AUT University, School of Computing & Mathematical Sciences and Vietnam National University, HoChiMinh University of Science Collaborative Study Programme

for the

HCMUS Associate Degree or Bachelor of Science Computer Science and AUT Bachelor of Computer & Information Sciences (BCIS), or AUT Graduate Diploma in Computer & Information Sciences (GradDipCIS)

Student Handbook

Cycle 2 2010-2012

Ver. 2010.1.0
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1. The ‘Articulation’ programme

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

FOUR FLEXIBLE 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:

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

Option 3:

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

Option 4:

On completion of Option 3, students may return to HCMUS to complete the required Language and Social Sciences Papers and also receive the BSCS.

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

CHOICE OF MAJORS AND/OR SPECIALTIES

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

BCIS Majors
- Information Services (proposed rename in 2010/2011 to IT Service Science subject to approval)
- Information Systems Science
- Net-centric and IT Security (proposed rename in 2010/2011 to Networks and Security subject to approval)
- Software Development
• Computer Science

Specialties
• Information Systems
• Knowledge Engineering
• Software Engineering
• Networks
• Security and Information Systems
• Information Services and Knowledge Engineering

BCIS ENTRY REQUIREMENTS
An IELTS of 6.0 overall with a minimum of 5.5 in any one band is required for acceptance into BCIS papers, or equivalent. This should be completed before a student starts the Research & Development Project paper.

TUITION FEES AND INFORMATION
Information for international students can be found here:
http://www.aut.ac.nz/study-at-aut/international-students/new-international-students

Some 50% scholarships are available on application for the recipient’s first AUT study year.

Papers are subject to availability. Where papers are not available a suitable alternative will be suggested. HCMUS and AUT reserve the right to change the contents of the programme at any stage prior to enrolment. Please check with the HCMUS Programme Administrator to obtain the latest information about the programme and its contents.

For further information, application form and fees information, contact:
Tel: (84) 8 303 625
Email: itec@hcmus.edu.vn
Website: www.itec.hcmus.edu.vn
2. The ‘On-site’ Programme

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

At the commencement of Year Three, HCMUS students will enrol as a full AUT student and complete both the Associate BSCS and the AUT BCIS papers over the remaining two years.

The AUT BCIS will not be endorsed with a major, but will however be a valid, non-endorsed AUT degree. Papers will be delivered by both online or on-site modes, or a combination of online and on-site, and are according to the following table of papers:

<table>
<thead>
<tr>
<th>Core Papers</th>
<th>Level</th>
<th>AUT Points</th>
<th>Mode of Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>406031 IT Service Provision</td>
<td>6</td>
<td>15</td>
<td>Online</td>
</tr>
<tr>
<td>406928 Needs Analysis, Acquisition and Training</td>
<td>6</td>
<td>15</td>
<td>Online</td>
</tr>
<tr>
<td>406714 Information Security Technologies</td>
<td>6</td>
<td>15</td>
<td>On Site</td>
</tr>
<tr>
<td>407712 Contemporary Information Systems</td>
<td>7</td>
<td>15</td>
<td>Online</td>
</tr>
<tr>
<td>407708 Information Security Management</td>
<td>7</td>
<td>15</td>
<td>On Site</td>
</tr>
<tr>
<td>407009 R &amp; D Project</td>
<td>7</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>407710 IT Operations Management</td>
<td>7</td>
<td>15</td>
<td>On Site</td>
</tr>
</tbody>
</table>

This table allows the award of the Bachelor of Computer and Information Sciences endorsed with the IT Service Science major.

**Indicative Teaching Schedule Cycle 2***

<table>
<thead>
<tr>
<th>Course</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>406928 Needs Analysis Acquisition &amp; Training</td>
<td>October 2010 18-21</td>
</tr>
<tr>
<td>406031 IT Service Provision</td>
<td></td>
</tr>
<tr>
<td>406714 Information Security Technologies</td>
<td>Week 1 - February 2011 (22/2 for 4 days)</td>
</tr>
<tr>
<td></td>
<td>Week 2 - April 2011</td>
</tr>
<tr>
<td>407710 IT Operations Management</td>
<td>July 2011 (11/7 for 4 days)</td>
</tr>
<tr>
<td>407712 Contemporary Information Systems</td>
<td>July 2011 (18/7 for 2 days)</td>
</tr>
<tr>
<td>407708 Information Security Management</td>
<td>Week 1 - November 2011</td>
</tr>
<tr>
<td></td>
<td>Week 2 - February 2012</td>
</tr>
<tr>
<td>407009 Research &amp; Development Project</td>
<td>February 2012</td>
</tr>
</tbody>
</table>

* Subject to change as agreed between the SCMS and HCMUS
* This course may have been taken with the Cycle 1 students in July 2010.
### CROSS-CREDIT TABLE FOR BCIS FOR HCMUS ON SITE PROGRAMME

<table>
<thead>
<tr>
<th><strong>HCMUS paper</strong></th>
<th><strong>BCIS paper (240 points)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>CM101 Business Communication</td>
<td>145612 Applied Communications</td>
</tr>
<tr>
<td>TH104 Fundamentals of Computer Programming</td>
<td>405803 IT Hardware/Software Infrastructure (Foundations of IT Infrastructure)</td>
</tr>
<tr>
<td>TH124 Windows Programming</td>
<td>405701 Programming 1</td>
</tr>
<tr>
<td>TH103 Data Structures</td>
<td>405704 Programming 2</td>
</tr>
<tr>
<td>TH108 OOP</td>
<td>716180 Data Structures &amp; Algorithms</td>
</tr>
<tr>
<td>TH128 Java Programming</td>
<td></td>
</tr>
<tr>
<td>Mth128 Linear Algebra</td>
<td>715189 Algebra &amp; Discrete Maths</td>
</tr>
<tr>
<td>Mth 253 Introduction to Discrete Maths</td>
<td></td>
</tr>
<tr>
<td>TH102 Networking</td>
<td>405706 Networking 1</td>
</tr>
<tr>
<td>TH106 Operating Systems</td>
<td>406707 Operating Systems</td>
</tr>
<tr>
<td>TH110 Project Management</td>
<td>406027 IT Project Management</td>
</tr>
<tr>
<td>TH107 Introduction to Databases</td>
<td>406703 Logical Database Design</td>
</tr>
<tr>
<td>TH112 Relational Database Design</td>
<td></td>
</tr>
<tr>
<td>TH407 Cryptography &amp; Applications</td>
<td>Elective (15pts)</td>
</tr>
<tr>
<td>EC001 Mobile Programming</td>
<td>Elective (15pts)</td>
</tr>
<tr>
<td>TH130 Web Programming 1</td>
<td>406011 Internet Technology</td>
</tr>
<tr>
<td>Web Programming 2</td>
<td>407705 Web Development</td>
</tr>
<tr>
<td>SC203 Research Methodology</td>
<td>Elective (15pts)</td>
</tr>
<tr>
<td>Exempt</td>
<td>406702 Data &amp; Process Modelling</td>
</tr>
</tbody>
</table>

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 (this will be advised)
- discussion of the application with HCMUS. If it is agreed that the applicant’s English language proficiency should be considered as a special case, an interview report should be completed by the partner institution and forwarded to AUT with the application to support the case, together with details of any English language tuition to be undertaken during the course of collaborative study
- academic and/or professional references that specifically mention the way in which English is used by the applicant (e.g. through report-writing, written and oral communication).

