIA and ICAA and there is also a dedicated Career Officer to assist students.

I encourage you to make the most of the opportunities for interaction with practitioners and academics and to participate as much as possible in activities as you will get more out of your studies and form important relationships with both the practitioners and your fellow students.

Another reason why you have made the right choice is that we are part of Kaplan, Inc., a subsidiary of The Graham Holdings Company and a leading global education provider. Kaplan operates in over 30 countries throughout Asia, Europe and the Americas, and serves more than one million students each year. By studying with us you are now part of this global connection, which means that your qualification will be recognised throughout the world.

Globally, Kaplan is also at the forefront of online education and has pioneered major advancements in online and mobile learning over recent years. In America alone, Kaplan University has over 50,000 students studying online. By leveraging this expertise, Kaplan Business School will continue to develop its online learning technology, delivering courses that are both innovative and flexible. State-of-the-art IT, Intranet and online facilities are available free to every student at Kaplan Business School.

Finally, above all else we are dedicated to ensuring you have the best possible experience as a student. Kaplan Business School campuses are modern, contemporary and open, yet small compared to the campuses at large universities, making them easy to navigate. Our students are never far from their next class, tutor, lecturer or computer rooms. An intimate and supportive learning environment ensures that each student is given adequate attention and Student Services staff are available to you throughout your studies, whether you need advice on how to balance study with personal and career commitments, or help with deciding which subjects are right for you and your career goals.

I sincerely wish you all the best with your studies, and hope you have a challenging and rewarding experience. I am confident that no matter what your goals may be, studying at Kaplan Business School will help you achieve them.

Mark Falvo
Director
Kaplan Business School
Section 1: About Kaplan Business School

1.1 Mission
Kaplan’s mission is to help individuals achieve their educational and career goals. We build futures one success story at a time. Our core values define our company culture and provide the framework for what we deliver to our customers and employees each day. These include:

- **Integrity**: We hold ourselves to the highest ethical standards in everything we do
- **Knowledge**: We offer expert resources to help you achieve your academic and career best
- **Support**: We give you the tools you need to succeed
- **Opportunity**: We open doors and broaden access to education
- **Results**: We’re dedicated to helping you achieve your goals – we succeed when you succeed

1.2 History
Kaplan Business School Australia is part of Kaplan, Inc., a global provider of education services and courses to individuals, schools and businesses. Starting as a small test prep company in 1938 in the United States of America, Kaplan has pioneered new territory in online higher education, test preparation services and professional training with innovation and imagination. Through new technologies and a personalised approach to learning, Kaplan is opening doors to educational opportunities and inspiring people to strive for their personal best. Throughout its 70-year history, Kaplan has helped students unlock their talent by providing student-centered, outcomes-driven educational programs that help individuals reach their goals. We succeed when our students succeed.

With headquarters in New York City, Kaplan is a subsidiary of The Graham Holdings Company. Kaplan Business School proudly inherits the experience and resources of Kaplan’s 70 years as a leading provider of educational and career services and courses. In Australia, Kaplan Business School has four centrally located campuses in Adelaide, Brisbane, Melbourne and Sydney.

1.3 Campus Details

**Adelaide Campus**
Level 1, 68 Grenfell Street
Adelaide SA 5000
+61 (0)8 8215 4100
info-adl@kbs.edu.au

**Brisbane Campus**
252 St Pauls Terrace, Spring Hill
Brisbane QLD 4000
+61 (0)7 3872 3800
info-bris@kbs.edu.au

**Melbourne Campus**
Level 4, 370 Docklands Drive, Docklands
Melbourne VIC 3008
+61 (0)3 9626 4576
info-mel@kbs.edu.au

**Sydney Campus**
Level 8, 540 George Street
Sydney NSW 2000
+61 (0)2 8248 6758
info-syd@kbs.edu.au
## Section 2: Academic Calendar 2014

### 2.1 Principal trimester dates

<table>
<thead>
<tr>
<th>Trimester 1</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Orientation</td>
<td>19 March - 20 March</td>
</tr>
<tr>
<td>Trimester commences</td>
<td>24 March</td>
</tr>
<tr>
<td>Enrolments close</td>
<td>4 April</td>
</tr>
<tr>
<td>Last date to change subject selection</td>
<td>4 April</td>
</tr>
</tbody>
</table>
| Last day to withdraw without academic penalty | International students 4 April  
Domestic students 11 April |
| Census date | 11 April |
| Exam period | 21 June - 28 June |
| Supplementary exams | 23 August or 30 August |
| Trimester ends | 13 June |

<table>
<thead>
<tr>
<th>Trimester 2</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Orientation</td>
<td>16 July - 17 July</td>
</tr>
<tr>
<td>Trimester commences</td>
<td>21 July</td>
</tr>
<tr>
<td>Enrolments close</td>
<td>1 August</td>
</tr>
<tr>
<td>Last date to change subject selection</td>
<td>1 August</td>
</tr>
</tbody>
</table>
| Last day to withdraw without academic penalty | International students 1 August  
Domestic students 8 August |
| Census date | 8 August |
| Exam period | 18 October - 25 October |
| Supplementary exams | 13 December or 20 December |
| Trimester ends | 10 October |

<table>
<thead>
<tr>
<th>Trimester 3 (Summer)</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Orientation</td>
<td>12 November - 13 November</td>
</tr>
<tr>
<td>Trimester commences</td>
<td>17 November</td>
</tr>
<tr>
<td>Enrolments close</td>
<td>28 November</td>
</tr>
<tr>
<td>Last date to change subject selection</td>
<td>28 November</td>
</tr>
</tbody>
</table>
| Last day to withdraw without academic penalty | International students 28 November  
Domestic students 8 December |
| Census date | 8 December |
| Exam period | 28 February 2015 - 7 March |
| Supplementary exams | 25 April 2015 or 2 May 2015 |
| Trimester ends | 20 February 2015 |

### 2.2 Public holidays 2014

<table>
<thead>
<tr>
<th>National</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Australia day</td>
<td>27 January</td>
</tr>
<tr>
<td>Adelaide cup (Adelaide only)</td>
<td></td>
</tr>
<tr>
<td>Labour day (Melbourne only)</td>
<td></td>
</tr>
<tr>
<td>Good Friday</td>
<td>18 April</td>
</tr>
<tr>
<td>Easter Monday</td>
<td>21 April</td>
</tr>
<tr>
<td>Anzac day</td>
<td>25 April</td>
</tr>
<tr>
<td>Queen’s Birthday</td>
<td>9 June</td>
</tr>
<tr>
<td>Royal Queensland Show (Brisbane only)</td>
<td>13 August</td>
</tr>
<tr>
<td>Labour day (Adelaide/Brisbane/Sydney only)</td>
<td></td>
</tr>
<tr>
<td>Melbourne cup (Melbourne only)</td>
<td>4 November</td>
</tr>
<tr>
<td>G20 Leaders Summit (Brisbane only)</td>
<td>14 November</td>
</tr>
<tr>
<td>Christmas day</td>
<td>25 December</td>
</tr>
<tr>
<td>Boxing day</td>
<td>26 December</td>
</tr>
</tbody>
</table>
Section 3: General Information

3.1 Requirements to Achieve Qualification
To receive an award, students are required to successfully complete all subjects of study in the qualification (course) they are enrolled in. Refer to the course structures detailed in the handbook for specific course completion requirements.

