School of Engineering, Computer & Mathematical Sciences
AUT University
and
Vietnam National University, Ho Chi Minh University of Science

Collaborative Programme

HCMUS Associate Degree or Bachelor of Science Computer Science and
AUT Bachelor of Computer & Information Sciences (BCIS)

Handbook

Student Version 2017

Contents

1. The 'On-site' Programme

This programme allows HCMUS students to complete both the HCMUS Associate or BSCS degree and the AUT BCIS, or complete the AUT GradDipCIS at the HCMUS campus.

Students will enrol as a full AUT student and complete the AUT BCIS papers over one and a half years. The AUT BCIS will be endorsed with the IT Service Science major.

Papers will be delivered by both online or on-site modes, and a combination of online and on-site, and are according to the following table of papers:

1.1   Mode of Delivery

Core Papers:	Level	AUT Points	Prerequisite paper	Mode of student contact delivery	Assessment
COMP601 IT Service Provision	6	15		2 days + Online + 2 days	1 x assignment which may include weekly submissions, written work and a presentation; 1 x exam.
INFS603 Needs Analysis, Acquisition and Training	6	15		2-3 days + Online + 1 day + Online	2 group assignments and 2 individual assignment submissions; no exam
COMP607 Information Security Technologies	6	15	CS205	5 days + 5 days classroom-based	1 x assignment and 1 x exam
INFS702 IT Service Management	7	15	COMP601	2 days + Online + 2 days	1 x assignment which may include weekly submissions, written work and a presentation; 1 x exam.
COMP718 Information Security Management	7	15		4 days + 4 days	1 x assignment which may include weekly submissions, written work and a presentation; 1 x exam.
INFS701 IT Strategy and Control	7	15		4 days + 4 days	1 x assignment which may include weekly submissions, written work and a presentation; 1 x exam.
COMP704 Research & Development Project	7	30	COMP601 INFS603 COMP607 CS101 CS301	Project (supervised) including some classroom sessions and presentations.	Project artifacts

On-site Mode of Delivery:
All lectures are held on local campus classrooms with lab sessions for technical content. This is in the form of the 'days' sessions shown above which are approx. 2 months apart. In between these sessions, course work and contact with the lecturer is through AUTonline. The second classroom session is normally followed by an examination or a final assignment.

Online Mode of Delivery:
Course lectures are delivered online in AUTonline, or there are online study guides in AUTonline. These are all directed by the lecturer.

1.2   Cross Credit Table

HCMUS BCSC Paper			AUT BCIS Paper
(Course ID)	(Course's name in Vietnamese)	(Course name in English)	(Course name in English)
CS101	Kỹ năng giao tiếp	Business Communication	COMM501 Applied Communications
CS103	Nhập môn lập trình	Introduction to Programming	COMP500 Programming 1
CS104	Cấu trúc dữ liệu	Data structures	
CS102	Các nguyên lý về máy tính và hệ thống thông tin	Principles of Computer and Information System	COMP501 Computing Technology in Society
CS107	Kỹ thuật lập trình hướng đối tượng	Object-Oriented Programming	COMP503 Programming 2
CS202	Kỹ thuật lập trình hướng đối tượng nâng cao	Advanced Object-Oriented Programming	
CS109	Giải tích	Calculus	*Elective*
CS106	Nhập môn cơ sở dữ liệu	Introduction to Database	INFS601 Logical Database Design INFS602 Physical Database Design
CS203	Cơ sở dữ liệu nâng cao	Advanced database	
CS201	Kỹ thuật lập trình Web	Web Programming	Elective x2
CS204	Kỹ thuật lập trình Web nâng cao	Advanced Web Programming	
CS105b	Nền tảng về hạ tầng Công nghệ thông tin	Foundations of IT Infrastructure	COMP502 Foundations of IT Infrastructure
CS205	Mạng máy tính	Computer Networking	COMP504 Computer Networking
CS205b	Quản trị hệ thống máy tính và mạng máy tính	Network & Systems Administration	COMP609 Network and System Administration
CS207	Nhập môn Công nghệ phần mềm	Introduction to software engineering	INFS600 Data and Process Modelling
CS206b	Đại số và toán rời rạc	Algebra & Discrete Maths	MATH502 Algebra and Discrete Mathematics
CS301	Quản lý dự án	Project Management	COMP600 IT Project Management
CS208	Nhập môn quản trị doanh nghiệp	Introduction to Business Management, AND Completion of HCMUS papers	INFS500 Enterprise Systems
CS209b	Các mô hình thống kê	Statistical Models	STAT500 Applied Statistics
Total AUT points			240
Total AUT taught points (see teaching plan)			120

Notes:

1. The BCIS requires a total of 360 points. All BCIS papers are 15 points unless otherwise stated. 120 pts BCIS = 1 Year of full time study
2. AUT papers are subject to change. No changes to study schedules will be made without notification to and discussion with HCMUS.

1.3   Entry Requirements

English requirements

Applicants whose first language is not English will have their English language proficiency considered on the following basis:
- an approved English language proficiency test with a score that satisfies entry to the programme. AUT's preferred proficiency test is IELTS. Applicants must score an average of 6.0 with no less than 5.5 in each band.
- Other approved tests are PearsonPTE and TOEFL
- Applicants with equivalent English proficiency passes should refer to AUT.

Applicants may also be considered proficient in English for admission purposes if they have successfully completed an appropriate qualification in recent years where the language of instruction and assessment was English. If this is the case, then this should be clearly indicated on the application form.

Academic requirements

AUT Academic Calendar, Section 3 Admission into Bachelor's Degrees
1. Pursuant to the requirements of Schedule 2 of these regulations, an applicant who wishes to enrol in a course of study leading towards a bachelor's degree qualification must satisfy one of the following categories of eligibility for University Entrances:
    (a) Entrance form New Zealand Secondary School qualifications
    (b) Discretionary Entrances
    (c) Special Admission
    (d) Adeundem statum – admission at entrance level based on previous study.
2. For more information refer to:
   http://www.aut.ac.nz/about-aut/university-publications/academic-calendar

Papers are subject to availability. Where papers are not available a suitable alternative will be offered. HCMUS and AUT reserve the right to change the contents of the programme at any stage prior to enrolment. Please check with the Academic Affairs of HCMUS, or Collaborative Provision office of AUT SECMS to obtain the latest information about the programme and its contents.

For further information, application form and fees information, contact:

Tel: (+84) 8 3830 3625
Email: itec@hcmus.edu.vn
Website: www.itec.hcmus.edu.vn

2. The 'Articulation' Programme

This programme also allows students to complete their HCMUS BCSC at AUT University in New Zealand according to the options listed below.

2.1 Study Options

Option 1

Double Degree: 2 years at HCMUS plus 2 years at AUT.
- Year 1. Language and Social Sciences papers at HCMUS.
- Year 2. BSCS papers at HCMUS
- Year 3 and 4. BCIS papers at AUT

Option 2:

Single Degree: 3 years at HCMUS plus 1 year at AUT.
- Year 1 & 2 & 3 BSCS papers at HCMUS
- Year 4 BCIS papers at AUT

Option 3:

Single Degree from AUT. 2years at HCMUS plus 2 years at AUT
- Year 1 and 2. BSCS papers at HCMUS
- Year 3 and 4. BCIS papers at AUT

Note: If your desired study falls outside the published BCSC/BCIS curriculum, AUT can customise a programme of study based on HCMUS papers taken.

2.2 Majors and Specialties

Depending upon your study options and pathway, the following BCIS Majors and/or Specialties may be chosen.

https://www.aut.ac.nz/study-at-aut/study-areas/computer-mathematical-sciences/undergraduate-degrees/bachelor-of-computer-and-information-sciences---overview

BCIS Majors:
- Analytics
- Computational Intelligence
- Computer Science
- IT Service Science
- Networks & Security
- Software Development

3. The Postgraduate Programmes

3.1 Master Programmes Study Options

1. Master of Computer and Information Sciences (MCIS 180 points)

   This is a one and a half years programme full time. The structure has three options: a). four papers (60 points) + Thesis (120 points). b). six papers (90 points) + thesis (90 points). c). 8 papers (120 points) + Research Project (60 points). Discipline clusters include:

   - Information Systems and Technology
   - Software Systems Engineering
   - Artificial Intelligence and Knowledge Engineering

2. Master of Service Oriented Computing (MSOC 180 points)

   This is a one and half years programme. In the first year students take eight papers including five mandatory papers and three elective papers, and in the final semester students undertake a 60 points research project.

3. Master of Information Security and Digital Forensic (MISDF 180 points)

   This is a one and half years programme. The structure has two options: a). six papers (90 points) + Thesis (90 points). b). eight papers (120 points) + Applied Research Project (60 points).

4. Master of Health Informatics (MHI 180 points)

   This is a one and half year study programme. In the first year students take eight papers 120 points, and a 60 points applied research project in the final semester.

5. Master of Analytics (180 points)

   This is a one and half year full time study programme. There are 6 core and 2 elective papers and a Research Project.

More information can be found onlinehttps://www.aut.ac.nz/study-at-aut/study-areas/engineering-computer-and-mathematical-sciences/postgraduate-study

3.2 Entry Requirements

Entry into the Master's programmes listed above require a B grade average or higher in papers at level 7 or above. An IELTS of average 6.5 with no less than 6.0 in each band is required. An average grade of B- is required to be able to go on to the MCIS /MFIT thesis. If a B- average is not attained students may exit with a Postgraduate Diploma in Computer and Information Sciences. **An applicant will be required to supply references satisfy a police check to enter the MFIT programme.**

POSTGRADUATE DIPLOMA IN COMPUTER AND INFORMATION SCIENCES
(PgDipCIS 120 points)

A one year of eight papers programme that follows the same pathways and the MCIS above.

Entry into the PgDipCIS requires graduation from the BIT or GDIT. Students may then pathway into the MCIS on completion of two semesters of study with a B- pass grade average or higher. Students may transfer to the MCIS if the required B average is attained.