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

TUITION FEES AND INFORMATION

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 Programme Administrator to obtain the latest information about the programme and its contents.

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

Tel: (84) 8 303 625
Email: itec@hcmuns.edu.vn
Website: www.itec.hcmus.edu.vn
3. Information for Students

3.1 HCMUS Contact Information

Programme Administrators:
Nguyễn Thị Phước Hanh
ntphanh@hcmus.edu.vn
+84 88303625

Nguyễn Thị Lanh Anh
ntlanh@hcmus.edu.vn
+84 88303625

Programme Leader:
Dr. Vũ Hải Quân
vhquan@fit.hcmus.edu.vn
+84 903688889

3.2 AUT Contact Information

Programme Administrator:
Adelaide Carleton
adelaide.carleton@aut.ac.nz
+64 9 921 9999 ext. 5857

Collaborative Programme Leader:
Leo Hitchcock
leo.hitchcock@aut.ac.nz
+64 9 921 9999 ext. 5421

BCIS Programme Leader
Petteri Kaskenpalo
mkaskenp@aut.ac.nz
+64 9 921 9999 ext. 5855

3.3 Set Up Email Forwarding

You should not change your email address in AUTonline, as all student’s email addresses get overridden from the Arion system each time AUTonline is updated from Arion (which is twice a day).

You need to go to http://distance.aut.ac.nz/ and register for an Internet account. Once you register, $1 will be placed into your account, followed by another $1 from the School of Computing. This will allow you to set up the email forwarding.
To set up mail forwarding: See Appendix A (page 18)

3.4 Enrolment Procedure

1. HCMUS students must complete the International Application for Enrolment (IAFE) (as per AUT website):


   These are to be returned with verified proof of DOB and legal name attached (Verified Copy of Birth Certificate/Passport/ Certificate of Identity). Any additional paperwork required is to be communicated by the SCMS, i.e. academic transcript (required to determine NZ UE). A student transcript will be provided to SCMS by HCMUS.

2. All IAFEs and transcripts together will be collated by HCMUS and sent to SCMS (Adelaide Carleton)

3. Students will then be loaded into “S” enrolment type, (International enrolment type, Distance Learning). SCMS will advise AUT International of period/intake to enrol students into

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

5. HCMUS will print OOPs, students sign them, then all OOPs sent back to SCMS (Adelaide Carleton)

6. Once papers are loaded and approved, students will be invoiced with a zero fee.

7. The invoice will be emailed and will include AUT network login details to give students access to all online resources

See Chapter 5: Enrolment Procedure Flow Chart

3.5 Supervision and Translation

HCMUS will allocate personal 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. HCMUS will also allocate translators during study sessions and for text translation as necessary.

3.6 Appeals and Complaints Procedure

3.6.1 Interim Results, Handback, Reconsideration of Assessment

In accordance with AUT academic regulations a student who believes an assessment item has been incorrectly graded may request a reconsideration of assessment.
Requests for Reconsideration of Assessment will be processed in accordance with AUT University policies and procedures. The process for HCMUS based students is as follows:

1. Coursework assignments: Results will be returned to students who may then discuss the results with the local supervisor or direct with the facilitating AUT lecturer
2. Interim results for a paper: Interim results will become available in ARIONWeb according to the published assessment schedule and as notified by the AUT or HCMUS Programme Administrator. With this notification, the process for hand back review of exam scripts will be notified.
3. Exams: Hand back of exam or final assessment scripts will be enacted through the HCMUS Programme Administrator and the process advised to students. Hand back is carried out under examination conditions. Students have the right of a reconsideration based on incorrect addition or omission of marking a specific question. Reconsiderations may result in a mark being increased, decreased or remain unchanged. Reconsiderations are passed to the examiner and processed under Examination Board procedures. Students will be notified of the final outcome.

3.6.2 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 can appeal against the overall result awarded for a paper in either of the following circumstances:

1. 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
2. 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, polices and procedures. The appeals committee will be chaired by the relevant AUT Dean or nominee.

3.6.3 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 students 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.
3.7 Programme Regulations

3.7.1 Admission, 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 Adelaide Carleton, Programme Administrator at AUT

In order to be recognised as an enrolled student of AUT, applicants must provide a completed, 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.
3.7.2 Assessment

Should a student fail a paper based on one assessment only but gain between 40 and 50% overall marks, subject to the decision of the SCMS 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 SCMS Examiners Board, they may repeat the paper.

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.

3.7.3 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 communicated with another person in an exam.
- Taking any unauthorised material such as books, notes, 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 polices 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

3.7.4 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.

3.7.5 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 and the Agreement with HCMUS. The agreement states that;

1. Should a Student fail a paper based on one assessment only but gain between 40 and 50% overall marks, subject to the decision of the SCMS Examiners Board, the Student may be allowed to re-submit the assessment.

2. Should a Student fail a paper and not be granted a re-submission by the SCMS Examiners Board, they may repeat the paper.

3. The provisions of a. and b. 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.

While this may take precedence over any stated AUT regulation, this should be read in conjunction with AUT General Academic Regulations, Part 3, Section 11.

3.7.6 Withdrawal from the Programme or a Paper

A student who wishes to change their enrolment in a paper or withdraw from the programme must seek the approval of HCMUS and complete the official withdrawal form. HCMUS will forward the form to the appropriate Programme Administrator 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.
3.7.7 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.

AUT is responsible for notifying all results to students at the end of each assessment period. The partner institution will assign personal supervisors and tutors as agreed to provide students with additional feedback and academic guidance.

AUT provides all students with an academic transcript 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.

3.7.8 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 may 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.

