RAFFLES COLLEGE OF DESIGN AND COMMERCE

Student Handbook

2015

Letter from the CEO

Welcome, or welcome back, to Raffles College of Design and Commerce!

The Handbook can guide you through life at the college: courses, subjects, staff, appeals, and so on and do remember that all Raffles College staff is here to help and guide you through your course so that you can work to the best of your ability.

The RCDC Student handbook is divided into three parts.

Part A - this section contains information relevant to all RCDC enrolled students. Please make yourself familiar with this section as it will assist to guide you through your course.

Part B - this section contains information relevant to the place you are studying as our courses are delivered in many Associated College sites. This information is supplied by the Student Services Department on your campus.

Part C - this section contains appendices relating to various rules and policies.

I hope you enjoy your time and studies with RCDC and wish you all the best throughout the year!

Mr Isaac Ng
CEO
# RCDC Student Handbook – Part A

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Mission Statement

Raffles College is committed to deliver high quality teaching and learning through curricula and educational experiences that consistently emphasise its values and culture of:

- Creativity to encourage innovation
- Entrepreneurship
- Analytical thinking for problem solving
- Professional excellence for employability
- Social responsibility

Raffles College will deliver its programs through its own campus in Australia, and internationally in partnership with Raffles Education Corporation (REC). Being able to offer its programs through the REC network internationalises RCDC, and provides our students and lecturers a unique opportunity to live and work in a number of international environments and in the process gain a competitive edge in the global economy.

Provider Codes

The policies and procedures in this Handbook apply to students enrolled with:
Raffles College Pty Ltd, trading as Raffles College of Design and Commerce
ABN 86 108 888 900
ACN 108 888 900
Department of Education and Training 4387
TEQSA 12039
ASQA 91240
CRICOS 02761J
ACPET 179380
Campuses

**Raffles College of Design and Commerce - Sydney**
1 Fitzwilliam Street  T: 61-2-9633 3800  
Parramatta  F: 61-2-9633 3399  
NSW 2150  E: contact@raffles.edu.au  
Australia  I: www.raffles.edu.au

<table>
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<th>Address</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
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<tr>
<td><strong>Raffles International College, Bangkok</strong></td>
<td>2 Silom Road, 5th Floor, Silom Centre, Suriyawong, Bangrak, Bangkok 10500</td>
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<tr>
<td><strong>Raffles Millennium International, Bangalore</strong></td>
<td>HM Vibha Towers, 4th Floor, No. 63 Luskar Hosur Road, Kormangala, Bangalore 560030</td>
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<tr>
<td><strong>Raffles Design Institute, Colombo</strong></td>
<td>481 Galle Road, Colombo 3, Sri Lanka</td>
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<tr>
<td><strong>Raffles Design Institute, Guangzhou</strong></td>
<td>5F, No.58, East Side, Jiaoxue Building, Xisheng Street, Tongxin Road, Guangzhou 510091</td>
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<tr>
<td><strong>Raffles College of Higher Education, Kuala Lumpur</strong></td>
<td>62, Jalan Damai, Off Jalan Ampang, Kuala Lumpur 55000</td>
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<td><strong>Raffles International College, Hong Kong</strong></td>
<td>1-2/F Centre Point, 181 – 185 Gloucester Road, Wanchai, Hong Kong</td>
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<tr>
<td><strong>Raffles Millennium International, New Delhi</strong></td>
<td>9B, Rajendra Park, Opp. Hotel Jaypee Siddharth, Pusa Road, New Delhi 110060</td>
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<td><strong>Raffles Design Institute, Mumbai</strong></td>
<td>Raheja Centre, Linking Road and Main Avenue, Santacruz West, Mumbai 400054</td>
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<tr>
<td><strong>Raffles College of Higher Education, Singapore</strong></td>
<td>Raffles Education Square, 51 Merchant Road, 058283</td>
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<tr>
<td><strong>Raffles Design Institute, Shanghai</strong></td>
<td>1882 West Yan An Road, Shanghai 200051</td>
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<tr>
<td><strong>Raffles International Institute, Ulaanbaatar</strong></td>
<td>5th Khoroo, #01-00, Tumurchy Street, Chingelter District, Ulaanbaatar 211238</td>
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<td><strong>Raffles Design Institute, Shanghai</strong></td>
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1.0 Raffles College of Design and Commerce Staff
1.1 Boards & Committees

1.1.1 Raffles College Council

The governing body of Raffles College is the Raffles College Council, the membership of which represents a spectrum of expertise in the fields of education, design, business and finance.