4. Information for Students

4.1 HCMUS/ITEC Contact Information

Academic Affaires Office:
Nguyen Le Ai, Duy
nladuy@itec.hcmus.edu.vn

Programme Leader:
Professor Vũ Hải Quân
vhquan@fit.hcmus.edu.vn

Director of ITEC:
Professor Vũ Hải Quân
vhquan@fit.hcmus.edu.vn

Vice-Director of ITEC
 Mr Tran Cong Danh
tcdanh@itec.hcmus.edu.vn

4.2 AUT Contact Information

Coordinator Collaborative Provision:
 Ann Wu-Ross
collaborative@aut.ac.nz
+64 9 921 9999 ext. 5054

Head of Collaborative Provision:
Leo Hitchcock
leo.hitchcock@aut.ac.nz
+64 9 921 9999 ext. 5421

BCIS Programme Leader:
Associate professor Dr Jacqueline Whalley
Jacqueline.whalley @aut.ac.nz
+64 9 921 9999 ext. 5203

School Registrar:
 Dr Frances Billot
frances.billot@aut.ac.nz
+64 9219999 ext. 5103

4.3 IT Services and Support

Getting started
To access most of AUT's online systems such as Blackboard, Outlook, Library and Internet, you need

to use your network login and password. You can find your network login at the bottom right corner of your student ID card. Your student login details can also be found in your offer letter.

http://www.aut.ac.nz/being-a-student/current-postgraduates/it-information/getting-started

IT Account Registration
It is mandatory for all AUT students to register their IT Account.

Registering your IT Account from home:
If you have received your offer letter, your network login details will be in this letter. You are now ready to register your IT account from home.

- Open up a web browser.
- Go to Distance page (https://distance.aut.ac.nz/login.cgi) and login with your network login and your default password (your default password is in the following format: date of birth followed by 3 letters of the month e.g. 01jan)
- Click on the orange highlighted link that says "Please complete first time registration"
- Accept policies and follow through the steps to complete registration.

Network Login and Password
To login to the AUT Network, Blackboard, student email, Library and Internet, you have to use your network login and password.

To change your Network Login Password, follow these steps:

- Open up a web browser, for example Firefox or Chrome.
- Go to the AUT login page https://networkservices.aut.ac.nz/login.cgi and log in.
- Click on Reset Password button from the left hand menu.
- Enter your current password and new password.
- Verify your new password by re-entering it into the 'confirm Password' field.
- Click the Save Password button

In the event the automated reset does not work you should contact Ms. Nguyen Le Ai Duy at ITEC who will assist you.

4.4 Application for Enrolment Procedure

- HCMUS students must complete the International Application for Enrolment (IAFE) as per AUT website: http://www.aut.ac.nz/study-at-aut/apply-to-aut/applying-to-aut And, a).verified proof of DOB and legal name attached (e.g. Birth Certificate/Passport/Certificate of Identity). b). i.e. verified (by HCMUS) academic transcript, which is required to determine NZ University Entrance (UE). c). IELTS certificate. Any additional paperwork required is to be communicated by the SECMS. All IAFEs and required documents will be collated by HCMUS and courier to SECMS Collaborative Provision Office of AUT.

- Offers of Place/Acceptance Forms (OOP) (no fees/no Pro Forma Invoice) are to be generated and sent to HCMUS ITEC Administrator or students.

- Applicant can accept/decline the offer of place via Arion. Alternatively, HCMUS/applicants will print OOPs, students sign them, and then all OOP acceptance form sent back to SECMS,

the Collaborative Provision Office, or to the University international admissions as instructions on the OOP.

- Once papers are loaded and approved, students will be invoiced with a zero fee. Students' AUT ID cards will be generated by the student services and delivered to HCMUS by SECMS. AUT network login details is on the ID card which gives students access to all online resources.

See Enrolment Procedure Flow Chart

Supervision and Tutors

HCMUS will allocate supervisors and tutors to students in accordance with the guidance for AUT's own on-campus provision, or operate a system to its equivalence according to the Agreement. Such tutors and supervisors will provide a first line of contact for students on collaborative programmes and ensure that such students receive advice and tuition that is comparable to those received by students studying on the equivalent programmes at AUT.

4.5 Interim Results, Reconsideration of Assessment

Interim results will become available in ARION Web according to the published assessment schedule and as notified by the Collaborative Provision office at SECSM AUT or Academic Affaires office at HCMUS, prior to the Exam board meeting. Student view their provisional marks on Arion, if applicable to apply for reconsideration. Final marks are approved by the Examination Board of SECMS. Students will be notified by the Registry of final results.

In accordance with AUT academic regulations a student who believes an assessment item has been incorrectly graded may request a reconsideration of assessment (see Appendix for application form). Requests for Reconsideration of Assessment will be processed in accordance with AUT University policies and procedures. Reconsiderations may result in a mark being increased, decreased or remaining unchanged. Reconsiderations are passed to the examiner and processed under Examination Board procedures. Students will be notified of the final outcome.

4.6 Appeals against Final Results

Once a result becomes 'final', that is it has been approved by the Examination Board and locked, in accordance with AUT University academic regulations, a student may appeal against the overall result awarded for a paper in either of the following circumstances:
- Additional information has become available which was not available, and could not reasonably have been available to the Examination Board at the time it made its original decision
- There was a material irregularity in the conduct of the assessment, or in the examination board or board of studies procedures

Appeals against final results will be considered in accordance with the AUT academic regulations, policies and procedures. The appeals committee will be chaired by the relevant AUT Dean or nominee. Please refer to AUT Academic Calendar 2015, page 103, part 6 Academic Appeals.

http://www.aut.ac.nz/about-aut/university-publications/academic-calendar

4.7 Academic Appeals and Complaints

Appeals and complaints on AUT programmes at HCMUS are governed by AUT Academic Appeals and Complaints regulations. Students at HCMUS are able to seek advice locally on how to address any appeal or complaint through the appropriate channels.

HCMUS will designate an officer responsible for advising and helping HCMUS students on an AUT programme with regard to appeals and complaints as well as identifying the formal processes to be followed by collaborative students in lodging such appeals and complaints.

4.8 Programme Regulations

Enrolment and Study Regulations

On acceptance of enrolment, AUT provides all AUT students with a login name and password to access AUT Services such as logging onto the AUT network, Unicentral, or AUT Online. Students use their Student ID Number and, in the first instance, a default password as assigned by the University to log in to ARIONWeb, AUT's student management system. This system provides details of enrolment into papers and study programme progress.

Students are also given a login to AUTonline, the course management system for each paper the student is currently enrolled in, whether online or on-site. For online papers AUTonline becomes the paper delivery mechanism and the channel for communications with the lecturer, and for on-site, a repository for paper resources and other information.

AUTonline also contains important study and assessment regulations which each student must become familiar with.

Help and assistance contacts:
AUTonline – in the first instance refer any issues to your course lecturer
ARIONWeb – contact Collaborative Provision Coordinator at AUT

In order to be recognised as an enrolled student of AUT, applicants must provide a completed application, including signed and dated International Student Application for Enrolment Form and verified proof of date of birth and legal name. This is a legal requirement in New Zealand that will ensure students can be formally enrolled as AUT students. HCMUS will supply AUT with completed international application for enrolment forms, verified proof of date of birth and legal name, and evidence of English language proficiency for each enrolling student. Following receipt and approval of the applicants AUT will email an offer of place to each student and to the HCMUS contact. Students will then need to formally accept this offer.

Applicants must sign an enrolment contract with AUT. New students will sign the following declaration on entry to the AUT University programme of study prior to formal enrolment:
- Agreeing to abide by the laws and regulations of AUT, for the duration of the programme
- Consenting to AUT collecting, using and disclosing the student's personal data for business purposes in accordance with the New Zealand Privacy Act 1993.
- Acknowledging that providing false or incomplete information could render the student's admission/enrolment invalid.

Assessment

Should a student fail a paper based on one assessment only but gain between 48 and 50% overall marks, subject to the decision of the SECMS Examiners Board, the student may be allowed to re-submit the assessment. Should a student fail a paper and not be granted a re-submission or re-sit by the SECMS Examiners Board, they may repeat the paper one more time.
The provisions of the above remain effective until the student has completed six (6) years of their study programme at which time they will be withdrawn from the programme.

Academic Discipline

AUT has a responsibility to ensure the academic integrity and quality of all of its programmes. This includes responsibility for investigating and dealing with incidences of dishonesty in relation to assessment as outlined in the General Academic Regulations. Acting in ways that are unfair during assessments puts a student in breach of the academic regulations and subject to its discipline procedures.

Forms of dishonesty in assessment include:
- Unauthorised collaboration
- Plagiarism
- Resubmitting for assessment work which has been previously submitted.
- Submitting for assessment any work which has been copied from another person.
- Copying from or inappropriately communicating with another person in an exam.
- Taking any unauthorised material such as books, notes or electronic material into an exam.
- Using any other unfair means.

Disciplinary action taken by AUT may include the following:
- Reduction in the grade awarded for the assessment,
- Failure of the paper, or
- Suspension/Expulsion from AUT.

AUT enrolled students at HCMUS will adhere to AUT's policies and regulations concerning dishonesty and academic discipline. The General Academic Regulations can be found online at: http://www.aut.ac.nz/about-aut/university-publications/academic-calendar

Changes to Student Details

It is vital that any changes in student details are notified to AUT as they occur. The recording of accurate data on the student records ensures that any documentation is issued correctly. HCMUS will inform AUT of any changes to students' details as soon as they occur, or students may update their details themselves in ARIONWeb. Changes to the legal status of a student's details such as a legal name, will require verified evidence.

Academic Progression

The normal period of study will be outlined in the Programme Handbook. AUT and HCMUS programme regulations determine the maximum time limit, from the date of registration that is permitted for a student to complete the programme.

Academic progression and time limits for completing the AUT programme of study will be governed by the AUT academic regulations. Should a student fail a paper based on one assessment only but gain between 47 and 50% overall marks, subject to the decision of the SECMS Examiners Board, the student may be allowed to re-submit the assessment.

- Should a student fail a paper and not be granted a re-submission by the SECMS Examiners Board, they may repeat the paper one more time.
- The provisions of above remain effective until the student has completed six (6) years of their study programme at which time they will be withdrawn from the programme.

Withdrawal from the Programme or a Paper

A student who wishes to withdraw from the programme must seek the approval of HCMUS and complete the official withdrawal form. HCMUS will forward the form to the Collaborative Programme Coordinator at AUT. Refund of fees is according to HCMUS refunds policy.

A student's enrolment in a paper or programme may be terminated by AUT if the student is deemed to have withdrawn through non-completion of any compulsory assessment events and has failed to give written notice. AUT will provide the student and HCMUS with written warning before withdrawing a student on this basis.

Where a student withdraws or is withdrawn from a paper their official academic transcript will record a grade of W (withdrawn) or DNC (Did Not Complete) in accordance with AUT's General Academic Regulations. A DNC will normally be applied if 75% of the course has been completed.

Examination Procedures

Entry to exam room

- AUT student identification (ID) card will be checked by invigilator(s) when entering the exam room.
- AUT student ID card must be displayed on the desk for the duration of exam.