3.8 Resources Available

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

3.8.2 AUT Resource Centre at HCMUS

The AUT resource centre containing copies of the required text books and other useful resources is Room 11H - 11th floor, Building I.
4. Paper Descriptors

List of paper descriptors*

1. 406031 IT Service Provision
2. 406928 Needs Analysis, Acquisition, and Training
3. 407712 Contemporary Information Systems
4. 406714 Information Security Technologies
5. 407008 Information Security Management
6. 407710 IT Operations Management
7. 407009 Research & Development Project

*Subject to change according to customisation for Vietnam requirements. Similarly, paper content may change due to Vietnamese context.
1. 406031 IT Service Provision

**SCHOOL OF COMPUTING AND MATHEMATICAL SCIENCES**

**Paper Title:** IT Service Provision

**Paper Code:** 406031

**POINTS:** 15

**LEVEL:** 6

**PREREQUISITE/S:** 405703

**COREQUISITE/S:** None

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

<table>
<thead>
<tr>
<th>Contact Hours</th>
<th>Student Directed Learning</th>
<th>Total learning hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>48</td>
<td>102</td>
<td>150</td>
</tr>
</tbody>
</table>

**PRESCRIPTOR:**
Identification, development and implementation of service oriented skills, service techniques and standard procedures in providing IT related services.

**LEARNING OUTCOMES:**
By the end of the paper the student will be able to:

1. Explain the use of IT service and operations standards and procedures.
2. Discuss the elements involved in providing quality customer service.
3. Describe processes that comprise IT operations management essentials
4. Describe processes that comprise IT service management essentials

**CONTENT**
Use of IT service and operations standards and procedures.
Elements involved in providing quality customer service.
Overview of processes that comprise IT operations management essentials:

- Event & Fault Management
- Problem Management
- Change Management
- Configuration Management
- Asset Management
- Performance and Capacity
• Storage Management
• Workload Management
• Backup and Recovery Management
• End User Services (End User Self-Enablement, Remote Control, Help Desk, Deskside Support, Client Image Services)
• Reporting Management
• Business Process Management Fundamentals

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

Overview of IT service architecture essentials
• Management system architecture
• Service & Component design
• Service oriented architecture

Standards & Procedures
• How standards assist in providing quality service
• What procedures are required
• How to use procedures to ensure pro-activeness

Providing Quality Customer Service
• 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

<table>
<thead>
<tr>
<th>Assessment Event</th>
<th>Weighting %</th>
<th>Learning Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coursework – Written Assignment</td>
<td>50%</td>
<td>1, 2</td>
</tr>
<tr>
<td>End of Semester examination or assignment</td>
<td>50%</td>
<td>3, 4</td>
</tr>
</tbody>
</table>

Grade Map

<table>
<thead>
<tr>
<th>Grade Map 1:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>A+ A A- Pass with Distinction</td>
<td></td>
</tr>
<tr>
<td>B+ B B- Pass with Merit</td>
<td></td>
</tr>
<tr>
<td>C+ C C- Pass</td>
<td></td>
</tr>
<tr>
<td>D</td>
<td>Fail</td>
</tr>
<tr>
<td>Grade Boundaries</td>
<td></td>
</tr>
<tr>
<td>------------------</td>
<td></td>
</tr>
<tr>
<td>A+ ≥ 90%, A ≥ 85%, A- ≥ 80%</td>
<td></td>
</tr>
<tr>
<td>B+ ≥ 75%, B ≥ 70%, B- ≥ 65%</td>
<td></td>
</tr>
<tr>
<td>C+ ≥ 60%, C ≥ 55%, C- ≥ 50%</td>
<td></td>
</tr>
<tr>
<td>D &lt; 50%</td>
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</tbody>
</table>

**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**  
No Prescribed text.

Recommended reading lists will be provided.
2. 406928 Needs Analysis, Acquisition, and Training

<table>
<thead>
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<th>AUT UNIVERSITY</th>
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<tbody>
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<td>SCHOOL OF COMPUTING AND MATHEMATICAL SCIENCES</td>
</tr>
<tr>
<td>Paper Title: Needs Analysis, Acquisition and Training</td>
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<tr>
<td>Paper Code: 406928</td>
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</table>

POINTS: 15  
LEVEL: 6  
PREREQUISITE/S: 405021  
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/Online 48  
Sessions 102  
Student Directed Learning 150  
Total learning hours

PRESCRIPTOR:  
Focuses on skills required to identify a user’s software requirements, to investigate and evaluate suitable solutions including hardware and network, to follow the process to acquire a solution, to identify training requirements, and to plan a training programme using various delivery methods including distance delivery and text-based resources.

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 strategic and operational issues.  
2. Identify & recommend suitable software solutions.  
3. Prepare appropriate artefacts for the acquisition of a total solution.  
4. Develop a COTS acquisition project.  
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.  
8. Design and develop a small distance learning package.
CONTENT

Strategic & Operational Information Systems (IS) Analysis
- Explain how to strategically deploy IT based on the Strategic Plan
- Explain the business Value Chain
- Explain a Work System
- Explain the strategic value of IT and its place in business
- Use the above models in determining IT needs

Write a Business (Needs Analysis) Report

Joint Applications Development
- Describe a COTS development Life Cycle
- Explain the Joint Application Development (JAD) approach
- Follow a JAD methodology in a COTS development project

System Requirements Specification
- Write a System Requirements Specification

Acquisition of a Solution
1. The Acquisition Process
   - Develop a COTS Acquisition Plan
2. Software Selection & Evaluation
   - Explain software selection methodology
   - Use software selection methodology & research and to find and evaluate possible software solutions
3. Hardware Selection & Evaluation
   - 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
   - List what is included in an RFP
   - Prepare an RFP for distribution to vendors
   - Evaluate vendors
   - List the inclusions in a Service Contract
5. Present and justify your proposed project to a User Management Group

Training Needs Analysis. Planning Training (5%)
- Explain education & training and the need for both in the workplace
- Explain how to analyse training needs
- Undertake a training needs analysis
- Plan training
Training

- Write training aims and objectives.
- Explain what assessment is and the difference between formative & summative assessment
- Use both formative & summative assessment effectively
- Explain the reasons for moderation and have assessments moderated
- Explain the practice and structure of good teaching
- Use student-centred lesson delivery techniques
- Write an effective Quick Reference Guide
- Discuss cultural issues in Training
- Explain evaluation
- Draw up and use an effective course evaluation form
- List the criteria for effective distance learning
- Design an effective distance learning programme using web-based media

LEARNING & TEACHING STRATEGIES

Will include:

- Lectures or online study guides
- Group JAD work
- Readings, Exercises
- Classroom or online forum discussion

ASSESSMENT PLAN

<table>
<thead>
<tr>
<th>Assessment Event</th>
<th>Weighting %</th>
<th>Learning Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Needs Analysis, Needs Analysis Report &amp; Artefacts (Group)</td>
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<td>1 - 6</td>
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<tr>
<td>Training Programme &amp; Reflective Report (Individual)</td>
<td>50%</td>
<td>7, 8</td>
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Grade Map

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<th>Grade</th>
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<tr>
<td>B+</td>
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Grade Boundaries

<table>
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<td>D</td>
<td>&lt; 50%</td>
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</table>

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.