3.2 Enrolment/ Re-enrolment
Students must complete a subject enrolment form prior to the commencement of each trimester and submit to a campus representative in person.

3.3 Payment Information
All tuition and related fees are payable directly to Kaplan Business School. All tuition fees are paid in advance each trimester with the terms set out below.

Fees payable are calculated from the first trimester of enrolment and based on the student’s enrolment details at the time their Letter of Offer is processed. Fees may vary from those stated on the Letter of Offer should the student for any reason extend the length of time they are enrolled at Kaplan Business School, and may be subject to increase.

Ongoing trimester tuition fees are payable prior to the commencement of each trimester when selecting subjects for enrolment. All tuition fees are payable unless the student withdraws prior to the commencement of the course, in accordance to the refund policy.

It is the responsibility of the student to purchase education materials and personal items including: textbooks, stationery, photocopying, printing, postage, telephone calls, computer supplies, a calculator and study implements.

Late payment
A fee of AUD250 applies for unpaid accounts after the date the payment was due.

Payment difficulties
Students who are suffering financial hardship and may be struggling to pay the tuition fees should schedule a meeting with the Student Records Officer to discuss. Formal applications for payment plans may be made to the Student Records Officer.

Non payment
Failure to pay the trimester tuition fees will result in the following:
• access to the online learning sites will be removed
• access to facilities such as computer labs and resource centres will be removed
• continued non-payment of fees may result in the cancellation of the course enrolment

Any outstanding debts on completion of studies will result in:
• withholding of academic results, transcripts and graduate certificate and;
• students will not be permitted to graduate from the course

Refunds

3.4 Variation of Enrolment
Cancellation of enrolment by student
Students wishing to cancel their enrolment in a particular subject or course with the intention of not re-activating their enrolment in the future must formally advise Kaplan Business School that they wish to terminate their course enrolment. The terms and conditions of the enrolment and refund policies apply to all enrolment transactions.

Cancellation of Enrolment by the School
A student’s enrolment may be cancelled by Kaplan Business School when:
• a fee-paying student fails to pay the relevant subject fee/s by the published deadline; or
• a student has been excluded or suspended because of misconduct; or
• a student has not met the conditions of their offer; or
• a student has failed to progress through the course as per the academic progress policy

If any student disobeys School rules, the student will be issued with two warnings. If the student re-offends, the School reserves the right to expel the student and, for international students, inform the Department of Immigration and Border Protection (DIBP) that the student is no longer studying at the School.

Please refer to the Academic Honesty, Integrity & Conduct Policy located on the Kaplan Business School website: http://www.kbs.edu.au/about-us/policies

Deferral and suspension of enrolment
Students may defer a course that has been offered only once and this is subject to approval by the Director. Tuition and other fees may change when and if a new offer is generated.

The policy of the School is to allow deferment of a formal offer until the commencement of the following intake.

When a student withdraws, the refund policy applies and refunds are made depending upon the date at which a withdrawal is made. Refunds can also be made at the discretion of the School. Students accessing FEE-HELP must withdraw on or before the census date in order to not incur a debt to the Commonwealth Government.

A student who wishes to transfer to another program at Kaplan Business School will only do so at the discretion of the School. Fees will be determined according to the difference in fees between the courses.
Deferral during program of study
If a current student wishes to postpone studies until a later period, and take a leave of absence from their studies, students should complete an Intermission of Studies/Deferral Request.

Permission may be granted on the grounds of illness, injury or compelling personal reasons and for a maximum period of one year. Extension beyond this time period is only granted in exceptional circumstances and the application must be made in writing to the Director.

Students returning to study after an approved period of leave should contact administration to confirm their re-enrolment no later than two weeks before the commencement of the program.

Note: International students who decide to defer, withdraw or suspend their studies may risk having their visa cancelled by the Department of Immigration and Border Protection (DIBP). If this occurs, the student must apply for another student visa from their home country. Please refer to the Changes to Enrolment Policy for international students on the School’s website at www.kbs.edu.au

Interstate transfers
Students wishing to transfer between KBS campuses must complete an Application for Campus Transfer form located on the School’s website at www.kbs.edu.au. International students may require a modified Confirmation of Enrolment based upon the change in location.

Change of contact details
It is absolutely essential that Kaplan is able to contact students at all times. All students must inform the School, within 7 days, if there is a change to any of the contact information provided to the School.

In addition to this, it is a requirement of the Australian Government that Kaplan keeps on record the current address of all International students studying on a student visa. Students are required to give this information to the School on arrival at the start of their course and must notify the School within seven (7) days of any change of address.

Many messages are sent via email to students or placed on the online learning platform of the student portal. Students must regularly check the portal or their School email account as important messages regarding exams, timetables and class changes are sent via this method.

All written correspondence is sent to the address listed as the student’s contact mailing address. Any correspondence sent to students by the School is printed on letterhead and identifies students by name and identity number. Whenever students write to the School they must include their identity number with their name and address. They must also have this ready when telephoning the School. Students must inform Student Services immediately of any change to their name, telephone number or address.

The School does not accept responsibility if any official communication fails to reach students because the School has not been notified of a change of an email or mailing address.

Recognition of Prior Learning
Students may apply for Recognition of Prior Learning for previous study where equivalent content is covered. Application forms are on the School’s website under Student Forms.

To do this, students must submit evidence that demonstrates they have already met the requirements of the subject through these other means. Evidence may take many forms e.g. information about approved study, certificates, transcripts or other credentials.

Generally an exemption for a subject can be obtained via study with approved higher education providers. Relevant work experience at the appropriate level may also be included.

A student may obtain exemptions for up to 50% of subjects in a course via recognition of prior learning. Only a maximum of 30% can be exempted into any postgraduate course based on undergraduate study.

For further information please refer to the Advanced Standing/RPL policy available on the School’s website at www.kbs.edu.au.

Exit points
Some Kaplan Business School courses may offer more than one exit point (i.e. students enrolled in the Master of Business Administration may be eligible to exit with a Graduate Certificate of Business Administration or a Graduate Diploma of Business Administration). If a student is enrolled in a course that offers exit points they may be able to apply for graduation when they meet the course requirements up to that point. Any student wishing to take this option will need to contact Student Services in order to receive approval for the award for the degree with which they wish to exit with.
Section 4: Course Delivery

4.1 Contact Time
Each student receives at least 3 contact hours per subject, per week. Students are expected to spend a minimum of a further 8 hours per week outside of class contact time in private study.

4.2 Study Mode
Classes may be held as lectures, tutorials, seminars, workshops or laboratory sessions. The philosophy of the course in terms of delivery is to strike a balance between the intensive teachings that students require at this level, with the need to develop independent approaches to learning necessary for success at university.

The teaching environment aims to:
- provide a framework for the subject of study by indicating areas of importance and key points
- supply a summary of essential knowledge in key areas
- present a particular point of view or a major concern or issue
- emphasise the application of knowledge by discussion, exploration and sharing of opinions on a problem, case study, example or practical exercise
- revise difficult material in a more detailed manner
- provide practice exercises
- provide opportunities to share and discuss solutions

4.3 Assessment
Assessment is an integral part of the learning process at Kaplan Business School. Students should be familiar with the Kaplan Business School Assessment policy and other related policies. The School maintains high academic standards, which require students to be committed to their studies in order to achieve at the highest possible level. Students are expected to attempt all work allocated to them. This includes class work, homework, tests, assignments, essays, demonstrations, exams and any other academic tasks which may be set. Work may be required to be completed on an individual basis or in collaboration with other students as a group project. If students demonstrate commitment to their studies, the School will be devoted to helping them achieve academic success.