The main responsibility of the Council is to set strategic directions and to establish, review and implement policies to govern and carry out the mission of Raffles College. In summary, this mission is to be a private, independent institution with a clear and uncompromising commitment to the pursuit of excellent and innovative education and training in design, commerce and allied fields.

The Council maintains responsibility for academic quality and policy matters. The Council operates independently from the ownership of the organisation in order to ensure academic integrity. The Council is advised by the Academic Board and other committees.

The Council delegates the management of academic quality control and assurance to the Raffles Academic Board. The minutes of the Academic Board and its committees are submitted to the Council. The Chair of the Academic Board is responsible for tabling reports concerning academic quality and performance.

The Council delegates the management of the College to the Chief Executive Officer who is advised by the Senior Management Committee. The Chief Executive Officer is responsible for developing annual budgets for approval by the Council. The Chief Executive Officer is responsible for tabling reports concerning financial and marketing performance. The Chief Executive Officer is responsible for presenting proposals for new programs and initiatives.

1.1.2 Senior Management Committee

This Committee is chaired by the CEO. Its members include the Student Services Director, Director and Manager of Quality and Compliance, Finance Manager, Academic Director, Marketing Managers and the IT Manager. The role of the Committee is to advise on management, administrative, staff and budget matters.

1.1.3 Course Advisory Committees

The Course Advisory Committees (CACs) meet once or twice per year. They are chaired by an appropriately qualified external member. Members include the prominent members of the profession, representatives from other tertiary institutions and RCDC academic staff. The CACs are responsible for setting, approving, and monitoring the professional standards of the courses to ensure that they meet criteria for professional accreditation. It also advises on course content and structure for each course.
1.1.4 Academic Board
The Academic Board meets at least four times per year. Members include an external Chair, Academic Director, a Student Representative, Program Directors, Student Services Director (as non-voting Secretary) and other external members. Its advisors may include experts in various fields and representatives from other educational institutions. It is responsible for setting, approving and monitoring the academic standards of the college. Consensus decisions will be forwarded to the Council for ratification and SMC for action.

1.1.5 Assessment Review Committee
The Assessment Review Committee (ARC) meets at least four times per year to review and approve assessments. The ARC will implement procedures which ensure that every student’s performance, in all items of assessment, in each subject of the entire range of courses is fairly, openly, and equitably scrutinised and evaluated by staff prior to results being finalised and committed to transcripts. The membership of the ARC includes an external industry representative (Chair), Academic Director, Student Services Director and Chair of Academic Board and/or nominee.

1.1.6 Teaching and Learning Committee
The Teaching and Learning Committee (TLC) meets twice per term to instigate and encourage best practice and innovation in education, and to maintain continuous improvement of the teaching and learning environment by embedding research into the learning and teaching practices. The TLC includes the Academic Director (Chair), Program Directors and Program Assistants.

1.1.7 Disciplines and Appeals Committee
The Discipline and Appeals Committee meets when necessary to review decisions that were made, look into appeals that are pending and to discuss any emerging issues. The committee is made up of the Student Services Director, Academic Director and the Chair of Academic Board and/or nominee.

1.1.8 Student Representative Council
The Student Representative Council (SRC) meets once per term and is elected on an annual basis. The SRC provides a student representative to be involved in the College's deliberative and decision making processes, and is responsible for communicating to the students when changes have or will be put in place.
1.2 Senior Executive Officers

1.2.1 Chief Executive Officer (CEO)
The CEO is responsible for the management of Raffles College. This covers legislative compliance, business operations, and direct marketing and administration activities.

1.2.2 Finance Manager
The Finance Manager manages all the day-to-day financial matters of Raffles College. This includes advising the CEO on financial issues, producing financial reports and records and the production of auditable accounts.

1.2.3 Student Services Director
The Student Services Director role includes looking after the professional development of administration staff and compliance of administrative systems with legislative requirements.

1.2.3 Director, Quality and Compliance
The Director, Quality and Compliance is responsible for quality control and assurance, compliance with government legislation and regulations, internal and external audits, registrations, accreditations, approvals, certifications, articulations, policy and documentation reviews and work health and safety. This includes reporting to the national regulators, including Tertiary Education Quality and Standards Agency (TEQSA) and Australian Skills Quality Authority (ASQA).

1.2.4 Academic Director
The Academic Director provides overall academic leadership and management across all academic staff.
2.0 Academic Information
This section should be read concurrently with Appendix A: Student Rules.

2.1 Student Identification Numbers
Once a student is enrolled with RCDC, he or she is issued with a unique Student Identification Number. This number is to be used whenever a student contacts Student Services, and when submitting assessments.