PRESCRIBED TEXT

No prescribed text. Recommended reading lists will be provided.
3. 407712 Contemporary Information Systems

SCHOOL OF COMPUTING AND MATHEMATICAL SCIENCES

Paper Title: Contemporary Information Systems

Paper Code: 407712

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:
Online Sessions 52
Student Directed Learning 98
Total learning hours 150

PRESCRIPTOR:
Examines the relationships and capabilities of Information Systems in global information economies. The analysis, design and implementation of IS is examined, along with the use of enabling technologies to engineer Information Systems across diverse organisations.

LEARNING OUTCOMES:
By the end of the paper the student will be able to:
1. Evaluate and discuss the importance of information and knowledge management in advanced global information economies.
2. Analyse real work systems and plan information strategies for complex business and strategic information requirements.
3. Define the role and purpose of decision making, planning, and control with the business environment.
4. Distinguish the characteristics and role of operational information systems, management information systems, and strategic information systems within the business environment.
5. Evaluate and discuss the various methodologies and approaches to information systems development and implementation.
6. Evaluate and explain the differences between and the advantages and disadvantages of the various process modelling and data modelling tools,
techniques and methodologies.
7. Apply relevant development and modelling processes to a real world case.
8. Discuss the importance of ethics and risk management in IS design, and apply a risk assessment analysis to a real world case.

CONTENT
The course covers the following topics:
• The global Information Age:
  o Knowledge management
  o The global business environment
• IS strategy planning:
  o Alignment of Strategic Plan, Business Plan, and IS Plan
  o Analysis of Work Systems: Information input and output, Business Processes & Context requirements
  o Business process conceptualisation and Enterprise Resource planning
• Business Systems Activity:
  o Real world decision making
  o Transaction processing systems
  o Management and executive decision systems
• IS development in dynamic global environments;
  o Joint Application Development
  o Rapid Application Development
  o Object Oriented Development
• IS modelling & methodologies:
  o Tools & techniques of process modelling
  o Tools & techniques of data modelling
  o Methodologies, including:
    ▪ Hard and Soft methods
    ▪ Information engineering and re-engineering
    ▪ SSADM
    ▪ UML
    ▪ Effective technical and human implementation
• Ethics and Risk Assessment

LEARNING & TEACHING STRATEGIES
Will include:
• Readings, Exercises
• Online learning modes: online tutorial(s), Discussion forums
ASSESSMENT PLAN

<table>
<thead>
<tr>
<th>Assessment Event</th>
<th>Weighting %</th>
<th>Learning Outcomes</th>
</tr>
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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

4. **406714 Information Security Technologies**

<table>
<thead>
<tr>
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<tr>
<td>Paper Title: Information Security Technologies</td>
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**POINTS:** 15  
**LEVEL:** 6  
**PREREQUISITE/S:**  
**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 cryptography 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

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<th>Assessment Event</th>
<th>Weighting %</th>
<th>Learning Outcomes</th>
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<td>Weekly Coursework Tests / Quizzes</td>
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<td>Written assignment</td>
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<tr>
<td>Final Exam (Open Book)</td>
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<td>C+ C C-</td>
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<tr>
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<table>
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<td>A+ ≥ 90%, A ≥ 85%, A- ≥ 80%</td>
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<td>B+ ≥ 75%, B ≥ 70%, B- ≥ 65%</td>
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<td>C+ ≥ 60%, C ≥ 55%, C- ≥ 50%</td>
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<td>D &lt; 50%</td>
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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.

Recommended reading lists will be provided.
5. 407708 Information Security Management

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<tr>
<td>Paper Title: Information Security Management</td>
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<td>Paper Code: 407708</td>
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POINTS: 15
LEVEL: 7
PREREQUISITE/S: 406710
COREQUISITE/S: 406711

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 theoretical foundation for and practice in formal network protocol research and development in the area of computer and data communication systems. Explains the synthesis between software development, communication systems and formal language theory.

LEARNING OUTCOMES:
On successful completion of this paper students will be able to:
1. Discuss and apply models, concepts and theories in protocol construction and specification.
2. Design projects using the protocol construction life-cycle framework, including:
   a. Specification and design of services and protocols
   b. Evaluate designs
   c. Construct systems based on the proposed design
   d. Discuss and apply models for conformance testing.
3. Demonstrate the application of formal methods in practice.

CONTENT
The course covers the following topics:
- Protocol life cycle
- Protocol architectures
• Finite State Automata and Communicating Finite State Machines
• Network and reachability analysis
• Introduction to formal specification languages for protocol design and validation.
• Specifying and designing protocols
• Methods for protocol design. Each method is introduced, followed by design process, architectures, protocol mechanisms, tools and languages
• Modelling and analysing of selected protocols. Examples include TCP/IP performance issues, error and flow control, security and authentication protocols.
• Designing, implementing and testing an application level service and protocol.

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

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<tr>
<th>Assessment Event</th>
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<th>Learning Outcomes</th>
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<tbody>
<tr>
<td>Weekly Workshop Participation</td>
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<td>Portfolio: Final Submission</td>
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Grade Map

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<td>C+</td>
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<td>C- Pass</td>
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</table>

Grade Boundaries

| A+ ≥ 90%, A ≥ 85%, A- ≥ 80% |
| A+ ≥ 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.
6. 407710 IT Operations Management

SCHOOL OF COMPUTING AND MATHEMATICAL SCIENCES

Paper Title: IT Operations Management

Paper Code: 407710

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 delivery and support appropriate to the requirements of an organisation. Focuses on industry best practice, e.g.: the IT Infrastructure Library (ITIL) and Control Objectives for Information and Related Technology (CobiT) for definition, design, implementation, support and delivery of IT services, including models and processes for maintaining required security levels. Examines the relationship between IT Operations Management and IT Management.