Academic misconduct
Students should be familiar with the Academic Honesty, Integrity & Conduct Policy and any related definitions. Kaplan Business School regards all matters of Academic Misconduct as very serious offences.


Special consideration
Students unable to submit or attend an assessment by the due date may receive special consideration if they demonstrate that illness, or other circumstances, substantially affected their work during a teaching period or performance in a test or other assessment. Students must submit the Application for Special Consideration form to Student Services within 72 hours of the missed assessment with documentary evidence (e.g. medical certificate) to support their application.

If a student is ill and cannot attend their examination, they are given the opportunity to sit a supplementary examination.

If a student does not provide a medical certificate they are not eligible for special consideration and will receive a “Fail” result for the assessment or examination.

For further information please refer to the Application for Special Consideration form available on the KBS website at www.kbs.edu.au.

Reasonable adjustment
Students with disabilities can speak with Student Services regarding their learning and access requirements.

For further information please refer to the Assessment Policy available on the Kaplan Business School website: http://www.kbs.edu.au/about-us/policies/

4.4 Attendance Requirements
Non-attendance or late arrival to class can be disruptive for the teachers/lecturers and other students in the class and it may also affect the student’s progress. It is important that a student keep the School informed about their absence and if it is necessary for a class to be missed. Students should contact the School with reasons for absenteeism before 9:30am on the day of your absence and ensure strategies are in place to catch up on any work missed. Students are still expected to fulfil all homework requirements.

The Australian Government has strict guidelines on attendance for students from overseas on student visas depending on the course being studied. Your attendance and course progress is therefore closely monitored and recorded. The Australian Government may ask to see your attendance when you apply to renew your visa.

Lateness
The School expects each student to arrive on time for every class to ensure maximum learning outcomes for each individual. Lateness is recorded and calculated as non-attendance. If a student is more than 10 minutes late to any lesson, the lecturer will record the student as absent and inform School management should it happen again.
STUDENT HANDBOOK  SECTION 4: COURSE DELIVERY

Holidays
Students must take note of the published trimester dates and organise travel outside of these dates. Dates are published well in advance and are contained in this document. If students need to travel at any other time, approval needs to be granted by the School. Students are permitted with approval from the School to take Trimester 3 as a summer study break, however students must still complete within the terms of their Confirmation of Enrolment and will be required to complete an Intermission of Studies/Deferral Request.

Census dates
Domestic students accessing the FEE-HELP loan scheme must notify the School in writing on or before the census date if they wish to withdraw from the course or a subject of study. Students who withdraw after the census date will incur a debt to the Commonwealth Government. The census dates are detailed in the Academic Calendar on page 6 of this handbook.

Renewal of health cover
All international students are required to have current health insurance cover at all times during their study in Australia. Students should note what the expiry date is and make sure the health cover does not expire. Contact Student Services for advice on how to renew student health cover if needed.

Renewal of Student Visa
All international students will be required to bring in their passport and have a copy on file in the School. Your student visa has an expiry date. Note carefully what that date is and make sure that your visa does not expire without you seeking to renew it. The consequences if it expires may be very serious – DO NOT LET YOUR VISA EXPIRE UNDER ANY CIRCUMSTANCES. If you need advice on how to renew your visa, see Student Services at your campus.

4.5 Results and transcripts

Publication of results
Students will be advised of the release date and the method by which examination results will be released. Final grades are released on the student portal at the end of trimester. Results for students with an outstanding debt to the School will be withheld pending payment in full of that debt.

Academic transcripts
The transcript shows all the student’s results. Upon completion of the course students are issued with 2 copies of their transcript and a parchment.

If at any time prior to the completion of their course students require a formal transcript of their academic record they must complete a Request for Official Documents form available from the KBS website. Transcripts may take up to 5 business days to be produced once the form and the AUD20 fee is received.
Section 5: School Resources and Facilities

5.1 Student ID cards
Students will be issued with a student card. If a student loses their student identity card, a replacement card is available on payment of a fee. You must also report the loss to the administration office at your campus to prevent anyone else from using it. Your student ID card is not transferable to another person.

Kaplan Business School students may be eligible for concession fares on admission to sports venues, entertainment centres, cultural events and tourist attractions upon presentation of their student ID card.

Domestic full-time students can use their student ID card to apply for concession fares on buses, trains, trams and ferries. Concessions may vary between campuses; Student Services in each campus will be able to provide information.

5.2 Common room and study areas
The Kaplan Business School student lounge is available for students to meet and share conversation. The School is located close to the shopping district, where there are many cafés and other places to meet with friends and share a cup of coffee. Students are also able to access facilities at Kaplan Business School for heating food for lunch and storing food in refrigerators. Please be considerate of others and clean up your rubbish. It is very important that this area is kept clean and tidy for health regulations and everyone’s comfort. Quiet study areas are available to students to read and study at the School. Students can also use the on-campus library/resource room.

5.3 Photocopying and printing
Students will be issued with a password to use the student photocopier on campus. It is important that you observe copyright rules when photocopying. Printing credits are available for a fee from Reception.

5.4 Information technology (IT)

Student portal
Kaplan Business School offers a modern study environment with fast internet access, to meet the students study needs. All students are issued with a username and password during orientation which enables them to access the School’s student Intranet (including webmail, applications) and internet. Students are expected to read and apply the ‘Internet Usage Policy’ before using the Kaplan Business School computers. It is important to note that students:

- do not download films or music as this is forbidden.
- do not eat or drink near the computers.
- do not unplug computers from the network point and plug in your laptops.

Students have access to the online learning student portal where specific information and news regarding Kaplan Business School, your campus and your subjects of study are posted. It should be the first point of contact regarding information about your course. The Academic Heads and your lecturers will use the portal to post lecture notes, assignments, exam details and other information relating to your subjects of study.

To access the Student Portal:
1. Click on Internet Explorer
2. Type in the following address: elearning.kbs.edu.au
3. Enter username and password
4. Select application or link: (webmail/online library).

Alternatively, students can log on through the Kaplan Business School website at www.kbs.edu.au

Students are advised to email the IT Support team (itsupport@kaplaninternational.com) or see Reception if they have any questions regarding using the student portal, webmail, applications etc. The IT Support team may also provide information on software training and IT guides.
5.5 Emails
The following guidelines apply to student use of email:

• students should check their emails at least four times per week as this is an important way in which the School will contact students with necessary information
• emails should not be used for confidential communication. Email messages sent are not encrypted in any way, and hence the confidentiality of email messages cannot be guaranteed
• students must respect other users by using appropriate behaviour and language in emails. The Harassment & Bullying Policy applies to all communication, including electronic messages. The policy can be located on the Kaplan Business School website: http://www.kbs.edu.au/about-us/policies/
• students are discouraged from forwarding spam mail (which includes jokes, chain letters and graphics) and sending advertising on the School’s email system

5.6 Textbooks
Students in the course are required to purchase the appropriate textbooks and equipment. You will be notified in the subject outlines exactly which texts you will be required to purchase.