Student conduct in the exam room

- No talking in the examination room from the point of entering the room until students leave the room.
- If a seating plan is used, advise students to 'only sit in the assigned seats, do not switch places with any other student'.
- Students are not permitted to leave in the last 15 minutes.
- Students must remain in their seats and put their hand up when requiring assistance.
- No sharing of any items or talking to any other student.
- Pens must be put down as soon as the Exam Supervisor signals the end of the examination.
- Any unauthorised papers or electronic-based materials in the possession of a student may result in a zero mark for the exam regardless of the content of the materials.
- All watches banned during exams.

Notification of Results

Official results are issued by the Academic Records Office twice yearly following approval by Examination Boards. AUT provides all students with an academic transcript free of charge following their graduation. The academic transcript is a formal and complete record of a student's results and

qualifications obtained at AUT including all papers where the assessment has been attempted, including fails.

Graduation Ceremonies and the Issuing of Parchments

AUT recognises that partner institutions may want to hold their own award ceremonies. However, they must inform students that their degrees will not be conferred until after the appropriate AUT ceremony has taken place. Students who owe tuition fees or library fines, or their record is 'flagged' will not be permitted to receive an award.

Students who have been awarded an AUT qualification will be entitled to attend and have their awards conferred at an AUT graduation ceremony, which will be held at Auckland. Students are responsible for their expenses in attending the ceremony, as for on-campus students. Students unable to attend AUT's ceremony may graduate *in absentia*.

4.9 Resources Available

AUT Library

All AUT library electronic services are fully available to AUT enrolled students at HCMUS. This includes electronic journals, online tutorials, library resources for individual papers available through AUTonline, etc.
Go to: https://www.library.aut.ac.nz

AUT Resource Centre at HCMUS
An AUT resources centre contains copies of the required text books and other useful resources.
Enquire at HCMUS Library 10th floor, Building I.

5. Referencing

What is referencing?

Anything that you have read, and refer to in your academic writing, you must acknowledge in text (i.e. in the work / assignment/essay you are writing); and include in your reference list (i.e. the list at the end of your work of all the sources you refer to).
This means, books, articles from journals, magazines and newspaper, website, webpages, documents on website (PDFs, PPT slides), lecture notes, YouTub videos, annual reports etc. At AUT we use APA 6th to format references.

Sources from AUT library: http://www.aut.ac.nz/study-at-aut/international-students/aut-chinese-centre/student-treasure-trove/aut-/631181/apa-referencing-

Reference List

Referencing with APA 6th — Brief Guide

The Publication Manual for APA is now in its 6th edition (in 2010). It includes several significant changes, such as the use of DOIs and URLs in retrieval statements.
Refer to this brief guide, or for more examples and explanations, use the detailed guide on the AUT Library website: http://aut.ac.nz.libguides.com/APA6th

AUT Library → Study Help → Referencing → APA 6th edition Guide at AUT

Item	Reference list entries	In text citation	Note
Book one author	Pilger, J. (2006). *Freedom next time*. London, England: Bantam.	(Pilger, 2006) or … Pilger (2006).	**Short direct quote:** Enclose in "…" and give page number. E.g. Pilger (2006) says that "…" (p. 257).
Book two authors	Shaw, R., & Eichbaum, C. (2008). *Public policy in New Zealand: Institutions, processes and outcomes*. Auckland, New Zealand: Pearson Education.	(Shaw & Eichbaum, 2008) or According to Shaw and Eichbaum (2008) …	**In text:** In a sentence: use 'and' between authors. Within brackets: use '&' between authors. For each citation: always give both authors. Reference list: use '&' between authors
Book three - five authors	Alred, G. J., Brusaw, C. T., & Oliu, W. E. (2009). *The business writer's handbook*. New York, NY: St Martin's Press.	*First citation:* (Alred, Brusaw, & Oliu, 2009) *Subsequent citations:* (Alred et al., 2009)	Reference list: list all authors, use '&' before final one. **In text:** First citation: give all authors. Subsequent citations: first author et al., year. Sentence style: use 'and' before final authors. Within brackets: use '&' before final author
Book six - seven authors	Gazda, G. M., Balzer, F. J., Childers, W. C., Nealy, A. U., Phelps, R. E., & Walters, R. P. (2005). *Human relations development: A manual for educators* (7th ed.). Boston, MA: Pearson Educational.	(Gazda et al., 2005)	**Reference list:** list all authors, use '&' before final author. In text, first and subsequent citations: surname of the *first* author et al., year
Book eight or more authors	Watson, S., Gunasekara, G., Gedye, M., van Roy, Y., Ross, M., Longdin, L., … Brown, L. (2003). *Law of business organisations* (4th ed.). Auckland, New Zealand: Palatine Press.	(Watson et al., 2003)	**Reference list:** use … between 6th and final author. In text, first and subsequent citations: surname of the *first* author et al., year
Book chapter	Easton, B. (2008). Does poverty affect health? In K. Dew & A. Matheson (Eds.), *Understanding health inequalities in Aotearoa New Zealand* (pp. 97-106). Dunedin, New Zealand: Otago University Press.	(Easton, 2008) or Easton (2008) states that … (p. 101).	**Reference list:** the main entry in your list is the author of the chapter include the page numbers of the chapter. In text citation: give the author of the chapter, year. Give page number for paraphrased ideas or quotes. Editors' names: initial before family name
Book corporate author	New Zealand Health Information Service. (2003). *Report on maternity: Maternal and newborn information*. Wellington, New Zealand: Ministry of Health.	*First citation:* (New Zealand Health Information Service [NZHIS], 2003) *Then:* (NZHIS, 2003)	**Well known organisation abbreviations:** **First citation:** give the name of the organisation in full, plus its abbreviation in […], date. Subsequent citations: give abbreviation, year
e-book from a library database	Best, A. (2004). *International history of the twentieth century*. Retrieved from http://www.netlibrary.com	(Best, 2004)	Give the URL of the database remove the part of the URL after the domain / host name; do not include the full link to the book
Journal article with DOI	Li, S., & Seale, C. (2007). Learning to do qualitative data analysis: An observational study of doctoral work. *Qualitative Health Research, 17*, 1442-1452. doi:10.1177/1049732307306924	(Li & Seale, 2007)	DOI (digital object identifier): Most academic journal articles will have a DOI. Find it: on the PDF, *or* in the article record on the database, *or* underneath the abstract. Read our online guide for information about DOIs
Magazine article online DOI not available	Read, E. (2007, November 1). Myth-busting gen Y. *New Zealand Management, 54*(10), 63-64. Retrieved from http://www.management.co.nz	(Read, 2007)	**Reference List:** give the exact date of the article. do not give a date of retrieval. give the home page URL of the publication (not of the article or database)
Newspaper article online DOI not available no author	Nuke test inquiry doubted. (2009, April 23). *The Dominion Post*, p. 5. Retrieved from http://www.stuff.co.nz/dominion-post/	("Nuke test inquiry doubted," 2009)	**Reference List:** give exact date of article, but no date of retrieval. give home page URL of the publication (not the article). No author: alphabetise by first significant title word. In text citation: use a short title, or part of a long title, enclose in quotes with a comma: ("…," year)
Website html no date	Flesch, R. (n.d.). *How to write plain English*. Retrieved April 12, 2009, from http://www.mang.canterbury.ac.nz/writing_guide /writing/flesch.shtml	(Flesch, n.d.)	**Reference List:** html websites are likely to change or be updated so include a date of retrieval. Reference List and In text: (n.d.) for no date
Website PDF	Radio New Zealand. (2008). *Annual report 2007-2008*. Retrieved from http://static.radionz.net.nz/assets/pdf_file /0010/1796761/Radio_NZ_Annual_Report_2008.pdf	(Radio New Zealand, 2008)	**PDF documents** are not likely to change so do not include a date of retrieval
Video online	Bellofolletti. (2009, April 8). *Ghost caught on surveillance camera* [Video file]. Retrieved from http://www.youtube.com /watch?v =Dq1ms2JhYBI&feature=related	(Bellofolletti, 2009)	Reference List: If only the screen name is available, in this case Bellofolletti, give that as the author. Give exact date of online post, format [Video file], no date of retrieval. For other sorts of videos and DVDs see the AUT Library's detailed Referencing guide

6. Appendix A: Forms and Charts

How to Complete the Application form

Enrolment Procedure

International English Language Testing System

AUT ARIONWeb

AUT WebMail

AUT Library

AUT Student Websites

AUT Campus Maps

AUT Academic Year 2016-2017

Reconsideration Request Form

Special Consideration Application Form

How to Complete the Application Form

INTERNATIONAL STUDENT APPLICATION

AUT UNIVERSITY NEW ZEALAND

OFFICIAL USE ONLY – ID NUMBER

BARCODE HERE

ID CARD PHOTOGRAPH

Please staple a passport-size photograph to this box and print your name and date of birth on the back (this box is not to scale)
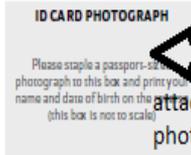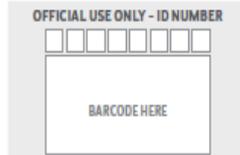
attached a photo, e-photo is acceptable.

WHO SHOULD COMPLETE THIS FORM?
- International applicants to undergraduate or postgraduate study at AUT University
- Permanent residents of Cook Islands, Tokelau or Niue

WHO SHOULD NOT COMPLETE THIS FORM?
- Domestic applicants
- Citizens and Permanent Residents of New Zealand and Australia
- Citizens with place of birth stated as Cook Islands, Tokelau or Niue
- Existing International students at AUT
- Study abroad/exchange applicants
- Applicants with refugee status

SECTION ONE   APPLICANT'S PERSONAL DETAILS

Complete section one

You must attach a **certified copy** of your birth certificate or passport. If you have changed your name please attach evidence (e.g. certified copy of marriage certificate).

1.1 Title ○ Mr ○ Ms ○ Mrs ○ Miss Other

1.2 Surname or family name
(as appears on your passport, birth certificate or marriage certificate)

1.3 First name(s)

1.4 Preferred first name

1.5 Date of birth

1.6 Gender ○ Male ○ Female ○ Gender Diverse

1.7 Country of citizenship

1.8 Ethnicity

1.9 Have you or do you intend to apply for Permanent Residency (PR) in New Zealand?
○ Yes ○ No
If yes, please read the international student refund policy relating to obtaining Permanent Residency: www.aut.ac.nz/international-refunds

1.10 Please provide your NSI/ NZQA record of learning identification number. If unknown, please leave blank:

SECTION TWO   APPLICANT'S CONTACT DETAILS

Your contact details

Please, no agent details in this section – see section four.

2.1 What is your **main** contact address?
Please note: **All** applicants must enter these details. This address will be used for all correspondence unless an AUT registered agent has been appointed. You may also be contacted by text, email, telephone or mail. Please ensure this is kept up-to-date at all times and advise us if it changes. If you apply through an AUT registered agent, all correspondence relating to your application will be forwarded to that agent.