2.2 Recognition of Qualifications
Raffles College recognises the Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO). Raffles College recognises the Awards of accredited courses in other Australian Higher Education Providers (HEPs) that are recognised by the Commonwealth Department of Education and Training as self-accrediting or have had their courses accredited by the appropriate national regulatory body (TEQSA or ASQA). Further information on Recognition of Prior Learning policy is available in Appendix E of this Handbook.

2.3 Recognition of Prior Learning (RPL)
The College may grant recognition of prior learning in cases where appropriate and sufficient evidence is submitted by the student. Students may obtain an Application Form for RPL from Student Services or from the RCDC website. Further information on RPL Policy is available in Appendix E of this Handbook.

2.4 Academic Progress
Students are required to pass all subjects of the course in order to graduate. Students who fail subjects will be required to subsequently pass those subjects in order to graduate. Repeated subjects require payment of additional fees.

2.5 Acknowledgement of Assessments
All work submitted must be accompanied by an Assessment Submission and Feedback Form. The lower part of this form is to be signed by the lecturer and kept by the student as proof of submission. This receipt must be presented in the case of assessment appeals. All assessments submitted after the due date without a valid and approved reason will receive zero marks for that assessment.

Assessment Submission and Feedback Forms are available from Student Services, the Library and from the RCDC website.
2.6 Resubmission of Assessment Tasks
Assessment tasks may be re-submitted, with the approval of the relevant Program Director, if the re-submission occurs no later than one week after the last teaching day of a study period. Please note that all assessments submitted after the due date without a valid and approved reason will receive zero marks for that assessment.

Notwithstanding the above, students have a right of appeal against assessment grades. For further details refer to Assessment Appeals Policy.

2.7 Assessment Appeals
If a student feels unfairly treated in the grading of assessments the student should ask for an explanation from the relevant lecturer. If unsatisfied, the student should then consult the relevant Program Director. If still unsatisfied, an appointment must be made to see the Academic Director of the College. If the student wishes to proceed with an appeal he or she should complete an Assessment Appeal Form and submit it to the Academic Director. Assessment appeals will only be accepted for consideration if submitted within two weeks of the release date of academic transcripts. After the Academic Director has assessed, commented and signed the Assessment Appeal Form, the Academic Director will forward the form to the Student Services Manager.

Students will be notified in writing of the results of the appeal and the reasons for the decision within two weeks of the appeal being submitted. If the student wishes to challenge the decision Raffles College will arrange for an independent person to mediate the appeal.

2.8 Participation in Class
All students are expected to participate in class discussions and projects when directed to do so. Sitting silent and not offering ideas in the Australian educational system is considered as a lack of interest or a failure to think. Please do not consider it a reflection on yourself if you have trouble understanding the lecturer. Raffles College's lecturers do not mind repeating their ideas for you as often as is necessary. However, if you are late for a lesson or have missed a class, it is up to you to make an effort to catch up by asking friends for help. It is unfair on other students in the class if a lecturer has to spend an inordinate amount of time giving you one-on-one instruction when it could have been avoided.

2.9 Punctuality
Punctuality dramatically affects your understanding of the class material. All lecturers are expected to provide an overview at the beginning of the lesson so that you have some appreciation of the context of the material being presented. If you are late you will miss this crucial information.

Students who arrive late are also a distraction to other students in the class and this dramatically affects total communication of ideas. In addition, lecturers often have to waste time going over the material a second or third time, which detracts from the quality of the teaching they can offer to students who made the effort to be in class on time.
Poor attendance will therefore show up on reports that you will have to show your future employers, and will no doubt be a factor that they will use in assessing your suitability for a job. Make sure you allow enough time to get to the College when planning your travel. Most subjects will include attendance and participation in class group exercises, tutorials or studio sessions as a factor in assessment. Please refer to Appendix D: Student Disciplinary Action Policy.

2.10 Attendance
Learning to attend regularly and on time is part of acquiring a professional attitude to your work as a professional, as is submitting assignments promptly and completely. Future clients and/or employers will not accept lateness or unprofessional approaches to your work. Please refer to Appendix K: Attendance Policy.

2.11 Medical Certificates
If a student is absent for medical reasons he or she should submit an original and valid medical certificate to Student Services. A sighted copy will be placed on the student file and the original will be returned to the student. Please note medical certificates do not alter your attendance but are an important consideration should your attendance or academic performance come under review.

It is a crime in Australia to forge a medical certificate, and the Australian Medical Association may pursue criminal charges against any student who forges a certificate. It is also a serious offence at the Raffles Campuses. Refer to the section on Cheating, Plagiarism, and Collusion contained in this Handbook.