5.7 Online library
Kaplan Business School has three online libraries with access to an extensive range of resources such as electronic databases and indexes, journals and texts. The online library is accessed through the student portal.

5.8 Cleanliness
Students must ensure that the School is kept clean at all times. This includes being responsible for cleaning up any mess made.

5.9 Environment Impact
At Kaplan Business School we are committed to reducing our environmental impact by recycling and conserving water and energy. You can make your contribution to the environment by following these simple rules:

• utilise the recycling bins* placed around the School
• shut down your computer when you are finished
• ensure you print and photocopy double-sided
• turn off lights when they are not needed i.e. when leaving a classroom, toilets, etc
• be careful not to waste water

*If you are unsure about what items can be recycled or how to use the recycle bins, please ask a staff member - we are more than happy to assist.
Section 6: Health and Safety

6.1 General health and safety
Students on campus at Kaplan Business School who experience a problem which is an emergency should tell a staff member immediately.

Students anywhere in Australia who experience a problem which is absolutely life threatening (e.g. someone is very badly hurt), then call:
000 - Life threatening emergency
112 - From mobile phones, even if locked

For other non-urgent police assistance such as reporting a missing person or lost property, making a complaint, making general police related enquiries and reporting a crime such as property theft, contact the local police station or call:

New South Wales Police Force
Assistance Line - 131 444

Victorian Police Force
General Enquiries Line – (03) 9247 6666

South Australian Police Force
Assistance Line - 131 444

Queensland Police Force
Assistance Line - 131 444

6.2 Safety
Students should be aware of their personal safety and security and take good care of themselves and their belongings. Students should avoid walking alone at night and remember not to leave valuables unattended. Always make sure that someone knows where you are and if possible always carry a mobile phone.

6.3 Health
Students are encouraged (but not required to) report any special health needs or conditions they may have which are likely to affect your learning or wellbeing while at the School. In the event that a student may need emergency medical attention, ask Student Services the contact details of a local medical centre or hospital.

Students who are unwell during class time should see either the class lecturer or a member of Student Services. Outside School hours, students will need to see a General Practitioner which will cost approximately AUD55. For international students a claim form along with the doctor’s bill needs to be submitted to your Overseas Health Cover (OSHC) Fund for a refund.

Students may also visit a direct billing doctor where no upfront payment will be required upon presentation of your Overseas Student Health Care Card or Medicare Card. Please see Student Services for a list of direct billing doctors, to learn more about the benefits available as part of your OSHC or for more information on medical centres, dental centres, counseling services etc.

6.5 Professional counsellors
A professional counsellor can help students with personal problems which may be more serious, such as depression, severe homesickness and relationship problems. Contact Student Services and they can organise an appointment to speak with a counsellor.

For urgent counseling contact: Lifeline Australia on 13 11 14 or Kids Helpline (8-25 age group) 1800 55 1800.

6.5 Dentist
Please see Student Services for a list of local dental practices near to your home or campus. Domestic and international students who have elected to pay for extra health cover will be able to claim a certain percentage back for dental treatment. Please check the conditions of your insurance to find out how much you can claim.

6.6 Critical incidents
All critical incidents at the School must be reported to a member of the Kaplan Business School staff immediately. The staff member will consult with a senior staff member to decide what course of action to take. Critical incidents will be recorded and kept on file with the Registrar.

Critical incidents are those that are so unusual or the sights and sounds so distressing that they produce a high level of emotional reaction that may be immediate or delayed. The following events are defined as critical incidents: a robbery, sexual assault or abuse, violence or threats of violence, serious injury or death, a natural disaster or a bomb threat.

If a critical incident occurs, the staff at Kaplan Business School will provide support to the students affected and will organise other professionals or departments to be involved when necessary, for example, the police, counseling service, doctors or paramedics.

Students will be asked to nominate an emergency contact during enrolment. The School will contact this person if there is an emergency involving the student. Students must inform the School if their emergency contact details change.

6.7 Fire and emergency
It is the responsibility of everyone at the School to follow these guidelines in the event of an emergency:

• assist anybody in immediate danger
• raise the alarm
• follow your lecturer’s instructions
• follow designated escape routes and fire exits
• evacuate to the designated assembly area
• remain clear of danger area
• remain at the designated assembly area
• await further instruction from School staff
6.8 Accidents

In the event of an accident contact your School office immediately on the following number in office hours:

Kaplan Business School Melbourne campus – (03) 9626 4576
Kaplan Business School Sydney campus - (02) 8248 6758
Kaplan Business School Adelaide campus - (08) 8215 4100
Kaplan Business School Brisbane campus (07) 3872 3800

Outside campus operating hours you should use the following number in an emergency only:

Kaplan Business School Melbourne campus – 0439 268 504
Kaplan Business School Sydney campus - 0418 806 640
Kaplan Business School Adelaide campus - 0418 861 366
Kaplan Business School Brisbane campus – 0448 002 385

A first aid kit is held in the administration office of each campus. A number of School staff possess first aid certificates.

6.9 Illness

Report any major illness to a lecturer or the School administration. If students require help or if another student needs help report it immediately to administrative staff at Kaplan Business School.

6.10 Smoking

Students are asked to observe the School policy of no smoking at all times. All buildings in Australia are smoke-free zones, including toilets and fire stairs. Smoking is not a condoned practice but should you wish to smoke, you need to do so away from buildings, ensuring all cigarette butts are placed in a bin. All drugs and alcohol are strictly prohibited.

6.11 Lost property

The School cannot be responsible for the safety of a student’s possessions while they are at School. Therefore, they should be very careful with personal belongings, particulary wallets, laptop computers, mobile telephones, iPods, USB sticks and organisers. The School recommends students insure valuable items.

Never leave bags unattended while at School. If you are worried about the safety of a valuable item, please give it to administration staff for safekeeping. Never leave your passport unattended.

If any lost property is found by the School, it will be kept for four weeks and then either donated to charity or disposed of.
Section 7: Student Living, Welfare and Support

7.1 Adjustment to a new environment
All the staff at Kaplan Business School wish to make a student’s time with Kaplan as fulfilling, enjoyable and successful as possible. Kaplan’s support is always available and we understand that it may take some time for international students to culturally adjust to this new environment but we are more than willing to share our knowledge of Australian customs and culture with you. Any questions are welcomed.

7.2 Student services
Student Services can assist students with accommodation, overseas student health care and orientation, in addition to distributing information, general student assistance and the organisation of student activities.

During orientation, students will be provided with information regarding the following:
- student support services
- legal services
- emergency and health services
- complaints and appeals processes
- course progress and attendance

The Student Services staff also work toward ensuring the happiness of all students in their accommodation situations through constant management.

Always feel free to contact them for help, information or advice – their door is always open. Any questions are welcomed.

7.3 Social activities
Kaplan Business School organises a variety of social and cultural activities for students outside of class time. Some activities are free, while others require a payment.

Every student at Kaplan Business School is more than welcome to participate but the activities are not compulsory. It is entirely up to you to decide whether you wish to participate in these or not.

7.4 Language and Academic Skills Support
Kaplan Business School provide a range of academic support services for students. Lecturers advise on the academic content of the subject. Email or speak with your lecturer to make an appointment to see them to discuss any aspect of the subject content.