2.2 Street number and name

2.3 Suburb

2.4 City/Town

2.5 Post code

2.6 Country

2.7 Telephone

2.8 Mobile

2.9 Email

SECTION THREE   ALTERNATIVE CONTACT DETAILS

Your family members. or staff at ITEC

Please, no agent details in this section – see section four.

3.1 Alternate/permanent address (e.g. parents, relatives - this will be used if we cannot contact you at your main address):

3.2 Street number and name

3.3 Suburb

3.4 City/ Town

3.5 Country

3.6 Telephone

3.7 Who is your **emergency** contact?

3.8 Name

3.9 Telephone

3.10 Relationship to you?

SECTION FOUR   FOR AUT REGISTERED AGENTS ONLY

Please complete section four if applying through an agent. If not, please go to section five. Please note - we have the contact details for all AUT registered agents. If you apply through an AUT registered agent, all correspondence relating to your application will be forwarded to that agent.

4.1 What is the name of the agency and code?

4.2 Place agent stamp here:

FOR AGENCY ONLY

Note: Original certified copies of documents are preferred, however photocopies or emailed scanned documents are acceptable if of a high quality and are legible. You may be required to produce original certified documents upon request for audit purposes and/or if the electronic copies you have supplied are illegible. See "how to certify your documents" on page 3.

SECTION FIVE   PROGRAMME SELECTION

Bachelor of Computer and Information Sciences. AK3697 IT Service Sceicnes major

5.1 Please state your preferred programme of study in order of preference. If you are unsure of the programme code, please leave that section blank. **Please note we will assess your programmes one- by- one in the order you list them here.**

PREFERENCE 1

PROGRAMME TITLE:		
MAJOR/SPECIALISATION		
PROGRAMME CODE:	START DATE:	MM/YYYY

PREFERENCE 2

PROGRAMME TITLE:		
MAJOR/SPECIALISATION		
PROGRAMME CODE:	START DATE:	MM/YYYY

PREFERENCE 3

PROGRAMME TITLE:		
MAJOR/SPECIALISATION		
PROGRAMME CODE:	START DATE:	MM/YYYY

Please go to section six

fill in this page ➡

SECTION SIX   DETAILS OF STUDY

6.1 Where will you undertake your study?

☐ New Zealand   ☐ Home country (off-shore)

6.2 Please complete all of the below:

OVERSEAS SENIOR HIGH SCHOOL/ NZ SECONDARY SCHOOL, FOUNDATION STUDY OR LANGUAGE SCHOOL:

NAME OF SCHOOL:	
COUNTRY:	
QUALIFICATION:	
YEAR START:	YEAR FINISH:

NAME OF SCHOOL:	
COUNTRY:	
QUALIFICATION:	
YEAR START:	YEAR FINISH:

HIGHER EDUCATION

NAME OF SCHOOL:	
COUNTRY:	
QUALIFICATION:	
YEAR START:	YEAR FINISH:

NAME OF SCHOOL:	
COUNTRY:	
QUALIFICATION:	
YEAR START:	YEAR FINISH:

6.3 Are you currently waiting for results?

☐ Yes ☐ No

6.4 Have you been an AUT articulation student or are or both of the above institutions?

☐ Yes ☐ No

6.5 Are you intending to apply for RPL/Credit Transfer?

☐ Yes ☐ No

Correctly certified documentation of academic results for all qualifications must be provided. If you are applying for recognition of prior learning (RPL/credit transfer), please see **Page 4** for more information. **Note**: This is not an application for RPL.

SECTION SEVEN   WORK AND RELEVANT EXPERIENCE

7.1 Please state any relevant employment experience that may support your application (Note: A CV or evidence of work experience may be required).

NAME OF EMPLOYER	START DATE:	FINISH DATE:
POSITION/TYPE OF WORK:		

NAME OF EMPLOYER	START DATE:	FINISH DATE:
POSITION/TYPE OF WORK:		

SECTION EIGHT   ENGLISH PROFICIENCY

If English is not your first language you will need to have completed one or more of the following tests within the last two years: IELTS (academic), TOEFL, Pearson Test of English or AUT recognised and approved English proficiency tests. See **www.aut.ac.nz/calendar**

8.1 What is your first language?

8.2 If English is not your first language, please tick **one** of the following boxes that applies to you:

☐ I have completed an English language test (attached)

☐ I will provide my English language test results at a later date

☐ English was the medium of instruction of my previous [ ] years of study. I have attached documentary evidence

☐ I have completed or am completing study at AUT International House

☐ I have completed or am completing study in an AUT approved Foundation programme

SECTION NINE   STATISTICAL INFORMATION

9.1 How did you hear about AUT? Please tick one:

☐ AUT International House   ☐ Agent
☐ AUT International Centre   ☐ Family member
☐ Friends   ☐ Advertisement
☐ Education Fair/Expo   ☐ NZ High School
☐ Other NZ education provider   ☐ Internet
☐ English language school   ☐ Other

9.2 What was (or will be) your main activity on the 1st October in the year before you start your study?

☐ Living outside of New Zealand   ☐ Living in New Zealand

If living in New Zealand, please specify:

☐ Secondary school student   ☐ Tertiary student
☐ Wage/salaried worker   ☐ Non-employed

SECTION TEN   DISABLED STUDENTS AND DEAF STUDENTS

10.1 Do you have an impairment, disability, medical condition, or are you deaf?

☐ Yes   ☐ No - *please go to section eleven*

10.2 If yes, please indicate by ticking the appropriate box below.

☐ Deaf   ☐ Hearing impairment
☐ Blind   ☐ Vision impairment
☐ Specific learning disability   ☐ Medical
☐ Head injury   ☐ Mental health
☐ Mobility/physical   ☐ Speech impairment
☐ Temporary impairment
☐ Other - please state [ ]

10.3 Does your impairment, disability, medical condition, or being Deaf affect your ability to study?

☐ Yes   ☐ No - *please go to section eleven*

It is important to complete this section. If you tick yes, you will be sent information on the services available to students. The information you supply is confidential.

SECTION ELEVEN   FUNDING

11.1 Please indicate how you expect your fees to be paid

☐ Privately (yourself, family or other private sponsor)

☐ Full scholarship (full tuition and medical insurance scholarship)

11.2 If by scholarship, please provide details/name of scholarship:

Home government [ ]

Other: [ ]

SECTION TWELVE   STUDENT CHECK LIST

Please send certified copies only. Please don't send original documents as they will not be returned.

Have you:

☐ Completed all sections in this form

☐ Enclosed certified copies of your official academic transcripts including graduating certificates and explanation of the grading system, and an English translation (if applicable).

☐ Attached a passport sized photograph for your ID card (an ID card cannot be produced without a photo)

☐ Enclosed a certified copy of your current passport or birth certificate

☐ Enclosed a certified copy of your official English Language test results

☐ Enclosed other supporting documentation related to your application

☐ Checked the application closing deadlines online at: **www.aut.ac.nz/study-at-aut/apply-to-aut**

☐ Read the declaration and signed and dated this application form

SECTION THIRTEEN   STUDENT DECLARATION

ALL STUDENTS MUST READ THE FOLLOWING INFORMATION AND SIGN

a. I agree to abide by the statutes, regulations and policies of the Auckland University of Technology ("the University").

b. I declare that the information I have supplied on this form and any attached documentation to be true and complete and that I have personally completed the form and am the sole author of the student statement and resume. I have not withheld information which could have a bearing on my enrolment or the conditions of my enrolment. I acknowledge that the University may suspend or terminate my enrolment if false information has been supplied or required information is not supplied by the due date. The University reserves the right to inform all other New Zealand Universities, Immigration New Zealand, and the Police, of such cases, including the student's name and date of birth.

c. I understand that all documents submitted with this application become the property of the University and will not be returned to applicants. I agree to supply further documentation requested by the University for the purpose of my enrolment.

d. I understand that AUT will collect, store, use and disclose personal information about me in the course of conducting its proper business and that a unique identifier will be assigned to me to facilitate this. I have read and understand how such information will be managed and disclosed in accordance with the Privacy Act 1993, and as outlined on the University website www.aut.ac.nz/privacy and in the University Calendar. I acknowledge that I have the right to access and seek correction of personal information about me and understand that if I withhold information or provide false or misleading information my enrolment may be terminated.

e. I authorise the University to release information regarding my application to Immigration New Zealand (INZ) and the Ministry of Business, Innovation & Employment where the University considers the information relevant to my immigration status.

f. I authorise any agency holding the source of any information I have provided on this form to release that information to the University upon request.

g. I have read and understood the University refund policy for International students.

h. I am aware of the tuition and living costs associated with studying in the programme and I am able to meet all expenses for the duration of my study. I understand that if I am unable to meet the costs, the University and New Zealand Government will not be expected to help me.

i. I understand that the University may contact me via email, text messages, phone or by post for communications regarding my enrolment, or student services at the University.

To be signed by the applicant over 18 only:

| Your signature (applicant to sign): | SIGN HERE |
| Date: | |

A parent/guardian signature is required for applicants under the age of 18 years only:

| Parent's/guardian's signature | SIGN HERE |
| Date: | |

If the applicant is not able to sign above, an authorised person or AUT registered agent may sign on applicant's behalf (not applicable for applicants under the age of 18 years)

Name of person:	
Signature:	SIGN HERE
Date:	
Your relationship to the applicant:	

WHERE TO SEND THIS FORM

Postal address:
University Admissions Office
AUT University
Private Bag 92006
Auckland 1142
New Zealand

Physical address/courier address:
AUT University
Level 2 (ground floor), WA Building
55 Wellesley Street East
Auckland 1010
New Zealand

FOR MORE INFORMATION

Phone:	+64 9 921 9779
Email:	int.app@aut.ac.nz
Web:	www.autinternational.info

APPLICATION AND ENROLMENT PROCESS

Step One

Before you begin, make sure that you plan ahead and give yourself a realistic amount of time to prepare for your intended start date. It is a good idea to research the programmes of study you are interested in, what they involve, and what will be expected of you throughout your studies. Check the application guidelines at:
www.aut.ac.nz/study-at-aut/apply-to-aut

Step Two

To study at AUT you will need to apply either directly to the University or through an AUT Registered Agent. AUT Registered Agents can apply for you online. Applicants must complete this International Student Application form, ensuring all sections are completed in full, and that the programme of choice is clearly indicated. **You will need to supply all the correctly certified required documentation otherwise this will delay your application.**

Step Three

When we receive your application you will receive an acknowledgement email/letter. Complete applications for undergraduate programmes may take up to one week to assess. Complete applications for postgraduate programmes may take up to six weeks to assess. Applications for programmes with additional requirements, seeking credit transfer or which require academic approval will take longer than these standard times to assess.