LEARNING OUTCOMES:
By the end of the paper the student will be able to:

1. Demonstrate thorough understanding of all the key IT Operations Management frameworks such as ITIL and CobiT and processes.
2. Critically evaluate operational IT organisations and their processes against the studied models.
3. Analyse problems and current issues arising from the implementation of the framework, communicate this analysis and make recommendations solving any problems.
4. Review processes required for aligning IT infrastructure and operations with the business goals of an organisation.
CONTENT
The course covers the following topics:

- Overview of IT Management frameworks
- Service Design and IT Management Processes
  - Service Level Management
  - Financial Management
  - Capacity and Contingency Management
  - Security Management
  - Infrastructure Management
- Resolution Processes
  - Incident Management
  - Problem Management
- Control Processes
  - Asset & Configuration Management
  - Change Management
- Release Processes
  - Release Management
- Supplier Processes
  - Customer Relationship Management
  - Supplier Management
- HR Management in relation to IT Operations
- IT Operations Management relationship with IT Strategy

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

<table>
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<tr>
<th>Assessment Event</th>
<th>Weighting %</th>
<th>Learning Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portfolio: Final Submission</td>
<td>70%</td>
<td></td>
</tr>
<tr>
<td>Weekly Workshop Participation</td>
<td>30%</td>
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<table>
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<tr>
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<tbody>
<tr>
<td>A+ ≥ 90%, A ≥ 85%, A- ≥ 80%</td>
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<tr>
<td>Boundaries</td>
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**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.
7. 407009 Research & Development Project

SCHOOL OF COMPUTING AND MATHEMATICAL SCIENCES

Paper Title: Research & Development Project

Paper Code: 407009

POINTS: 30

LEVEL: 7

PREREQUISITE/S:

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:
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 either commercial software development for live clients, commercial research and development projects on behalf of live clients, or supervised research projects into selected areas of interest.

LEARNING OUTCOMES:
On successful completion of this paper students will be able to:
9. Show the ability to successfully undertake original work.
10. Demonstrate a professional attitude.
11. Demonstrate the ability to integrate the different disciplines required.
12. Communicate effectively with clients and sponsors.
13. Communicate effectively in both written work and in group situations.
14. Effectively manage, monitor and control the activities involved in a development project.
15. Determine an appropriate process and accompanying set of deliverables for their project.
16. Show the ability to document appropriately the deliverables for their project - software specifications, project plans, source code, technical reports, white papers, literature reviews, academic articles for publication etc.
17. Select and justify an appropriate methodology for their project.

CONTENT
The project aims at bringing together what you've been taught from many other courses that you have studied so far. These include data and process modelling, software design and implementation, project management, software engineering and quality assurance as well as programming subjects.

- 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 a software 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.

LEARNING & TEACHING STRATEGIES
May include:
- Research and Development Projects
- Online progress reporting
- Project joint reviews
- Supervision
- Dissertation
**ASSESSMENT PLAN**

<table>
<thead>
<tr>
<th>Assessment Event</th>
<th>Weighting %</th>
<th>Learning Outcomes</th>
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<tbody>
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<td>Project Presentation</td>
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<td>Project Portfolio or Dissertation</td>
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**Grade Map**

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<td>A+  A  A-</td>
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<td>B+  B  B-</td>
<td>Pass with Merit</td>
</tr>
<tr>
<td>C+  C  C-</td>
<td>Pass</td>
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<td>D</td>
<td>Fail</td>
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</table>

**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 supplied.
5. FORMS & CHARTS

List of forms and documents:

1. Application Form
2. How to complete the Application form
3. Enrolment procedure
4. About ARIONWeb, AUT Student Webmail, AUT Library, & AUT International Student Website links.
5. AUT Campus Maps
6. AUT Academic Year 2010
7. AUT Academic Year 2011
8. AUT Academic Year 2012
1. Application Form

INTERNATIONAL STUDENT APPLICATION

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 of Cook Islands, Tokelau or Niue
- Existing international students at AUT University
- Study abroad/exchange applicants

SECTION ONE APPLICANT’S PERSONAL DETAILS

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 Ethnicity

1.6 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/students/student_services/policies

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

SECTION TWO APPLICANT’S CONTACT DETAILS

2.1 What is your main contact address? Please note: This will not be used for all correspondence. Please ensure this is kept up-to-date at all times and advise us if it changes.

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 Fax

2.9 Mobile

2.10 Email

Please note: if you apply through an AUT University registered agent, all correspondence relating to your application will be forwarded to that agent. You may also be contacted by text, email, telephone or mail.

SECTION THREE ALTERNATIVE CONTACT DETAILS

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:

3.11 What is the agent’s name and code (if known)?

3.12 Place agent’s name here:

SECTION FIVE PROGRAMME SELECTION

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.

PREFERENCE 1
PROGRAMME TITLE: ___________________________
MAJOR: ___________________________
PROGRAMME CODE: ___________________________
START DATE: ____________ month/year

PREFERENCE 2
PROGRAMME TITLE: ___________________________
MAJOR: ___________________________
PROGRAMME CODE: ___________________________
START DATE: ____________ month/year

PREFERENCE 3
PROGRAMME TITLE: ___________________________
MAJOR: ___________________________
PROGRAMME CODE: ___________________________
START DATE: ____________ month/year

Please go to section six
### SECTION SIX  ACADEMIC BACKGROUND

6.1 Please provide certified official documentation of academic results for all qualifications:

<table>
<thead>
<tr>
<th>NAME OF SCHOOL/NO SECONDARY SCHOOL/FOUNDATION STUDY:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>COUNTRY:</td>
<td></td>
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<tr>
<td>QUALIFICATION:</td>
<td></td>
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<tr>
<td>YEAR START:</td>
<td>YEAR FINISH:</td>
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</table>

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<td></td>
</tr>
<tr>
<td>YEAR START:</td>
<td>YEAR FINISH:</td>
</tr>
</tbody>
</table>

6.2 Are you currently waiting for results?
- [ ] Yes
- [ ] No

### SECTION SEVEN  WORK AND RELEVANT EXPERIENCE

7.1 Please state any relevant employment experience that may support your application (postgraduate students only):

<table>
<thead>
<tr>
<th>EMPLOYMENT DATES</th>
<th>NAME OF EMPLOYER</th>
<th>POSITION/TYPE OF WORK:</th>
</tr>
</thead>
</table>

<table>
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<tr>
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</table>

<table>
<thead>
<tr>
<th>EMPLOYMENT DATES</th>
<th>NAME OF EMPLOYER</th>
<th>POSITION/TYPE OF WORK:</th>
</tr>
</thead>
</table>

### SECTION EIGHT  ENGLISH PROFICIENCY

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 in my previous [ ] years of study. I have attached documentary evidence
- [ ] I have completed or am completing study at AUT International House