Academic Success Centre is available to provide advice on all academic skills including referencing, research, essay and report writing, presentations, academic language, time management and general study techniques. You may seek help on general issues or take a specific assignment for review and advice. Academic Skills Advisers are available for consultation on campus at specific times which are listed on the Campus Portal. You can contact the Academic Skills Adviser directly or see your campus reception to make an appointment.

As well as individual appointments, Academic Skills Advisers facilitate a range of group support activities in which students have the opportunity to develop their business language skills and study for exams. Check the Campus Portal for details of these group sessions.

7.5 FEE-HELP
FEE-HELP is available for Australian citizens and permanent humanitarian visa holders.

Kaplan Business School has been approved as a Higher Education Provider (HEP) under section 16-50(1)(b) of the Higher Education Support Act 2003 (HESA) enabling students enrolled in the Diploma of Commerce, Bachelor of Business and Postgraduate Courses to apply for FEE-HELP.

The Australian Government pays the student’s tuition fees to the Higher Education Provider on behalf of the student, and the student begins to repay their FEE-HELP debt to the Australian Government once their income reaches the repayment threshold. For more information refer to www.studyassist.gov.au.

A loan fee of 25% applies to FEE-HELP loans for all undergraduate courses, effective January 1, 2011. Please refer to the following Commonwealth Government website: www.studyassist.gov.au for further information regarding FEE-HELP.

If you wish to withdraw from a subject of study you must do so before the census date. You will incur a FEE-HELP debt for all subjects of study in which you are enrolled after the census date. You will need to see Student Services if you wish to withdraw and fill out a withdrawal or change of subject form.
7.6 Student concerns and feedback

If you need help:

• the School staff will try their best to help students with any problem
• if the problem is still unresolved the student is able to speak with an outside person
• if necessary a student may request an interpreter
• student issues will remain confidential and private with the person spoken with, whenever and wherever possible
• the staff member spoken to will advise the student of the next step in resolving their issue

If you need to talk to someone:

Changing your class

• Speak to Student Services at your campus. Each class has been developed to meet student needs and requirements so we want to hear from students if there are any problems.

Assessment of your work

• Speak to the lecturer who marked the work. Lecturers are happy to discuss assessments with students.
• Alternatively you could speak to the Academic Head or Academic Dean.

Accommodation

• Speak to Student Services at your campus.

Fees and refunds

• Refer to the Kaplan Business School Refund policy or speak to Student Services at your campus.

Visas and visa renewal

• Speak to Student Services at your campus.

Enrolling in a new course at another institution

• Speak to Student Services, who will make an appointment for you with the appropriate person.

Absence or lateness

• Contact the School’s administration on the campus number:

Kaplan Business School Melbourne campus
(03) 9626 4576

Kaplan Business School Sydney campus
(02) 8248 6758

Kaplan Business School Adelaide campus
(08) 8215 4100

Kaplan Business School Brisbane campus
(07) 3872 3800

7.7 How to be a successful student

The following skills will help you in life as well as in study.

Successful students:

• know the type of career they are aiming for or can clearly identify some career directions and goals
• engage in the learning process as fully as possible
• understand their own learning style and that there are different approaches to learning
• understand that being an independent learner is very important
• understand and utilise the required reading material
• become familiar with School expectations
• act on feedback
• participate in group discussions and projects
• engage in a broad range of activities

Successful students also:

• spend time selecting the right course of study
• seek help when required
• complete projects on time
• have realistic expectations
• have the courage to ask questions about things they don’t understand
• manage the balance of time effectively between study and leisure
• have appropriate and comfortable accommodation arrangements
8.1 Diploma of Commerce

The Diploma of Commerce provides students with a range of entry level business and management skills that can be applied to a number of positions within the private and public sector. These roles may include accounts clerk or administration officer. Career pathways for graduates from the Diploma of Commerce include accountancy, finance, economics and marketing.

Successful students graduate with a credential in business and the opportunity to proceed into the second year of the Bachelor of Business or another bachelor degree at a recognised Australian university.

To graduate with the Diploma of Commerce students must successfully complete the eight (8) required subjects within the duration listed below.

Note: International students should confirm with the School their minimum study requirements in accordance to visa conditions.

Subject outlines for all Diploma of Commerce subjects of study are available on the School’s website: www.kbs.edu.au

Duration
• 1 year full-time; 8 subjects; 3 trimesters or part time equivalent

Core subjects: - complete all 4 subjects

<table>
<thead>
<tr>
<th>Code</th>
<th>Subject name</th>
<th>Prerequisite</th>
</tr>
</thead>
<tbody>
<tr>
<td>STA1000</td>
<td>Quantitative Analysis</td>
<td>Nil</td>
</tr>
<tr>
<td>ECO1002</td>
<td>Economics</td>
<td>Nil</td>
</tr>
<tr>
<td>MAN1000</td>
<td>Introduction to Management</td>
<td>Nil</td>
</tr>
<tr>
<td>ACC1000</td>
<td>Accounting for Managers</td>
<td>Nil</td>
</tr>
</tbody>
</table>

Elective subjects: - Students who do not wish to complete a Bachelor of Business Degree with a major in accounting can choose any four from the electives below.

✓ Students intending to complete a Bachelor degree with a major in accounting are required to choose four of the five electives

<table>
<thead>
<tr>
<th>Code</th>
<th>Subject name</th>
<th>Prerequisite</th>
<th>Accounting</th>
</tr>
</thead>
<tbody>
<tr>
<td>CIS1000</td>
<td>Business Information Systems</td>
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</tr>
<tr>
<td>MAR1000</td>
<td>Marketing Principles</td>
<td>Nil</td>
<td>✓</td>
</tr>
<tr>
<td>EAP1000</td>
<td>Business Communication</td>
<td>Nil</td>
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</tr>
<tr>
<td>CLW1000</td>
<td>Commercial Law</td>
<td>Nil</td>
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<tr>
<td>ACC2000</td>
<td>Business Accounting</td>
<td>ACC1000</td>
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<td>ECO1003</td>
<td>Advanced Economics</td>
<td>ECO1002</td>
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<tr>
<td>ITR3000</td>
<td>Issues in International Business</td>
<td>ECO1002</td>
<td></td>
</tr>
</tbody>
</table>

8.2 Bachelor of Business

The Bachelor of Business provides students with the foundation skills and knowledge necessary to understand and successfully enter the world of business. Students enter their chosen career with specialist knowledge having studied across a range of professional fields and specialised elective subjects.

Graduates have a high level of employability due to the practical skills learned during the course such as analytical skills, high-level problem solving, communication and teamwork skills. Upon graduation, students are equipped with a specialist understanding of accounting and its associated business fields.

The Kaplan Business School Bachelor of Business is accredited with CPA Australia and the Institute of Chartered Accountants in Australia.

Note: FIN3000 Corporate Finance is compulsory for those wanting ICCA/CPA membership.

Subject outlines for all Bachelor of Business subjects of study are available on the School’s website: www.kbs.edu.au

Duration
• 2 years full time, 24 subjects, 6 trimesters (3 trimesters per year) or part time equivalent
• 3 years full time, 24 subjects, 6 trimesters (2 trimesters per year) or part time equivalent

Streams:
Accounting
The Bachelor of Business accounting stream provides students with the strong foundation skills and knowledge required to successfully enter the workforce as an accountant. Upon graduation, students are equipped with a specialist understanding of accounting and its associated business fields. The accounting stream is accredited with CPA Australia and the Institute of Chartered Accountants in Australia, providing a direct pathway to professional certification.