Step Four

Successful applicants will receive an Offer of Place letter, which will give advice on tuition fees, learner services levy, enrolment fees, insurance fees, and date of payment.

Step Five

The applicant can accept the offer by signing the acceptance of offer form and returning a copy by email to the University Admissions Office or the Student Hub.

When your fees have been received, a receipt will be issued. This must be presented to the nearest Immigration New Zealand office with a copy of your Offer of Place in order to obtain a student permit/visa. Your correct student permit/visa must be presented to the AUT Student Hub to help complete enrolment prior to the start of your programme.

To guarantee an applicant's place in the programme, acceptance must be received with full payment of fees by the due date. In the case that all places in the programme are taken at the time you decide to pay the fees and accept the Offer of Place, we will offer you a place in the next available intake.

Step Six

Congratulations. It is now time to obtain your visa, prepare for your travel, orientation and life as a student in New Zealand.

HOW TO CERTIFY YOUR DOCUMENTS

Legal certification (proof that a photocopy is a true copy of the original document) must be provided and is very important. This can be done in several ways:

If overseas:	If in New Zealand:
Take the original document and a photocopy of it to your country's equivalent of one of the following:	Bring the original document to AUT and a photocopy of the original and show it to either the Student Hub, departmental/ faculty administration staff or the International Centre. The copy will be signed by the staff member as being a true and accurate copy OR take the original document and a photocopy of it to a:
- Justice of the Peace	- Justice of the Peace
- Notary Public	- Notary Public
- Member of Parliament	- Member of Parliament
- Judge	- Barrister, solicitor
- Any person authorised by the law of your country to administer an oath	- Registrar, or Deputy Registrar of the Courts

All documents must be legible and have "certified true copy of the original" stated on the document, the full name, signature and title/position of the person certifying the documents, and an official stamp. Send in the correctly certified copies of the documents with your application form.

All documents must be certified.
If you do not do this it can cause lengthy delays and you cannot be enrolled. Please don't send original documents as they will not be returned.

Please note: If your transcripts/qualification/graduation/completion evidence is in a language other than English, you must provide a correctly certified copy of the document(s) in the original language and the correctly certified copy of the official English translation.

The University may suspend or terminate your enrolment if any falsified documents are discovered during the application or enrolment process, or during your study.

your
signature, or
your
parent/Guard
ian's
signature if
you are
under 18
yours old.

Enrolment Process

Application/Enrolment procedure HCMUS students studying AUT degree at HCMUS

HCMUS students complete   AUT   International Student Application for Enrolment
Attach verified proof of Date of Birth (DOB) and legal name;. English language results
and verified copies of transcripts from HCMUS to date .

▽

All completed AFE's collated by HCMUS and email
to the Collaborative Provision of SECMS

▽

AUT International Admissions process all applications .

▽

OOPs send to applicants and/or ITEC staff

▽

Applicant accept OOP by return signed acceptance
letter to International Admissions of AUT

▽

AUT International Admissions process acceptance letter
.

Student moved to Confirmed status

▽

Student ID card contain login and password for access to
the AUT Network is generated by Student Hub and
delivered to HCMUS.

International English Language Testing Systems

The following are the minimum IELTS (Academic) scores required for AUT University qualifications.
Postgraduate Programmes (Master's, Postgraduate Diplomas, Postgraduate
Certificates and Bachelor with Honours)

- 6.5 overall with all bands 6 or higher

Bachelor's Degree

- 6 overall with all bands 5.5 or higher

Other recognised tests of English language proficiency

Minimum overall score					
IELTS	Cert EAS	GIE	TOEFL iBT	CAE	Pearson (PTE)
5.0	C-	C	65	41	41
5.5	C/C+	C+	70	47	49
6.0	B/B+	B	80	52	58
6.5	A	B+	90	58	64
7.0	N/A	A	100	67	73
Individual skill/band score					
IELTS (R/L/S/W)	Cert EAS	GIE	TOEFL iBT§ (R/L/S/W)	CAE specific skill profile	Pearson (PTE) communicative skills RLSW
5.0	C-	C	15/15/17/18	-	41
5.5	C/C+	C+	15/15/18/20	-	49
6.0	B/B+	B	19/19/20/22	Borderline	58
6.5	A	B+	20/20/20/24	Borderline	64
7.0	N/A	A	24/24/23/27	Good	73

Note:

Individual band scores for TOEFL iBT are indicative and variations of up to 2 points may be accepted, so long as the minimum overall score is achieved. Please refer to: http://www.aut.ac.nz/study-at-aut/apply-to-aut/before-you-apply-things-to-consider/ielts-grade-requirements-for-entry-into-aut#ortelp

General information

- Any evidence of English language proficiency must be no more than two years old.
- Other recognised tests of English language proficiency may be accepted on a case-by-case basis or as agreed by the University.
- The University does not accept responsibility for academic failure which can be attributed to a student's lack of competence in English.

AUT ARIONWeb on Student Digital Workspace

Arion student online is a new responsive web interface for students to access all their existing Arion services and academic information.


https://arion.aut.ac.nz/ArionMain/Default.aspx
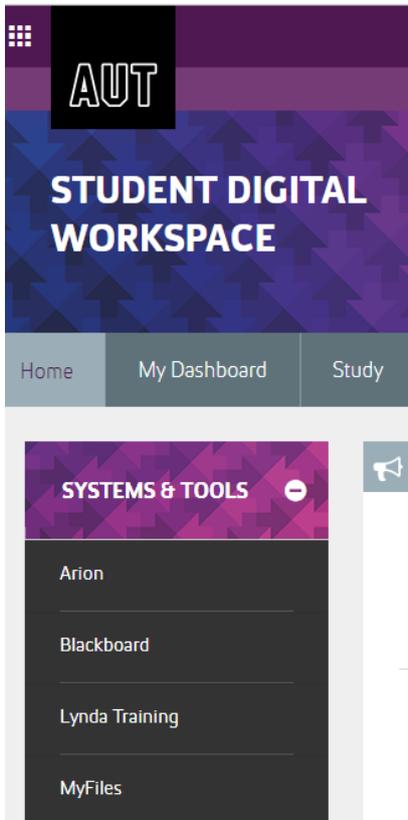
Login screen:
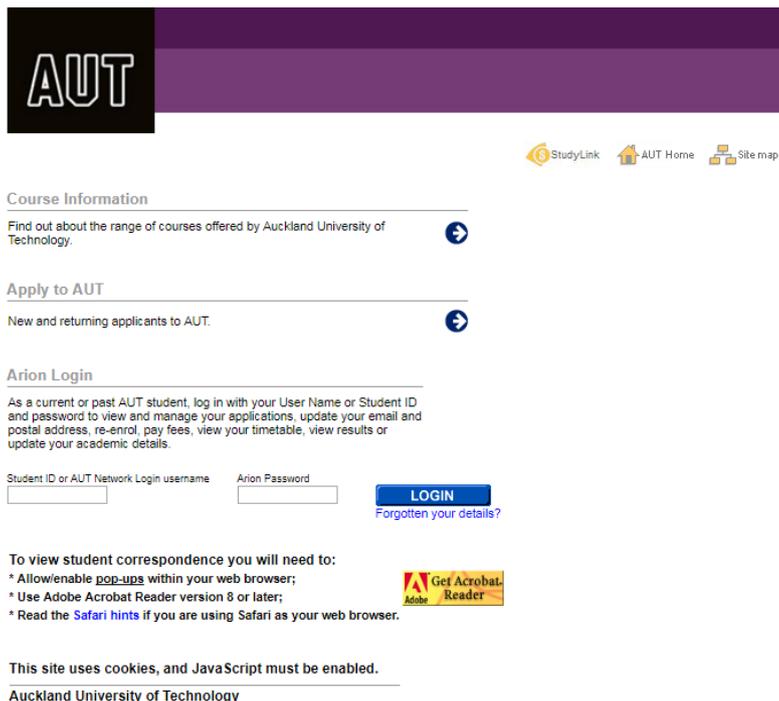
Academic Details tab where students can apply for a new programme or see their current programme information as well as view their timetable, paper enrolments, and status of graduation application.


Assessment details tab where students can view further information about each paper that they are enrolled in.

Correspondence tab, where students will receive any correspondence (letters) sent by AUT University. Students can accept or decline Offer of Place letters here.

Enrolment tab, students can view the status of their application, download forms, and view their paper enrolments.

Enrolment tracking tab, students can see when ID cards, offer of places, results, and invoices are issued.

Course Info tab, more information about courses and papers offered at AUT University and downloadable forms available.

AUT Library

http://www.library.aut.ac.nz/

AUT Student Websites

Useful Information for transferring students to AUT Auckland

International Application Process

https://www.aut.ac.nz/study-at-aut/apply-to-aut/applying-to-aut

International Student Support Services

http://www.aut.ac.nz/study-at-aut/international-students/international-student-support-serviceVisas and permits

- Immigration matters
- Visas
- Insurance
- Accommodation
- Life in New Zealand
- Talking to faculties
- Setting up a bank account

AUT Campus Maps

AUT CITY CAMPUS

55 Wellesley Street East, Auckland 1010

SCHOOLS
Art & Design – Level 3, WE building
Business – Level 1, WF building
Colab – Level 11, WG building
Communication Studies – Level 12, WG building
Engineering, Computer & Mathematical Sciences – Level 1, WT building and Level 3, WS building
Hospitality & Tourism – Level 3, WH building
Language & Culture – Level 8, WT building
Law – Level 6, WY building
Science – Level 5, WS building
Social Sciences & Public Policy – Level 14, WT building
Te Ara Poutama – Level 3, WB building

STUDENT HUB
Level 2, WA building

Phone: 0800 AUT UNI (0800 288 864)
Web: www.aut.ac.nz/studenthub

SERVICES AND FACILITIES
Student Hub – Level 2, WA building
Learning Lab – Level 3, WA building
Library – Level 4, WA building
Early Childhood Centre – Level 2, WA building via Gate 2
AUT International Centre – Ground Floor, WY building
AuSM (Auckland Student Movement @ AUT) – Level 2, WC building
Estates Service Centre, Security – Corner St Paul & Wakefield St, WO building
PinkLime (print services) – Level 3, WA building
Student Medical Centre – Room 219, WB building
Student Counselling & Mental Health – Room 204, WB building
ubiq (formerly University Bookshop) – Room 122, WC building

- (i) Student Hub
- Student lounge
- Cafés
- Library
- Early Childhood Centre
- Gym
- Conference facility
- Intercampus shuttle bus stop
- Mobility parks