### SECTION NINE  STATISTICAL INFORMATION

9.1 How did you hear about AUT University? Please tick one:
- [ ] AUI International House
- [ ] AUI International
- [ ] Family member
- [ ] Embassy/NZ Trade and Enterprise
- [ ] Friends
- [ ] Education Fair/Expo
- [ ] NZ High School
- [ ] 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 the effects of significant injury, long-term illness, or disability?
- [ ] Yes
- [ ] No

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

If you need additional resources or support there are additional costs. Please contact the Disability Resource Service: disabilityoffice@aut.ac.nz

### 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:
<table>
<thead>
<tr>
<th>Home Government:</th>
<th>Other:</th>
</tr>
</thead>
</table>

### SECTION TWELVE  STUDENT CHECK LIST

Please send certified copies only. Have you:
- [ ] Completed all sections in this form
- [ ] Enclosed translated and certified copies of your academic transcripts including graduating certificates and explanation of the grading system
- [ ] 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 certified copy of your original English Language test results
- [ ] Enclosed other supporting documentation related to your application
- [ ] Checked the application closing deadlines online at: www.aut.ac.nz/study-abroad/international-students/how-to-apply/deadlines
- [ ] 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 (AU University).

b. I declare that the information I have supplied on this form and any attached documentation is 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 have read and understood the outline of how the Privacy Act will be applied in the University, as set out in the privacy section of the Application Form, and I authorise the University to collect, use and disclose personal information about me in accordance with that outline and the Privacy Act 1993.

e. I authorise the University to release information regarding my application to Immigration New Zealand (IZ) and the Department of Labour where the University considers the information relevant to my immigration status.

f. I authorise any agency holding the source of any information to provide this information to the University on my application.

g. I have read and understood the University's 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 support my enrolment.

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:

Your signature: ____________________________ Date: __________

Parent’s/guardian’s signature: ____________________________ Date: __________

IF THE APPLICANT IS NOT ABLE TO SIGN ABOVE, AN AUTHORISED PERSON OR AN AUT REGISTERED AGENT MAY SIGN ON THE APPLICANT’S BEHALF (NOT APPLICABLE FOR APPLICANTS UNDER-THE AGE OF 18 YEARS)

Name of person: ____________________________ Signature: ____________________________ Date: __________

WHERE TO SEND THIS FORM

Postal address: Registry Services, Auckland University of Technology, Private Bag 92006, Auckland 1142, New Zealand

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

For more information please contact: 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 deadlines online at www.aut.ac.nz/study-at-aut/international-students/how-to-apply/deadlines

Step Two
To study at AUT, you will need to apply either directly to the University or through an AUT Registered Agent. 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 required certification documentation otherwise this will delay your application. Please email International Centre@aut.ac.nz to check if there are any additional application requirements for entry to your programme of choice.

Step Three
If you are submitting your application from overseas for the upcoming semester, it will take up to one week to process (postgraduate will take longer). When we receive your application, we will receive an acknowledgement email/letter.

Step Four
Successful applicants will receive an Offer of Place letter, which will give advice on tuition fees, enrolment fee, insurance fees, and dates of payment.

Step Five
The applicant can accept the offer by signing the acceptance of offer form and returning a copy to Registration Services.

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.

Receiving an Offer of Place does not guarantee you a place. To guarantee a place on the programme of choice, an Offer of Place must be received by AUT, and tuition, enrolment and insurance fees must be paid in full by the due date. Please note some programmes have a limited intake so do not delay in making payment.

Step Six
Congratulations. It is now time to 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 done and is very important.

Take the original document and a photocopy of it to one of the following:

• AUT University/Student Information Centre
• AUT/Registered Agent
• AUT International staff
• School Principal or School Careers Advisor
• Justice of the Peace
• Notary Public or Member of Parliament
• Registrar or Deputy Registrar of the courts
• Barrister or Solicitor
• Minister of Religion
• Commissioner of Oaths

Send in the certified photocopies with your application form.

If you do not do this you cannot be enrolled - please don’t send originals.

Please note: All copies of academic transcripts, graduation certificates and additional documentation must be officially translated and certified/notarised in English by the issuing institution, a Notary Public, Justice of the Peace, a Solicitor, an AUT registered agent or a Commissioner of Oaths. All documents must have an official stamp and signature. Please do not send original documents (passports, birth certificates) as they will not be returned.

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

The personal information collected at the time of your enrolment will be held on the student administration database and will be made available only to authorised staff of the University. Some personal information (typically your name, current address, date of birth and academic details) from this database may be made available to external organisations.

AUT University undertakes to collect and maintain student personal information in a manner consistent with the principles outlined in the Privacy Act 1993.

USES OF INFORMATION COLLECTED

Personal information collected will be available to those members of the University staff responsible for:

- Your enrolment
- Providing student services
- Establishing and maintaining your records
- Maintaining order and discipline
- Providing tuition, appropriate academic advice and support
- Providing University activities and events

ORGANISATIONS WHICH MAY USE THE INFORMATION

- Student Association (AuSM)
- Alumni Association
- Ministry of Education
- Immigration New Zealand (IZ)
- Tertiary Education Commission (TEC)
- Education Training and Support Agency
- New Zealand Qualifications Authority (NZQA)
- Industry Training Organisations
- Contributing secondary schools and other tertiary institutions
- New Zealand Vice-Chancellors Committee (NZVCC)
- Clinical Training Agency
- Agencies that support students with scholarships and prizes
- Professional Councils/Boards
- Course moderation bodies

*The information collected will not be released to all of these potential users, but may be released on request. Note: your name, date of birth and residency as entered on this application for enrolment form will be included in the national student index, and will be used in an authorised information matching programme with the New Zealand birth register. For further information please see: ns.education.govt.nz

RECOGNITION OF PRIOR LEARNING/CREDIT FOR PRIOR LEARNING

If you believe you are entitled to credit for your previous studies please complete the Recognition of Prior Learning (RPL) Form available from: www.aut.ac.nz/study-at-aut/international-students/downloads

Tertiary study from New Zealand and/or an overseas qualification must be assessed as equivalent in content and standard to papers taught at AUT.

An application for credit must include an official outline of the qualification studied as well as specific descriptions of programme content and individual papers studied as published by the institution. The application must be supported by certified copies of original documents. Please note there may be a charge for assessment of RPL.

CODE OF PRACTICE

AUT has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Ministry of Education.

Copies of the Code are available on request from the Institution or from the New Zealand Ministry of Education website at: www.minedu.govt.nz

STATUTES, REGULATIONS AND POLICIES

Where the information contained in this form conflicts with that of the AUT University Academic Calendar, the Academic Calendar Information will take precedence over information in this form for all times.