General Business
The Bachelor of Business provides students with the foundation skills and knowledge necessary to understand and successfully enter the world of business. Students enter their chosen career with specialist knowledge, having studied across a range of professional fields and specialised elective subjects. Graduates have a high level of employability due to the practical skills learned during the course such as analytical skills, high-level problem solving, communication and team-work skills.

Human Resources (HR)
Students who choose to study the human resources stream will develop an understanding of HR functions such as recruiting, training and motivating staff and managing change. Students will develop the skills and knowledge required to maintain a strategic approach to the management of human resources in an organisation.
### Hospitality & Tourism Management

The hospitality and tourism management stream has been developed based on industry demand for high quality graduates in both hospitality and tourism. This industry is very dynamic and requires graduates to be innovative and responsive to changes, as well as highly skilled within their chosen discipline. This specialism will equip students with the core business skills required to take advantage of career opportunities within global tourism industries.

#### Structure

<table>
<thead>
<tr>
<th>Unit</th>
<th>Code</th>
<th>P: Prerequisite</th>
<th>General</th>
<th>Accounting</th>
<th>HR</th>
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<td>Unit</td>
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<td>General</td>
<td>Accounting</td>
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<td>Auditing and Assurance</td>
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<td>Corporate Finance*</td>
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<td>Emerging Issues in Hospitality and Tourism</td>
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</table>

*Corporate Finance (FIN3000) is compulsory for those wanting ICAA/CPA membership.

General stream requires 16 electives total in 2nd and 3rd year.
Accounting stream meets professional body entry requirements (all 3) and requires 1 elective in the 2nd or 3rd year.
HR stream requires 8 electives total in 2nd and 3rd year.
Hospitality & Tourism stream requires 8 electives total in 2nd and 3rd year.
Section 9: Postgraduate Programs

Postgraduate course overview

The Kaplan Business School postgraduate courses are designed for those from non-accounting backgrounds who wish to pursue a career in the accounting industry. They equip students with knowledge and skills in accounting and related fields to gain employment in a variety of organisations in public practice and industry.

The Graduate Certificate in Accounting, Master of Professional Accounting and the Master of Accounting are accredited with CPA Australia (CPAA), The Institute of Chartered Accountants (ICAA), Association of Chartered Certified Accountants (ACCA) and National Institute of Accountants (NIA) which will enable our graduates to articulate into these prominent programs.

9.1 Graduate Certificate in Accounting

The Graduate Certificate in Accounting is a four subject certificate that articulates into both the Master of Professional Accounting and the Master of Accounting.

Subject outlines for all Graduate Certificate in Accounting subjects of study are available on the School’s website www.kbs.edu.au

Duration

Full time: 1 trimester, Part time: 2 trimesters

Structure

Core subjects: - complete all 3 subjects

<table>
<thead>
<tr>
<th>Code</th>
<th>Subject name</th>
<th>Prerequisite</th>
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<tbody>
<tr>
<td>ACCM4000</td>
<td>Accounting Principles</td>
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<td>ECOM4000</td>
<td>Economics</td>
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<tr>
<td>STAM4000</td>
<td>Quantitative Methods</td>
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Elective subjects: - choose one from the electives below

<table>
<thead>
<tr>
<th>Code</th>
<th>Subject name</th>
<th>Prerequisite</th>
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<tbody>
<tr>
<td>CLWM4000</td>
<td>Business &amp; Corporations Law</td>
<td>Nil</td>
</tr>
<tr>
<td>EAPM4000</td>
<td>Professional Communication Practice</td>
<td>Nil</td>
</tr>
</tbody>
</table>

9.2 Master of Professional Accounting

The Master of Professional Accounting (MPA) is for students from non-accounting backgrounds who wish to pursue a career in the accounting industry. It equips students with knowledge and skills in accounting and related fields to gain employment in a variety of organisations in public practice and industry.

Accredited with the Association of Chartered Certified Accountants (ACCA), CPA Australia (CPA), and the Institute of Chartered Accountants (ICAA), students are able to easily articulate into these professional programs. The National Institute of Accountants (NIA) recognises that the MPA meets membership requirements for Associate status.

Successful graduates qualify for eight exemptions from ACCA membership examinations. ACCA is recognised as the leading global professional accountancy body.

Subject outlines for all Master of Professional Accounting subjects of study are available on the School’s website www.kbs.edu.au

Duration

The recommended full-time study pattern is three subjects per trimester. Part-time study is one or two subjects per trimester, dependant on meeting the prerequisite requirement.

Structure

The Master of Professional Accounting CRICOS registered accounting conversion course which enables a graduate to be classified as an “Accountant” in conformity with the requirements of the Australian Standard Classification of Occupations (ASCO Code: 2211-11).

Students complete 12 compulsory subjects

<table>
<thead>
<tr>
<th>Code</th>
<th>Subject name</th>
<th>P: Prerequisite</th>
<th>C: Corequisite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1 subjects</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACCM4000</td>
<td>Accounting Principles</td>
<td></td>
<td>Nil</td>
</tr>
<tr>
<td>CLWM4000</td>
<td>Business &amp; Corporations Law</td>
<td></td>
<td>Nil</td>
</tr>
<tr>
<td>ECOM4000</td>
<td>Economics</td>
<td></td>
<td>Nil</td>
</tr>
<tr>
<td>STAM4000</td>
<td>Quantitative Methods</td>
<td></td>
<td>Nil</td>
</tr>
<tr>
<td>Level 2 subjects</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CISM4000</td>
<td>Accounting Information Systems</td>
<td>P: ACCM4000</td>
<td></td>
</tr>
<tr>
<td>ACCM4100</td>
<td>Management Accounting</td>
<td>P: ACCM4000</td>
<td></td>
</tr>
<tr>
<td>ACCM4200</td>
<td>Financial Accounting &amp; Reporting 1</td>
<td>P: ACCM4000</td>
<td></td>
</tr>
<tr>
<td>Level 3 subjects</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACCM4300</td>
<td>Financial Accounting &amp; Reporting 2</td>
<td>P: ACCM4200</td>
<td></td>
</tr>
<tr>
<td>ACCM4400</td>
<td>Auditing &amp; Assurance</td>
<td>P: ACCM4200, CISM4000, ACCM4300</td>
<td></td>
</tr>
<tr>
<td>CLWM4100</td>
<td>Taxation Law</td>
<td>P: ACCM4000, CLWM4000, ACCM4200</td>
<td></td>
</tr>
<tr>
<td>Level 4 subjects</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FINM4000</td>
<td>Finance</td>
<td>P: STAM4000, ACCM4000</td>
<td></td>
</tr>
<tr>
<td>ACCM4600</td>
<td>Accounting Theory &amp; Contemporary Issues</td>
<td>P: ACCM4200, ACCM4300</td>
<td></td>
</tr>
</tbody>
</table>
9.3 Master of Accounting

The Master of Accounting (MACC) is a conversion course for students wishing to enter the accounting profession but have limited or no previous experience in accounting studies.

The course develops business skills and leads to admission to the professional programs offered by the Association of Chartered Certified Accountants (ACCA), CPA Australia and the Institute of Chartered Accountants. The National Institute of Accountants recognises that the MAS meets membership requirements for Associate status.