AUT SOUTH CAMPUS

640 Great South Road, Manukau 2025

AUT
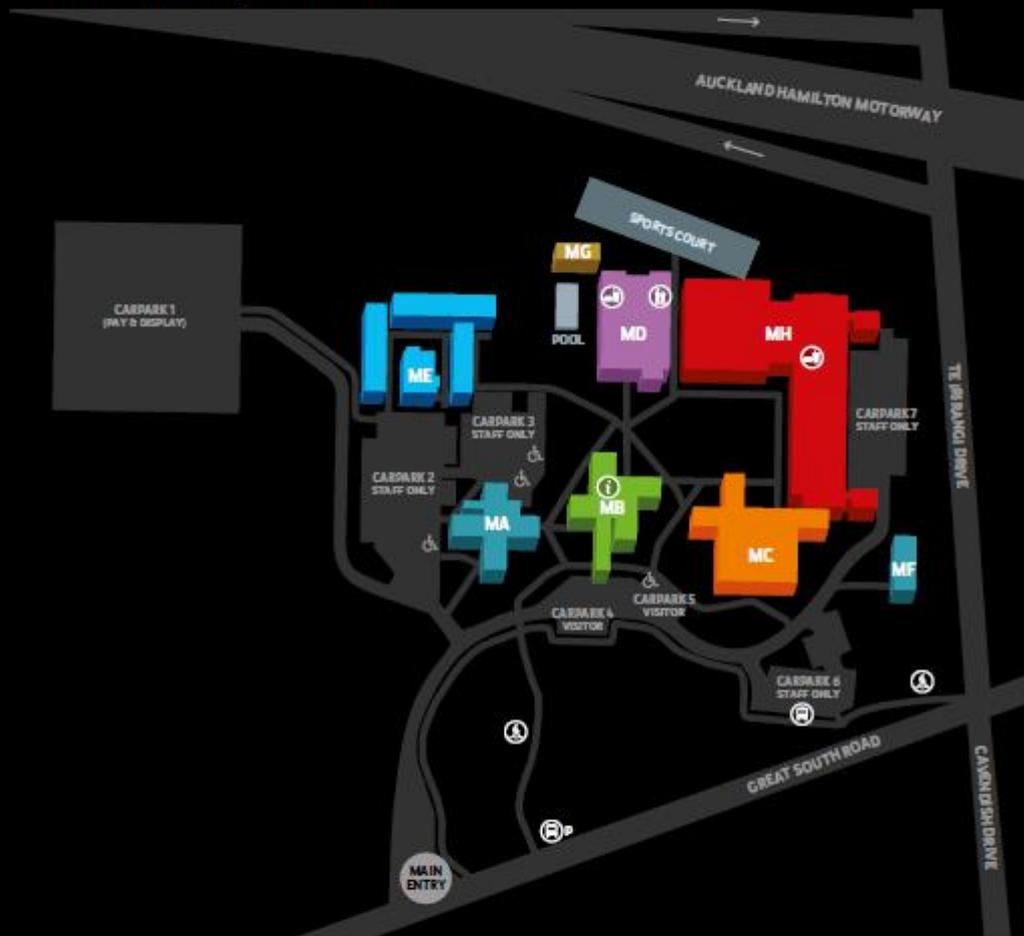
SERVICES AND FACILITIES

Library – Ground floor, MA building
Learning Lab – Level 1, MA building
Café – Level 2, MD building and Level 1, MH building
Fitness Centre – Level 1, MD building
Boardroom – Level 3, MB building
Estates Service Centre, Security – MF building

PinkLime (print services) – Level 2, MC building
Student Medical Centre – Level 1, MB building
Student Counselling & Mental Health – Level 1, MB building
AuSM (Auckland Student Movement @ AUT) – ME building

ⓘ Student Hub
☕ Cafés
🄷 Conference facility
🚌 Intercampus shuttle bus stop
🚍P Public transport
🅰 Pedestrian access
♿ Mobility parks

STUDENT HUB & RECEPTION

Level 1, MB building
Phone: 0800 AUT SOUTH (0800 288 768)
Web: www.aut.ac.nz/studenthub

AUT NORTH CAMPUS

90 Akoranga Drive
Northcote
Auckland 0627

FACULTY

Health & Environmental Sciences
Reception – Room 129, AG building

SCHOOLS

Education Reception – Room 101, AR building
Education – Specialty rooms, AJ building
Clinical Sciences Reception – Room 124, AA building
Interprofessional Health Studies Reception – Room 419, AF building
Public Health & Psychosocial Studies Reception – Room 128, AR building
Sport & Recreation Reception – Room 223, AF building

STUDENT HUB

Level 2, AS building

Phone: 0800 AUT UNI (0800 288 864)
Web: www.aut.ac.nz/studenthub

CAMPUS CARPARKS

Carparks 2 and 7 (Pay & Display)

SERVICES AND FACILITIES

Visitor enquiries – Level 1, AG building
Learning Lab – AL building
Library – AL building
Sports Stadium – AH building
AUT Health (AUT Integrated Health; Student Medical Centre; Student Counselling & Mental Health; Dizziness and Balance Centre) – AX building/ Northmed, 3 Akoranga Drive (800m from campus)
Health & Safety Advisor – Room 201A, AC building
AuSM (Auckland Student Movement @ AUT) – Room 133, AS building
Estates Service Centre and Security – Room 101, AT building
ubiq (formerly University Bookshop) – Room 101, AB building
PinkLime (print services) – Room 105, AM building

ⓘ	Student Hub
⬤	Student lounge
☕	Cafés
Ⓔ	Early Childhood Centre
Ⓒ	Conference facility
🚌	Intercampus shuttle bus stop
🚌P	Public transport
♿	Pedestrian access
♿	Mobility parks
🚶	Covered pedestrian motorway overbridge

AUT Academic Year 2017

ACADEMIC YEAR 2017 (15 week semesters)

Calendar Week		Semester	Academic Week	Month	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	School Hols	Summer School			26	27	28	29	30	31	1 New Year
2	School Hols		4		2 New Year	3 New Year	4	5	6	7	8
3	School Hols		5		9	10	11	12	13	14	15
4	School Hols		6		16	17	18	19	20	21	22
5	School Hols		7		23	24	25	26	27	28	29
6			8	February	30 Auck Ann	31	1	2	3	4	5
7			9		6 Waitangi	7	8	9	10	11	12
8					13	14	15	16	17	18	19
9					20	21	22	23	24	25	26
10		SEMESTER 1	1	March	27	28	1	2	3	4	5
11			2		6	7	8	9	10	11	12
12			3		13	14	15	16	17	18	19
13			4		20	21	22	23	24	25	26
14			5	April	27	28	29	30	31	1	2
15			6		3	4	5	6	7	8	9
16			7		10	11	12	13	14 Easter	15 Easter	16 Easter
17	School Hols				17 Easter	18 Easter	19	20	21	22	23
18	School Hols				24	25 Anzac	26	27	28	29	30
19			8	May	1	2	3	4	5	6	7
20			9		8	9	10	11	12	13	14
21			10		15	16	17	18	19	20	21
22			11		22	23	24	25	26	27	28
23			12	June	29	30	31	1	2	3	4
24	Study/Exam week		13		5 Queens Brth	6	7	8	9	10	11
25	Exam week		14		12	13	14	15	16	17	18
26	Exam week		15		19	20	21	22	23	24	25
27				July	26	27	28	29	30	1	2
28					3	4	5	6	7	8	9
29	School Hols				10	11	12	13	14	15	16
30	School Hols	SEMESTER 2	1		17	18	19	20	21	22	23
31	Graduation		2		24	25	26	27	28	29	30
32			3	August	31	1	2	3	4	5	6
33			4		7	8	9	10	11	12	13
34			5		14	15	16	17	18	19	20
35			6		21	22	23	24	25	26	27
36				September	28	29	30	31	1	2	3
37					4	5	6	7	8	9	10
38			7		11	12	13	14	15	16	17
39			8		18	19	20	21	22	23	24
40			9	October	25	26	27	28	29	30	1
41	School Hols		10		2	3	4	5	6	7	8
42	School Hols		11		9	10	11	12	13	14	15
43			12		16	17	18	19	20	21	22
44	Study/Exam week		13		23 Labour	24	25	26	27	28	29
45	Exam week		14	November	30	31	1	2	3	4	5
46	Exam week		15		6	7	8	9	10	11	12
47					13	14	15	16	17	18	19
48					20	21	22	23	24	25	26
49			1	December	27	28	29	30	1	2	3
50		Summer School	2		4	5	6	7	8	9	10
51	Graduation		3		11	12	13	14	15	16	17
52	School Hols				18	19	20	21	22	23	24

Key: ■ AUT Breaks   ■ School Holidays   ■ Non working day

7. Appendix B: AUT Course Descriptors

COMP6014 IT Service Provision

COMP607 Information Security Technologies

INFS603 Needs Analysis, Acquisition, and Training

COMP704 Research & Development Project

COMP718 Information Security Management

INFS701 IT Strategy and Control

INFS702 IT Service Management

*Subject to change according to customisation for Vietnam requirements. Similarly, paper content may change due to Vietnamese context.

PAPER DESCRIPTOR

AUT
TE WĀNANGA ARONUI
O TĀMAKI MAKAU RAU

Te Kura Mātai Pūhanga, Rorohiko, Pāngarau
SCHOOL OF ENGINEERING, COMPUTER AND MATHEMATICAL SCIENCES

PAPER TITLE:	IT Service Provision
PAPER CODE:	COMP601
POINTS:	15
LEVEL:	6
PREREQUISITE/S:	None
COREQUISITE/S:	None

STUDENT LEARNING HOURS:
The learning hours are a guide to the total time needed for a student to complete the paper:
Contact Hours   48   (In class or direct online)
Student Directed Learning   102
Total learning hours   150

PRESCRIPTOR:
Provides an introduction to IT Service Science and its role in the development and provision of high quality IT services. The foundations of high quality services are covered, including standard procedures, techniques and tools. Students will gain IT service and operations orientated skills.