2.12 Long-term Absences
Students who have been absent from Raffles College for more than two weeks without contacting the College must seek the approval of the Academic Director before returning to their class. Depending on the period of absence, students may be required to defer their studies until the next available intake.

2.13 Changes to Enrolment
It is important for students to inform the college of any changes in their enrolment. If you wish to defer or withdraw from your course there is a formal procedure you must follow. Please contact Student Services for further information. For information on how this will affect your tuition fees please refer to the Refund Policy of the campus you are attending (Appendix F for Sydney Campus students).

2.14 Changing Subjects
Students may apply to undertake additional subjects, change enrolled subjects, and/or drop subjects. To do so students must complete the appropriate form(s) from Student Services and obtain approvals before any changes can be officially made.

All changes to subjects undertaken within a term must be finalised by the end of Week 2 of that term. After that date the student shall be deemed to be assigned the specified subjects and any changes will incur academic and financial penalties (automatic fail).
2.15 Withdrawal from a subject
Students who wish to withdraw from a subject without incurring academic and financial penalties must do so on or before the published Census Date of each term. Please refer to Part B of your student handbook for Census Dates. Students who withdraw from their subjects or course after the published date will be deemed with academic penalty (automatic fail) as well as financial penalty. Students who withdraw due to extenuating personal circumstances may submit an appeal to the Academic Director.
2.16 Key to grades

**Higher Education**

HD  High Distinction (85 – 100%): work of outstanding quality on major objectives of subject.

D  Distinction (75 – 84%): work of superior quality on major objectives of the subject.

C  Credit (65 – 74%): work of good quality on major objectives of the subject.

P  Pass (50 – 64%): work of satisfactory achievement of all objectives of the subject / achieved competency.

Q  Conceded Pass (48 – 49): close to satisfactory achievement of major objectives of the subject.

Y  Continuing: subjects of more than one term.

I  Incomplete: due to medical grounds.

N  Result pending: grading not completed.

E  Academic Credit: credit specified for study unit/subject.

L  Academic Credit: unspecified academic credit.

W  Withdrawn: withdrawn from subject without academic penalty.

F  Fail: unsatisfactory performance in meeting the major objectives of the subject.

**Vocational Education**

Competent: 50% or higher

Not Yet Competent: 49% or less
2.17 Cheating, Collusion and Plagiarism

Australian Colleges and Universities have stringent policies, rules, and regulations regarding cheating, collusion, and plagiarism. These policies are adopted universally across all Australian higher education providers. As part of its commitment to enforcing academic integrity, Raffles College of Design and Commerce has undertaken to subscribe to the following ethics.

Cheating is defined as fraud in relation to any form of assessment. It includes:

- The use, during tests or examinations, of materials, electronic devices or notes written on the person’s body or clothing which could provide an aid to that person in obtaining a higher score and which are not expressly permitted in the instructions for the examination or test.
- False excuses for absences or the falsification of medical certificates that enable students to not be penalised for absences from classes or tests.
- Looking at the work of another student during a test or examination. Collusion is defined as the sharing of work with another student without informing the person in charge of assessment of that contribution. It includes providing a student with a copy of a graded assignment identical to the one set for the other student.

Plagiarism is defined as the use of someone else's work without specific acknowledgement. Plagiarism includes:

- The insertion of exact phrases from another work (published or unpublished) without expressing those words in quotation marks or without providing the exact reference to the source in the place where the exact words appear and in the form of standard citation practice. Allusions or puns of well known phrases or cultural artefacts are exempted from this provision.
- Paraphrasing (putting into your own words) the ideas or concepts from someone else's work (published or unpublished) without providing the exact reference to the source in the form of standard citation practice.
- Copying an image, fashion pattern, architectural plan, or design from another source and using it intact or modifying it without crediting the original source. Non-copyright sources (e.g. licensed computer clip art) are exempt from this provision.
- Falsely representing or overstating the individual contributions of any members involved in a collaborative group project.

Note: Adding a bibliography of works used at the end of an assignment does not represent “standard citation practice”. Students must reference the source correctly in the body of the work.

Penalties: Any form of cheating, collusion, or plagiarism will be punishable by the awarding of a failure grade in that subject. Repeat offenders may be expelled from the College at the discretion of the Academic Board.
2.18 Grievances and Appeals
The College seeks to prevent grievances and appeals by ensuring that students are satisfied with their program and its outcomes. In addition to their functional expertise, staff are expected to be fair, courteous and helpful in all dealings with students. Any complaint about a staff member or program will be treated seriously, investigated thoroughly and dealt with according to the merit of the complaint.