Subject outlines for all Master of Accounting subjects of study are available on the School’s website www.kbs.edu.au

Duration

The recommended full-time study pattern is three subjects per trimester. Part-time study is one or two subjects per trimester, depending on meeting the prerequisite requirement.

Structure

The Master of Accounting enables a graduate to be classified as an “Accountant” in conformity with the requirements of the Australian Standard Classification of Occupations (ASCO Code: 2211-11).

Students complete 16 compulsory subjects

<table>
<thead>
<tr>
<th>Code</th>
<th>Subject name</th>
<th>P: Prerequisite</th>
<th>C: Corequisite</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCM4000</td>
<td>Accounting Principles</td>
<td>Nil</td>
<td></td>
</tr>
<tr>
<td>CLWM4000</td>
<td>Business &amp; Corporations Law</td>
<td>Nil</td>
<td></td>
</tr>
<tr>
<td>ECOM4000</td>
<td>Economics</td>
<td>Nil</td>
<td></td>
</tr>
<tr>
<td>STAM4000</td>
<td>Quantitative Methods</td>
<td>Nil</td>
<td></td>
</tr>
<tr>
<td>EAPM4000</td>
<td>Professional Communication Practice</td>
<td>Nil</td>
<td></td>
</tr>
<tr>
<td>MANM4000</td>
<td>Introduction to Management</td>
<td>Nil</td>
<td></td>
</tr>
<tr>
<td>CISM4000</td>
<td>Accounting Information Systems</td>
<td>P: ACCM4000</td>
<td></td>
</tr>
<tr>
<td>ACCM4200</td>
<td>Management Accounting 1</td>
<td>P: ACCM4000</td>
<td></td>
</tr>
<tr>
<td>GTWM4200</td>
<td>Financial Accounting &amp; Reporting 1</td>
<td>P: ACCM4000</td>
<td></td>
</tr>
<tr>
<td>CGRM4000</td>
<td>Corporate Governance &amp; Regulatory Processes</td>
<td>P: CLWM4000</td>
<td></td>
</tr>
<tr>
<td>ACCM4300</td>
<td>Financial Accounting &amp; Reporting 2</td>
<td>P: ACCM4200</td>
<td></td>
</tr>
<tr>
<td>ACCM4400</td>
<td>Auditing &amp; Assurance</td>
<td>P: ACCM4200, C: CISM4000, ACCM4300</td>
<td></td>
</tr>
<tr>
<td>CLWM4100</td>
<td>Taxation Law</td>
<td>P: ACCM4000, CLWM4000, ACCM4200</td>
<td></td>
</tr>
</tbody>
</table>

9.4 Master of Business Administration

The Master of Business Administration is designed to provide students with valuable practical management skills that will allow them to develop their capability to lead and inspire others in a global business environment.

Subject outlines for all Master of Business Administration subjects of study are available on the School’s website www.kbs.edu.au

Duration

Standard study option – 2 years: 6 trimesters
Accelerated Study Option – This program may be completed in 4 trimesters. Ask your Kaplan representative for further information.

Structure

Students complete 15 subjects

<table>
<thead>
<tr>
<th>Code</th>
<th>Prerequisite/Corequisite</th>
<th>Total units</th>
</tr>
</thead>
<tbody>
<tr>
<td>GB500 Business Perspectives</td>
<td>Nil</td>
<td>GB512 Business Communications</td>
</tr>
<tr>
<td>GB514 Business Analytics</td>
<td>GB500, GB5012, GB513</td>
<td>GB518 Financial Accounting Principles and Analysis</td>
</tr>
<tr>
<td>GB519 Measurement and Decision Making</td>
<td>GB500, GB5012, GB513</td>
<td>GB520 Strategic Human Resource Management</td>
</tr>
<tr>
<td>Exit point for Graduate Certificate in Business Administration</td>
<td>GB530 Marketing Management</td>
<td>GB540 Economics for Global Decision Makers</td>
</tr>
<tr>
<td>Exit point for Graduate Diploma of Business Administration</td>
<td>GB550 Financial Management</td>
<td>GB580 Strategic Management</td>
</tr>
</tbody>
</table>
## SECTION 9: POSTGRADUATE PROGRAMS

<table>
<thead>
<tr>
<th>Code</th>
<th>Prerequisite/Corequisite</th>
<th>Total units</th>
</tr>
</thead>
</table>
| GB600 Leadership Strategies for a Changing World  
GB601 MBA Capstone | GB500, GB512, GB513  
GB500, GB512, GB513 | 2 |
| GB560 Designing, Improving and Implementing Processes  
GB570 Managing the Value Chain  
GB590 Corporate Social Responsibility | GB500, GB512, GB513  
GB500, GB512, GB513  
GB500, GB512, GB513 | 3 |
| **Total** | **15** |
Section 10: Kaplan Business School Policies

Please find below Kaplan Business Schools Code of Practice. For all other Kaplan Business School policies and procedures, please see the School’s website www.kbs.edu.au which also contains further information regarding the following:

- ESOS Framework
- Progression
- Assessment
- Academic Honesty, Integrity and Conduct
- Complaints and Appeals
- Access and Equity
- International Refunds
- Domestic Refunds
- Privacy
- Fees & Charges
- Changes to Enrolment

It is the student’s responsibility to familiarise themselves with the relevant policies and how they apply to their study.

10.1 Code of Practice

Introduction

Kaplan is committed to maintaining high professional and ethical standards in the provision of education and training and providing a supportive environment in which students are encouraged to achieve a high level of academic success.

The Kaplan Code of Practice applies to all programs conducted under the Vocational Education and Training Act 2005 and the Higher Education Act 2001. The Code of Practice is embedded throughout Kaplan’s education policies and procedures and it is a requirement of employment that all staff abide by it. The Code of Practice should be read in conjunction with Kaplan’s Academic policies.

Provision of Higher education

Kaplan has policies and management practices which maintain high professional standards in the delivery of higher education services, and which safeguard the interests and welfare of participants and/or clients. Kaplan maintains a learning environment that is conducive to the success of participants and has the capacity to deliver and assess the qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of participants. Kaplan ensures that assessments are conducted in a manner which meets the specifications of accredited courses.

Kaplan ensures that it monitors and assesses the performance and progress of its participants. It ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of participants, and it provides professional development for our staff as required.

Kaplan has documented processes and appropriate mechanisms in place to ensure course outcomes are consistent with courses leading to equivalent qualifications in an Australian university.

It has mechanisms in place to continuously improve services including processes to obtain feedback from participants and clients on their satisfaction with services they have received.

Access and Equity

Kaplan strives to provide reasonable accommodation within the learning environment for its current and future students with conditions of access to and participation in education that enables them to have an equal opportunity to succeed.

Australian federal and state legislation makes it unlawful for educational authorities to discriminate against people in certain ways because of, among other things, their age, gender, race, marital status, sexuality, or physical or intellectual disability.

Staff are informed of their responsibilities and any activities they are required to perform with regard to the Access and Equity policy.

Marketing

Kaplan markets and advertises its products and services in an ethical and accurate manner and seeks to avoid vague and ambiguous statements. Kaplan ensures that there are no false or misleading comparisons drawn with other education providers and uses any approved logos appropriately. It accurately represents any recognised courses and services to prospective participants and clients.