LEARNING OUTCOMES:
On successful completion of this paper students will be able to:
1. Discuss the concepts of IT Service Science in the use of IT service and operations standards and procedures.
2. Discuss the elements involved in providing quality customer service.
3. Describe processes and techniques that comprise IT services acquisition.
4. Analyse and apply processes that comprise IT service and solutions deployment essentials

CONTENT:
Overview the concepts of IT Service Science

Overview of IT service, operations and management standards and procedures
- How standards assist in providing quality service
- What procedures are required
- How to use procedures to ensure pro-activeness

IT Organisation: Roles and responsibilities

Overview of processes that comprise IT service management essentials
- Service requirements management
- Service lifecycle management
- Service level management and attainment

- Service portfolio management

IT strategy and governance overview:
- Service Strategy
- Planning and Organising IT Operations

Service Design and Deployment: Overview of IT service architecture essentials
- Management system architecture
- Service & Component design
- Service oriented architecture

Solutions evaluation and acquisition
- Methods for solutions evaluation, comparison and acquisition

Overview of processes that comprise IT operations management essentials:
- Event & Fault Management
- Problem Management
- IT Operations Activities

Continuous Service Improvement: Providing Quality Customer Service
- Introduction to Capability Maturity models
- Application of techniques to ensure effective understanding of customer needs
- Common mistakes in providing service
- Measuring customer satisfaction and performance
- Managing customer expectations

LEARNING & TEACHING STRATEGIES:

Lectures and classroom discussion in which topics will be related to relevant needs, Handouts, Worksheets, Role plays, Practical help desk assignments and simulated exercises, Assignments, PowerPoint presentations, Portfolio, Case studies, Tests, Research

ASSESSMENT PLAN:

Assessment Event		Weighting %	Learning Outcomes
Coursework – Written Assignment		50%	2,3
Final Examination		50%	1,4
Grade Map	Grade Map 1: A+ A A- Pass with Distinction B+ B B- Pass with Merit C+ C C- Pass D Fail		
Grade Boundaries	A+ ≥ 90%, A ≥ 85%, A- ≥ 80% B+ ≥ 75%, B ≥ 70%, B- ≥ 65% C+ ≥ 60%, C ≥ 55%, C- ≥ 50% D < 50%		
Overall requirement/s to pass the paper: To pass the paper, the student needs to gain a minimum of 35% in each assessment with 50% overall.			

READINGS:

Prescribed Text	The Introduction to the ITIL Service Lifecycle, Office of Government Commerce (OGC).
	Additional readings list will be provided.

PAPER DESCRIPTOR

AUT
TE WĀNANGA ARONUI
O TĀMAKI MAKAU RAU

Te Kura Mātai Pūhanga, Rorohiko, Pāngarau
SCHOOL OF ENGINEERING, COMPUTER AND MATHEMATICAL SCIENCES

PAPER TITLE:	**Information Security Technologies**
PAPER CODE:	**COMP607**
POINTS:	15
LEVEL:	6
PREREQUISITE/S:	COMP504 or 735316
COREQUISITE/S:	None

STUDENT LEARNING HOURS:
The learning hours are a guide to the total time needed for a student to complete the paper:

On Campus Sessions	48
Student Directed Learning	102
Total learning hours	**150**

PRESCRIPTOR:
Addresses security technology and systems; basic crypto¬graphy and public key infrastructure, physical security, logical security, access controls, securing networks, network operations, systems, databases and applications, mobile and wireless security, web-services security, and security strategies for e-commerce. The intrinsic relationship between security technologies, ethics, legal and regulatory requirements, forensics and fraud, business strategy, and risk management is addressed.

LEARNING OUTCOMES:
On successful completion of this paper students will be able to:
1. Discuss the building blocks of IT security
2. Identify ethical and legal requirements for IT security
3. Compare models designed to meet the fundamental principles of security
4. Discuss physical and logical security requirements for IT systems
5. Suggest suitable technical, operational and managerial controls for securing networks, network operations, systems, databases and applications
6. Explain mobile and wireless security and web-services security issues, and suggest security strategies for e-commerce
7. Describe the relationship between security technologies forensics and fraud, business strategy, and risk management

CONTENT:
- Analyse and evaluate the operating systems role in Computer System Structures.
- Apply models, concepts and theories of:
- Building blocks of IT security
- Examples of legal and ethics frameworks
- Electronic crime and forensic computing

- Basic cryptography and public key infrastructure
- Securing networks and hosts
- Securing network and systems operations, databases and applications
- Strategies for e-commerce security
- Mobile and wireless security
- Security of web-services
- Current and emerging issues in IT security

LEARNING & TEACHING STRATEGIES:
Will include:
- Readings, Exercises
- Lectures
- Student presentations
- Class discussion
- Guest speaker/lecturer, site visit if appropriate
- Laboratory sessions
- Online learning modes: online tutorial(s)
- Student self study

ASSESSMENT PLAN:

Assessment Event	Weighting %	Learning Outcomes
Weekly Coursework Tests / Quizzes	20%	1, 4, 6, 7
Written assignment	40%	5
Final Exam (Open Book)	40%	1 - 7

Grade Map	Grade Map 1: A+ A A- Pass with Distinction B+ B B- Pass with Merit C+ C C- Pass D Fail
Grade Boundaries	A+ ≥ 90%, A ≥ 85%, A- ≥ 80% B+ ≥ 75%, B ≥ 70%, B- ≥ 65% C+ ≥ 60%, C ≥ 55%, C- ≥ 50% D < 50%
Overall requirement/s to pass the paper: To pass the paper, the student needs at least a minimum 35% pass in each assessment item and to obtain at least 50% overall.	

READINGS:

Prescribed Text	Slay, J. & Koronios, A (2006). *Information Technology Security and Risk Management*, John Wiley & Sons (3 Jan 2006) Recommended reading lists will be provided.

PAPER DESCRIPTOR

Te Kura Mātai Pūhanga, Rorohiko, Pāngarau
SCHOOL OF ENGINEERING, COMPUTER AND MATHEMATICAL SCIENCES

PAPER TITLE:	**Needs Analysis, Acquisition and Training**
PAPER CODE:	**INFS603**
POINTS:	15
LEVEL:	6
PREREQUISITE/S:	None
COREQUISITE/S:	None

STUDENT LEARNING HOURS:
The learning hours are a guide to the total time needed for a student to complete the paper:

On Campus Sessions /online	48
Student Directed Learning	102
Total learning hours	**150**

PRESCRIPTOR:
Focuses on skills required to identify a user's information technology solution requirements: to investigate and evaluate suitable solutions including software, platform and vendors, to plan the acquisition of a solution, to identify training requirements, and to plan a training programme using various delivery methods including flexible/blended delivery.

LEARNING OUTCOMES:
On successful completion of this paper students will be able to:
1. Obtain information about a user's needs for a solution to align with strategic and operational issues.
2. Develop a COTS (Commercial Off-The-Shelf) acquisition project
3. Identify & recommend suitable IT solutions.
4. Prepare appropriate artefacts for the acquisition of a total solution.
5. Evaluate possible solutions and recommend a solution with justification.
6. Identify training needs.
7. Develop a training programme using different training delivery methods and support.

CONTENT:

1. Develop a Needs Analysis Report and System Requirements Specification using a Joint Applications Development (JAD) approach:
   - Explain how to strategically deploy IT based on Strategic Objectives and Critical Success Factors
   - Analyse a business Value Chain
   - Use the value chain model to determining IT solution needs
   - Explain the Joint Application Development (JAD) approach
   - Follow a JAD methodology in a COTS (Commercial Off-The-Shelf)acquisition project

2. Write a System Requirements Specification using a Service-oriented Work System model to determine functional requirements

3. Develop an Acquisition Plan using a COTS life cycle model

4. Building the Request for Proposal (RFP). Evaluating Suppliers. The Service Contract
    *   List what is included in an RFP
    *   Prepare an RFP for distribution to vendors
    *   Evaluate vendors
    *   List the required inclusions of a Service Contract

5. Software, Platform, Vendor Selection & Evaluation
    *   Explain software selection methodology
    *   Use software selection methodology & research and to find and evaluate possible software solutions
    *   Explain the methodology and tools for selecting and evaluating a hardware/operating system/network platform
    *   Select a suitable platform using selection methodology and evaluation tools

6. Present and justify your proposed project to a Client management group

7. Training Needs Analysis. Planning Training
    *   Explain education & training and the need for both in the workplace
    *   Explain how to analyse training needs
    *   Undertake a training needs analysis
    *   Plan training

8. Training
    *   Write training aims and objectives.
    *   Explain what assessment is and the difference between formative & summative assessment and use both formative & summative assessment effectively Explain the reasons for moderation and have the proposed training and its assessments moderated
    *   Explain pedagogy: the practice and structure of good teaching
    *   Use student-centred lesson delivery techniques
    *   Explain evaluation and draw up and use an effective course evaluation form

LEARNING & TEACHING STRATEGIES:
*   Lectures and/or online study guides
*   Group JAD work
*   Readings, Exercises
*   Classroom or online forum discussion

ASSESSMENT PLAN:

Assessment Event	Weighting %	Learning Outcomes
Needs Analysis, Needs Analysis Report & Artefacts (Group Individually assessed), Reflective Report (Individual)	65%	1 - 6
Training Needs Analysis and Training Delivery Programme (Individual)	35%	6, 7

Grade Map	Grade Map 1:
	A+ A A- Pass with Distinction B+ B B- Pass with Merit

	C+	C	C-	Pass
	D			Fail
Grade Boundaries	A+ ≥ 90%, A ≥ 85%, A- ≥ 80% B+ ≥ 75%, B ≥ 70%, B- ≥ 65% C+ ≥ 60%, C ≥ 55%, C- ≥ 50% D < 50%

Overall requirement/s to pass the paper:
To pass the paper, the student needs at least a minimum 35% pass in each assessment item and to obtain at least 50% overall.

READINGS:

Prescribed Text   Recommended reading lists will be provided.

COMP704 Research & Development Project

NOTE: Prerequisites for R&D Project are successful completion of ITEC delivered AUT papers and AUT Level 6 papers.

Te Kura Mātai Pūhanga, Rorohiko, Pāngarau
SCHOOL OF ENGINEERING, COMPUTER AND MATHEMATICAL SCIENCES

PAPER TITLE:	**Research & Development Project**
PAPER CODE:	**COMP704**
POINTS:	30
LEVEL:	7
PREREQUISITE/S:	None
COREQUISITE/S:	None

STUDENT LEARNING HOURS:
The Research and Development (R&D) Project is undertaken in one semester. The learning hours are a guide to the total time needed for a student to complete the paper:

On Campus Sessions	65
Student Directed Learning	235
Total learning hours	300

PRESCRIPTOR:
An investigation into a selected area whether that be a specific problem domain, or an area of business opportunity. The project is typically an original investigation but considerable flexibility is allowed. Typically projects will involve software or systems development for business clients, commercial research and development projects on behalf of clients, or supervised research projects in selected areas specific to the Major of the student.