Copies of the statutes, regulations and policies are available in the AUT University Calendar. AuSM Notices, desk copy at the North Shore and City campus Libraries or online at: www.aut.ac.nz/calendar

FEES INFORMATION

- The fees for programmes of study offered to international students are generally set in the second quarter of the preceding academic year.
- All first year international students are required to pay, in advance of enrolment, the full fee prescribed for their chosen programme of study, as detailed on their offer of place.
- Please note that if the fee calculated at the time of enrolment into papers is less than that detailed on the offer of place, any credit balance on the student's account will be held by the University and applied to subsequent enrolment. The amount of the credit balance is not available as a refund and any credit balance that remains outstanding for a period of two years or more will be forfeited.
- All returning international students are required to pay the fee calculated for their enrolment into papers in their chosen programme of study.
- Immigration New Zealand (IZ) requires that international students undertake full time study to comply with the conditions of their student permit. Full time study at Auckland University of Technology is deemed to be 120 points per year, or 60 points per semester.
- If an international student is studying more than 120 points per year or 60 points per semester, additional tuition fees will be payable based on the number of additional credit points studied.
- If an international student is in their final year of study in a programme of study and can complete their qualification without the requirement for full time study, they will be charged a fee based upon their enrolment in the remaining number of papers required to complete.
- The international fee for one year of full time study will be advised in the Offer of Place.
- All International students are required to pay a non-refundable NZ$150 application fee for their first year of study only.
- For first year international students at Auckland University of Technology, all fees including their tuition fee, application fee and Medical and Travel Insurance fee (if Insurance arranged through AUT) must be paid in full by the date stated on their Offer of Place. A student will not be enrolled at Auckland University of Technology until all fees are paid in full.
- For international students other than in their first year of study, tuition fees and the Medical and Travel Insurance fee (if Insurance arranged through AUT) must be paid 7 days prior to the start of the semester.
- Please note that the offer of Place is valid for the entire period of study in a programme provided that the student has a current permit/visa. All students must keep a copy of the Offer of Place for their records.
- If the tuition fees are not paid in full by the required date, the student will be withdrawn from the programme and Immigration New Zealand (IZ) advised that they are no longer studying at Auckland University of Technology.
- A copy of the Protocol for Payment and Refund of Fees can be found at: www.aut.ac.nz/students/student_services/policies

REFUND SUMMARY

For information on the Protocol for Payment and Refund of Fees, please visit: www.aut.ac.nz/students/student_services/policies

<table>
<thead>
<tr>
<th>DATE OF REFUND REQUEST</th>
<th>EFFECT</th>
<th>REFUND DUE</th>
<th>ADMINISTRATION FEE</th>
<th>ACADEMIC RESULT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 7 days before the start of the programme</td>
<td>Cancellation</td>
<td>100% (student's fee)</td>
<td>NZ$0.00</td>
<td>No result recorded</td>
</tr>
<tr>
<td>From 7 days prior to the start of the programme until 13 days after the start of the programme</td>
<td>Withdrawal</td>
<td>10% (student's fee)</td>
<td>NZ$0.00</td>
<td>No result recorded</td>
</tr>
<tr>
<td>13 days after the programme start date but before 70% of class duration completed</td>
<td>Withdrawal</td>
<td>NIL</td>
<td>NIL</td>
<td>Withdrawn result recorded</td>
</tr>
<tr>
<td>After 70% of class duration completed</td>
<td>No change</td>
<td>NIL</td>
<td>NIL</td>
<td>Did not complete result recorded</td>
</tr>
</tbody>
</table>

Please note: The date the International Student Refund Application is received by the Registry will be the date used to calculate a refund - not the last day of attendance at class. A refund will take a minimum of three weeks to process. The University reserves the right to request additional supporting information before any refund request is considered. The $350 application fee is non-refundable in all circumstances.
2. How to complete the Application form

Complete all of Section One. Ignore 1.10 regarding NSI/ZQA number.

Complete all of Section Two with personal contact details.

Choose HCMUS contact details.

Complete all of Section Three with HCMUS contact details.

Ignore Section Four.

In preference 1, enter BCIS for Programme Title and AK3697 for Programme Code. Start Date is October 2010.

Please go to section six.
Complete Section Six 6.1, ignore 6.2

Ignore Section Seven

Complete all of Section Eight

Complete Section Nine. For 9.1 tick Advertising, for 9.2 tick Living outside of New Zealand

Complete 10.1 and 10.2 if applicable

Ignore Section Eleven

Ensure you have completed these requirements

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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 has been 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 be 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 have read and understood the outline of how the Privacy Act will be applied in the University, as set out in the privacy section (below) of the Application form and I authorize the University to collect, use and disclose personal information about me in accordance with that outline and the Privacy Act 1993.

e. I authorize the University to release information regarding my application to Immigration New Zealand (INZ) and the Department of Labour where the University considers the information relevant to immigration status.

f. I authorize 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’s 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 studies. 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, test messages, phone or by post for communications regarding my enrolment or student services at the University.

To be signed by the applicant:

Your signature:

Date:

To be signed by a parent/guardian for applicants under the age of 18 years only:

Parent/guardian’s signature:

Date:

If the applicant is not able to sign above, an authorized person or an AUT Registered Agent may sign on the applicant’s behalf (not applicable for applicants under the age of 18 years)

Name of person:

Signature:

Date:

Your relationship to the applicant:

WHERE TO SEND THIS FORM

Postal address: AUTF University
Private Bag 92066
Auckland 1142
New Zealand

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

For more information please contact:
Phone: +649 923 7779
Email: int.app@aut.ac.nz
Web: www.autinternational.info

APPLICATION AND ENROLMENT PROCESS

Step One
Before you begin, make sure 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 closing deadlines online at: www.aut.ac.nz/study-at-aut/international-students/how-to-apply/dates

Step Two
To study at AUT, you will need to apply either directly to the University or through an AUT Registered Agent. Applicants must complete this International Student Application form, ensure all sections are completed in full and that the programme of choice is clearly indicated. You will need to supply all the required certified documentation otherwise this will delay your application. Please email International Centre AUT.ac.nz to check if there are any additional application requirements for entry to your programme of choice.

Step Three
If you are submitting your application from overseas for the upcoming semester it will take up to one week to process (postgraduate will take longer). When we receive your application, you will receive an acknowledgement email/letter.

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Successful applicants will receive an Offer of Place letter, which will give advice on tuition fees, enrollment fee, 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 to Registration Services. 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.

Receiving an Offer of Place does not guarantee you a place. To guarantee a place on the programme of choice, an signed Offer of Place must be received by AUT and tuition, enrolment and insurance fees must be paid in full by the due date. Please note some programmes have a limited intake, so do not delay making payment.