Kaplan ensures that it gains permission from a participant or client before using information about that individual or organisation in any marketing materials. It ensures participants and clients are provided with full details of conditions in any contract arrangements with the organisation.

Entry requirements

Kaplan follows a recruitment and admission process that is bias-free and non-discriminatory and promotes equal opportunity, diversity and inclusive practices and processes for all students. Kaplan provides students with accurate and sufficient information to make an informed choice at all stages of the enrolment process. This information is communicated through the website and through advice provided by Kaplan representatives.
Where entry requirements for courses or programs are required, students who meet these requirements will be accepted directly into the respective course/program. If an individual does not meet the entry requirements, all attempts are made to assist them to identify alternative courses or pathways to entry.

As some workshop programs have a limited number of vacancies, these are filled chronologically as enrolments are received by students who meet any necessary requirements. Students enrolling in Kaplan courses are encouraged to seek exemptions through a range of processes outlined in the Advanced Standing/Recognition Policy. The processes used to determine Recognition are fair to all parties and Kaplan ensures that it provides adequate support to all potential applicants.

Orientation for trimester-based students
Orientation sessions for new students are available at the commencement of each study session to ensure that students have sufficient information prior to enrolling and support in the early stages of their study program.

Learning materials and resources
Kaplan is committed to ensuring that students have appropriate and adequate resources to undertake their program of study. Kaplan ensures that all learning materials and resources are developed to the highest professional standard and reviewed and updated as part of the continuous improvement cycle.

Kaplan’s programs are delivered using a range of methods including distance, online, blended and face to face and are generally supported by online learning activities and resources. These combined resources provide students with the necessary study material and information sources they require to successfully meet the course outcomes. Students may be required to research content beyond the study materials provided to complete assessment tasks. Students also have access to a range of support services to assist them in their studies. These support services ensure students have access to relevant Kaplan support staff or educators to assist them in their study.

All education and training programs are monitored to ensure that the specified learning outcomes or standards are achieved. Kaplan learning materials, resources and assessment tools do not require students to have language, literacy or numeracy skills at a higher level than those used in the workplace for the competencies/learning outcomes being delivered.

Language, Literacy and Numeracy
Students who require learning support for basic literacy, numeracy, English or other identified areas of learning difficulty may be referred to specialists in a particular area for assistance. Applicants whose entry qualification was not completed in English or whose work experience was not carried out in English must demonstrate English proficiency equivalent. Details of specific IELTS scores (or equivalents) can be found in the entry requirements for each course. Students with specific learning needs are advised to inform Kaplan of the nature of their need at the time of enrolment so that suitable referrals or adjustments may be made.

Assessment
Kaplan’s assessment strategies are underpinned by a set of assessment standards that outline the requirements placed on Providers under the Australian Qualifications Framework (AQF).

Assessments are based on the principles of validity, reliability, flexibility, fairness, authenticity and sufficiency and are conducted for the purposes of national recognition leading to a full qualification under the Australian Qualifications Framework. Details of the assessment requirements for each qualification and assessment method(s) for each subject are outlined in the course outlines, course materials and assessment information/kits.

Assessment methods are selected to meet the published learning outcomes of subjects or the relevant competencies and the needs of client and student groups. Kaplan ensures that marking of assessment items is undertaken by appropriately qualified assessors who have met any specified accreditation requirements. Kaplan strives to support the professional development of its assessors through a range of collaborative activities and formal training sessions such as seminars, workshops, briefings and individual coaching. Kaplan has systems in place to manage students with disabilities and cases requiring special consideration to ensure that no student will be disadvantaged by the assessment method.

Reasonable adjustment is provided to ensure that students are not presented with artificial barriers to demonstrating achievement in their studies. Reasonable adjustment may include the use of adaptive technology, educational support, alternative methods of assessment such as oral assessment, and individual conditions of assessment such as enlarged print materials, scribes or additional time in the examination period. For more information on the assessment process refer to the website.
Rights and responsibilities

All Kaplan students and staff have the right to:

- be provided with every opportunity for intellectual and emotional growth
- be treated with respect and take responsibility for treating others with respect
- privacy and confidentiality consistent with safety and legal responsibility
- feel equal and be treated with equality according to need
- feel safe and cared for and be free from verbal, physical, racial, sexual and emotional abuse
- seek and receive help, support or advice when needed.

All Kaplan students and staff have the responsibility to:

- adhere to Kaplan rules and policies
- treat their own and other people’s property with care and respect
- show courtesy and consideration
- respect others and tolerate different viewpoints and perspectives
- consider consequences and accept responsibility for choices
- monitor their own behaviour as a group member.

Complaints and Appeals

The Student Complaints and Appeals policy provides a fair and equitable process for handling complaints from students who have a complaint about any aspect of their experience with Kaplan.

The guidelines provide an avenue for the student to submit a formal written complaint which is investigated by an appointed manager. If the student believes their grievance has not been adequately resolved they have the right of appeal through the appropriate mechanisms outlined in the Complaints and Appeals policy. The appeals process allows for assessment of the situation by an independent committee. Every effort is made by Kaplan to resolve any complaints.

Student Misconduct

Kaplan has a policy and procedures in place to investigate and resolve alleged and confirmed incidents of misconduct, both academic and non-academic, by students enrolled in award courses.

Fees and Refunds

Students of Kaplan pay an agreed fee on enrolment to an education and training program. These fees are treated in accordance with our Fees and Refund procedure outlined on the Kaplan website.

Kaplan reserves the right to change program fees and to cancel, postpone or reschedule programs.

Student Welfare, Guidance and Support

All students of Kaplan are offered advice and support services which assist students in achieving their identified outcomes. Kaplan supports students with advice and guidance on matters related to their program of study, their subject content, and their academic progress. Students who require counselling on matters of personal health/welfare are referred to external professional sources for assistance. Kaplan has no formal relationship with individual professionals and refers students to qualified medical doctors and financial advisors and counsellors who are members of relevant professional bodies.

Health and Safety in the Workplace

With regard to Health and Safety in the Workplace, Kaplan is obliged to ensure that:

- the health and safety of their workers, students, visitors and guests is addressed
- people can come to work or a training venue with a minimum risk of injury or illness
- any equipment used by staff or students is safe when properly used
- notices are posted in common areas outlining procedures specific to that location relating to building evacuation, first aid and fire warden information
- staff comply with relevant policies published on the Kaplan intranet.

With regard to Health and Safety in the Workplace, students are obligated to:

- obey instructions regarding their health & safety and the health & safety of others
- not deliberately interfere with or misuse anything that has been provided for occupational health and safety
- not deliberately endanger the health and safety of others, or deliberately injure themselves.

The Act for your state or territory can be found at:

Privacy and Student Records

Kaplan complies with the Privacy Act 1988 (and its amendments) and is committed to preserving the privacy of all student information and records. Kaplan ensures that the personal details of students are maintained securely and that access is restricted to authorized persons.
Students can generally access their assessment results either online using their personal ID number and Password or on request for the prescribed period of time. Refer to the Student Record Management policy for details on maintenance of records.

Financial standards
Kaplan has a refund policy that is fair and equitable and this policy is made available to all participants and clients prior to enrolment. Kaplan ensures that the contractual and financial relationship between the participant/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the participant/client.

Kaplan will provide, on an annual basis, a statement by an appropriately qualified accountant attesting to the financial viability of the organisation and capacity to deliver the course for which it is registered.