The circumstances and results of any grievance are analysed thoroughly by senior management for their implications and acted on appropriately so as to remove any grounds for appeal in the future by improving the relevant functions. The organisation abides by freedom of information and privacy principles. All grievances are taken seriously and their findings incorporated into procedures as appropriate. The student will be given a written statement of the grievance outcomes including reasons for the decision. The grievance procedures adopted by Raffles College do not circumscribe the right of the student to pursue other legal remedies.

Please refer to Part C - Appendix B: Student Grievance and Appeal Policy and Procedures.

2.19 Racism and Sexism
We are particularly concerned that Raffles College should follow non-discriminatory practices in hiring staff and in recruiting and training students. Tertiary education provides students with both the opportunity to develop highly specialised skills and to broaden and deepen their general knowledge and to refine their thinking capacity. Students and lecturers are encouraged to be open to and respectful of the beliefs and views of others and to conduct discussion of controversial issues in a dispassionate and reasoned manner.

Students who feel that they have experienced unfair discrimination should consult the Academic Director or Student Services Director and commence grievance procedures.

Please refer to Part C - Appendix B: Student Grievance and Appeal Policy and Procedures.
3.0 Course Information

3.1 Higher Education

3.1.1 Design Degrees

Bachelor of Arts (Visual Communication)
RCDC Course Code: RVC001
CRICOS Course Code: 060730B
Majors: Animation, Games Design, Multimedia Design, New Media and Digital Film, and Photography

Associate Degree of Visual Communication
RCDC Course Code: RVC002
CRICOS Code: 060729F
Majors: Animation, Games Design, Multimedia Design, New Media and Digital Film, and Photography

Bachelor of Design
RCDC Course Code: KDS001
CRICOS Course Code: 060732M

Associate Degree of Design
RCDC Course Code: KDS003
CRICOS Code: 060731A

Master of Design
RCDC Course Code: KDS002
CRICOS Course Code: 060733K
Streams: Practice, Project, Dissertation
3.1.2 Business Degrees

**Bachelor of Commerce**
RCDC Course Code: KBN001
CRICOS Course Code: 062394G
Majors: Design Management, Finance, Hospitality, Management, Marketing, and Tourism

**Associate Degree of Commerce**
RCDC Course Code: KBN006
CRICOS Course Code: 062393J
Majors: Design Management, Finance, Hospitality, Management, Marketing, and Tourism

**Bachelor of Accounting**
RCDC Course Code: KBN005
CRICOS Course Code: 070202K

**Master of Commerce**
RCDC Course Code: KBN002
CRICOS Course Code: 062397E
Majors: Design Management, Finance, Hospitality, Management, Marketing, and Tourism

**Graduate Diploma of Commerce**
RCDC Course Code: KBN003
CRICOS Course Code: 062396F
Majors: Design Management, Finance, Hospitality, Management, Marketing, and Tourism

**Graduate Certificate in Commerce**
RCDC Course Code: KBN004
CRICOS Course Code: 062395G
Majors: Design Management, Finance, Hospitality, Management, Marketing, and Tourism

3.1.3 Course Outlines – Degree programs
See RCDC website under “Courses”

3.1.4 Subject Descriptions – Degree programs
See RCDC website under “Courses”
3.2 Vocational

3.2.1 Art & Design Courses

Certificate II in Visual Arts
National Qualification Code: CUV20111
CRICOS Course code: 079857J

Certificate IV in Visual Arts
National Qualification Code: CUV40111
CRICOS Course code: 079858G

Diploma of Applied Fashion Design and Technology
National Qualification Code: LMT50307
CRICOS Course code: 080941C

Diploma of Interactive Digital Media
National Qualification Code: CUF50207
CRICOS Course code: 076186A

Diploma of Screen and Media
National Qualification Code: CUF50107
CRICOS Course Code: 076185B

Advanced Diploma of Screen and Media
National Qualification Code: CUF60107
CRICOS Course Code: 076184C
3.2.2 Management Courses

**Diploma of Management**
National Qualification Code: BSB51107
CRICOS Course Code: 065627E

**Advanced Diploma of Management**
National Qualification Code: BSB60407
CRICOS Course Code: 065628D

**Advanced Diploma of Project Management**
National Qualification Code: BSB60707
CRICOS Course Code: 076195M

3.2.3 Course Outlines – Vocational programs
See RCDC website under “Courses”

3.2.4 Subject Descriptions – Vocational programs
See RCDC website under “Courses”