LEARNING OUTCOMES:
On successful completion of this paper students will be able to:
1. Show the ability to successfully undertake original work.
2. Demonstrate a professional attitude.
3. Demonstrate the ability to integrate the different skills required to bring a project to a successful conclusion.
4. Communicate effectively with clients and sponsors.
5. Communicate effectively in both written and verbal presentations and in group situations.
6. Effectively manage, monitor and control the activities involved in a research and development project.
7. Determine an appropriate process and accompanying set of deliverables for their project.
8. Show the ability to document appropriately the deliverables for their project (e.g. software specifications, project plans, source code, technical reports, white papers, literature reviews, academic articles for publication etc.), as agreed with the project supervisor(s).
9. Select and justify an appropriate methodology for their project.

CONTENT:

The project aims to bring together the material covered from the many other courses studied as part of a BCIS.

- R&D Project drawn from "real life" or more theoretical situations and of significant proportions, testing the student's ability to apply the principles and skills they have gained to an original piece of work, while under supervision.
- Projects should be based on a student's existing skills and knowledge, and may be influenced by their work situation, if they are in work. Projects will preferably be completed within groups, but under certain circumstances may be done individually.
- The project must be of sufficient complexity to stretch the student. Projects should be significantly different from any major case study or practical work undertaken in other subjects of the BCIS.
- Commercial R&D project, which might involve investigating, evaluating, establishing some proof of concept and recommending a solution to a given problem for a commercial client.
- Applied or theoretical research project, which might involve investigating, evaluating, developing a proof of concept or prototype application and recommending an algorithmic, software or system solution to a given problem for a research sponsor. Such a project might be undertaken as one subcomponent within the umbrella of a larger research project.
- Selection of a suitable methodology
- Planning and managing the project
- Presenting the project for approval, review and assessment at defined stages
- Conducting the necessary analysis, design, testing, implementation and evaluation steps, as appropriate for the project and as agreed with the project supervisor
- Production of appropriate project deliverables

LEARNING & TEACHING STRATEGIES:
- Research and Development Projects
- Online progress reporting
- Project joint reviews
- Supervision

ASSESSMENT PLAN:

Assessment Event	Weighting %	Learning Outcomes
Project Proposal & Progress Review	15	1,5,6,7, 8, 9
Project Presentation	10	1,2,4,5,
Project Portfolio	75	1,2,3,4,6,7,8,9
Grade Map	Grade Map 1: A+ A A- Pass with Distinction B+ B B- Pass with Merit C+ C C- Pass D Fail	
Grade Boundaries	A+ ≥ 90%, A ≥ 85%, A- ≥ 80% B+ ≥ 75%, B ≥ 70%, B- ≥ 65% C+ ≥ 60%, C ≥ 55%, C- ≥ 50% D < 50%	
Overall requirement/s to pass the paper:		

- To pass the paper, the student needs at least a minimum 35% pass in each assessment item and to obtain at least 50% overall.

READINGS:

Prescribed Text Recommended reading lists will be supplied.

PAPER DESCRIPTOR

Te Kura Mātai Pūhanga, Rorohiko, Pāngarau
SCHOOL OF ENGINEERING, COMPUTER AND MATHEMATICAL SCIENCES

PAPER TITLE:	**Information Security Management**
PAPER CODE:	**COMP718**
POINTS:	15
LEVEL:	7
PREREQUISITE/S:	None
COREQUISITE/S:	None

STUDENT LEARNING HOURS:
The learning hours are a guide to the total time needed for a student to complete the paper:
On Campus Sessions   52
Student Directed Learning   98
Total learning hours   150

PRESCRIPTOR:
A holistic view in how information security is managed in an organisation, examining its relationship with laws, ethics, culture, standards. Includes the examination of the frameworks, processes, and measures as well as practical problems involved in building secure operational environments for businesses and individual users. Develops the ability to design secure information technology environments.

LEARNING OUTCOMES:
On successful completion of this paper students will be able to:
1. Design and evaluate processes and frameworks involved in achieving high standards of information systems security management in the context of organisations and the regulatory compliance requirements.
2. Evaluate risk assessment, policy development, security management and auditing frameworks.
3. Critique the role of culture in information systems security.
4. Critically analyse the key concepts of computer forensics, cyber terrorism and warfare, and industrial espionage.

CONTENT:
- Scope of Information Systems Security in Organisations
- Legal aspects of IS Security
- Risk Assessment
- Security Policies
- Cultural aspects of security
- Management of Information Security
- Designing IS security
- Formal methods for systems security

- IT Auditing
- Cyber warfare, Cyber Terrorism and Industrial Espionage
- Computer Forensics.

LEARNING & TEACHING STRATEGIES:
- Will include:
- Readings, Exercises
- Lectures
- Student presentations
- Class discussion
- Formative assessment
- Guest speaker/lecturer, site visit if appropriate
- Laboratory sessions
- Online learning modes: online tutorial(s)

ASSESSMENT PLAN:

Assessment Event		Weighting %	Learning Outcomes
Weekly Workshop Participation		40%	1-4
Final Examination		60%	1-4
Grade Map	Grade Map 1: A+ A A- Pass with Distinction B+ B B- Pass with Merit C+ C C- Pass D Fail		
Grade Boundaries	A+ ≥ 90%, A ≥ 85%, A- ≥ 80% B+ ≥ 75%, B ≥ 70%, B- ≥ 65% C+ ≥ 60%, C ≥ 55%, C- ≥ 50% D < 50%		
Overall requirement/s to pass the paper: To pass the paper, the student needs at least a minimum 35% pass in each assessment item and to obtain at least 50% overall.			

READINGS:

Prescribed Text   A recommended reading list will be provided.

PAPER DESCRIPTOR

AUT
TE WĀNANGA ARONUI
O TĀMAKI MAKAU RAU

Te Kura Mātai Pūhanga, Rorohiko, Pāngarau
SCHOOL OF ENGINEERING, COMPUTER AND MATHEMATICAL SCIENCES

PAPER TITLE:	**IT Strategy and Control**
PAPER CODE:	**INFS701**
POINTS:	15
LEVEL:	7
PREREQUISITE/S:	None
COREQUISITE/S:	None

STUDENT LEARNING HOURS:
The learning hours are a guide to the total time needed for a student to complete the paper:

On Campus Sessions	52
Student Directed Learning	98
Total learning hours	**150**

PRESCRIPTOR:
Examines the practice and theory of IT Services Management with a focus on industry best practices in managing information technology in an organisation. Such practices are put in context through the presentation of an overall framework for aligning IT strategies with business strategies, monitoring, evaluating and improving IT operations performance, and auditing the relevant processes.

LEARNING OUTCOMES:
On successful completion of this paper students will be able to:

1. Demonstrate thorough understanding of all the key IT Operations Management frameworks such as (but not limited to) ITIL and CobiT and processes.
2. Analyse processes required for aligning IT infrastructure and operations with the business goals of an organisation.
3. Critically evaluate operational IT organisations and their processes against the studied models.
4. Analyse problems and current issues arising from the implementation of the framework, communicate this analysis and make recommendations solving any problems.

CONTENT:
The course covers the following topics:

- Integrating Frameworks, Standards and Tools
- Business requirements for information
- IT Resources & Enterprise Architecture
- Plan and Organise IT Services and Operations
- Implement Service Strategy
- Design Process Controls
- Financial Management
- HR Management and Communication
- IT Resources: Enterprise Architecture

- CobiT: Monitor and Evaluate &ITIL: Continuous Service Improvement
- ITIL: Continuous Service Improvement
- IT Audit: ITAF Information Technology Assurance Framework

LEARNING & TEACHING STRATEGIES:
Will include:
- Readings, Exercises
- Lectures
- Student presentations
- Class discussion
- Guest speaker/lecturer, site visit if appropriate
- Laboratory sessions
- Online learning modes: online tutorial(s)

ASSESSMENT PLAN:

Assessment Event	Weighting %	Learning Outcomes
Course assignment	40%	3,4
Examination	60%	1,2

Grade Map	Grade Map 1: A+ A A- Pass with Distinction B+ B B- Pass with Merit C+ C C- Pass D Fail
Grade Boundaries	A+ ≥ 90%, A ≥ 85%, A- ≥ 80% B+ ≥ 75%, B ≥ 70%, B- ≥ 65% C+ ≥ 60%, C ≥ 55%, C- ≥ 50% D < 50%
Overall requirement/s to pass the paper: To pass the paper, the student needs at least a minimum 35% pass in each assessment item and to obtain at least 50% overall	

READINGS:

Prescribed Text	No prescribed text. Recommended reading lists will be provided.

PAPER DESCRIPTOR

AUT
TE WĀNANGA ARONUI
O TĀMAKI MAKAU RAU

Te Kura Mātai Pūhanga, Rorohiko, Pāngarau
SCHOOL OF ENGINEERING, COMPUTER AND MATHEMATICAL SCIENCES

PAPER TITLE:	**IT Service Management**
PAPER CODE:	**INFS702**
POINTS:	15
LEVEL:	7
PREREQUISITE/S:	COMP601
COREQUISITE/S:	None

STUDENT LEARNING HOURS:
The learning hours are a guide to the total time needed for a student to complete the paper:
Lectures   48
Student directed learning   102
Total learning hours   150

PRESCRIPTOR:
A critical analysis of the service techniques and procedures required to provide supervision, technical support, IT operations services and customer service in an IT operations environment.

LEARNING OUTCOMES:
On successful completion of this paper students will be able to:
1. Investigate and analyse the requirements for supervision, staffing, and scheduling of IT service operation
2. Demonstrate an ability to manage and develop service level agreements to support high quality service provision and management
3. Critically evaluate approaches for monitoring and reporting on key IT operations performance indicators and providing quality service strategies.
4. Explain the use of standards and procedures in an IT operations environment
5. Demonstrate a thorough knowledge of the diagnostic techniques used to troubleshoot problems
6. Develop service management procedures to support providing proactive service.

CONTENT:
- Service strategy
- Service operations and processes and organisation
- Service Level & Supplier Management
- Service Asset & Configuration Management
- Capacity & availability management
- Change & knowledge management
- Service Desk Function, Process & Metrics
- Incident Management
- Problem Management
- Common service operation activities

LEARNING & TEACHING STRATEGIES:

- Lectures and classroom discussion in which topics will be related to relevant needs. Online options.
- Resource material and web links
- Worksheets
- Role plays
- Practical help desk assignments and simulated exercises
- PowerPoint presentations
- Portfolio
- Case studies
- Tests
- Research

ASSESSMENT PLAN:

Assessment Event	Weighting %	Learning Outcomes
Course assignments	50%	1-6
Examination	50%	1-6
Grade Map	Grade Map 1: A+ A A- Pass with Distinction B+ B B- Pass with Merit C+ C C- Pass D Fail	
Overall requirement/s to pass the paper: To pass the paper, the student needs at least a minimum of 35% in each assessment and an overall C- grade.		

READINGS:

Prescribed Text   A recommended reading list will be provided.