Step Six
Congratulations. It is now time to 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 done and is very important.

Take the original document and a photocopy of it to one of the following:
- AUT University Student Information Centre
- AUT Registered Agent
- AUT International staff
- School Principal or School Careers Advisor
- Justice of the Peace
- Notary Public or Member of Parliament
- Registrar or Deputy Registrar of the courts
- Barrister or Solicitor
- Minister of Religion
- Commissioner of Oaths

Send in the certified photocopied documents with your application form.

All documents must be certified

If you do not do this you cannot be enrolled - please don’t send originals.

Please note: All copies of academic transcripts, graduation certificates and additional documentation must be officially translated and certified/notarized in English by the issuing institution, a Notary Public, Justice of Peace, a Solicitor, an AUT registered agent or a Commissioner of Oaths. All documents must have an official stamp and signature. Please do not send original documents (passports, birth certificates) as they will not be returned.

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

**Application/Enrolment procedure HCMUS students studying AUT degree at HCMUS**

HCMUS students complete the AUT International Application for Enrolment (AFE). Attach verified proof of Date of Birth (DOB) and legal name. Attach English language results if available (and necessary at time of application), and verified copies of transcripts from HCMUS to date.

All completed AFE’s collated by HCMUS and sent in bulk to AUT School of Computing & Mathematical Sciences (SCMS) (Adelaide Carleton).

AUT International Admissions process all applications.

Offers of Place/Acceptance Forms (OOP) and sent to students via the Correspondence tab in ARIONWeb (AUT’s student management system).

All OOPs also sent as PDF documents to HCMUS staff contact

HCMUS to print OOPs, students sign OOP then these are returned to HCMUS staff who will send OOPs to AUT SCMS

AUT International process signed OOPs and students move into Confirmed status. Students are enrolled into papers by AUT.

Invoice is sent to students via HCMUS or AUT lecturer teaching in Vietnam. Invoice will contain login name and password for access to the AUT Network and services such as AUTonline and Unicentral.
4. About ARIONWeb, AUT Student Webmail, AUT Library, & AUT International Student Website links.

ARIONWeb

http://arion.aut.ac.nz

Login screen:

Students login using their student ID number and Arion password

Login welcome screen:

Welcome!
The following is your personalized homepage. It contains the latest Arion news, and access to details of your AUT record.

- Personal Details
  Maintain your addresses and other personal details with Arion.
- Academic Details
  View your academic progress such as qualifications gained and class assessment details. The programme information section allows you to access all course details online.
- Online Finance
  AUT provides access to your financial information online.
- Class Enrolments
  Enrol in AUT courses online now.
- Apply for a new programme
  Start a new qualification.
Personal Details tab where students can change their personal details such as contact postal address, email address, phone number. It is important that students keep their postal address and email address up to date on here as this is how AUT University will contact the students.

Academic Details tab, students can apply for a new programme or see their current programme information as well as view their timetable, paper enrolments, and status of their graduation application.

Assessment details tab where students can view further information about each paper 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.
Online Finance tab (mainly applicable to those students studying at AUT in NZ).

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.

Arion Options tab, where students can change their Arion password, get help with Arion, contact Arion Support, or log out.
AUT Student WebMail

http://webmail.aut.ac.nz

Login screen:

Students login using their AUT Network login name and password (found on students invoice or AUT student ID card)

All email correspondence from AUT University will be sent to students AUT email address. All correspondence sent from ARIONWeb (offer of place letters, invoices, results) is sent to students personal email address as listed in Arion (what they have put down as their email address on their application form).
AUT Library (online)
http://www.aut.ac.nz/library/

AUT University Website
http://www.aut.ac.nz
AUT University Website – International Students
http://www.aut.ac.nz/study-at-aut/international-students/new-students

AUT International Students – Accommodation Options
http://www.aut.ac.nz/study-at-aut/international-students/new-students/accommodation
&
http://www.aut.ac.nz/student-life/student-services/community/international-students/accommodation

AUT University International Student Support Services
http://www.aut.ac.nz/student-life/student-services/community/international-students

AUT International Students – Studying and living in New Zealand

AUT International Students – Visas and Insurance
http://www.aut.ac.nz/student-life/student-services/community/international-students/visas-and-insurance

AUT University International Student Application Form
http://www.aut.ac.nz/study-at-aut/international-students/downloads
5. AUT Campus Maps

City Campus
North Shore Campus
ACADEMIC YEAR 2010 (15 week semesters)

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

Approved by the Vice-Chancellor 12 April 2017

The dates contained in these calendars are accurate as at the time of publishing, however AUT reserves the right to amend dates as required.
7. AUT Academic Year 2011

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**Key:**
- AUT Breaks
- School Holidays
- Non working day

Approved by EMT 21 September 2009
## DRAFT ACADEMIC YEAR 2012 (15 week semesters)

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<td>School Hols</td>
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### Key:
- Blue: AUT Breaks
- Grey: School Holidays
- White: Non working day

Approved by EMT 8 March 2010

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What’s in this Student IT Handbook

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Welcome to AUT University, IT Service Desk. This handbook will help you get started on using the IT resources available to you and provide information on how to make the best use of the IT facilities available.

To contact the IT Service Desk, log a job via the ITHelp website http://ithelp.aut.ac.nz

GETTING STARTED

Login and Password

What’s my login?
- Your login can be located on your AUT student ID card in the bottom-right corner. It often starts with three characters followed by four digits e.g. abc1234. However, if you’re a returning student who has studied at AUT before 2003, then your login may have a different format.

What’s my password?
- If this is your first year of study then your password will be your date of birth in the following format: the two digit day followed by the first three letters of the month. For example, if you are born on the first of January, then you password will be 01jan.

AUT Email
What’s my AUT email?
- Your AUT email is yourlogin@aut.ac.nz e.g. abc1234@aut.ac.nz

-The words login, login name and username are used interchangeably. So ‘login’=’login name’=’username’
ACCESS TO SYSTEMS

Your AUT login and password will allow for access to:

- The AUT Network
- Unicentral
- AUTOOnline
- AUT Email
- AUT Library

ACCOUNT REGISTRATION

Before you start using AUT online services, all students must setup their IT account. Setting up your account will enable you to setup self-service password, setup mail forwarding etc. Log in through https://distance.aut.ac.nz or https://unicentral.aut.ac.nz and click on

Please complete first time registration
Open up a web browser and go to [https://distance.aut.ac.nz](https://distance.aut.ac.nz)

Click on ‘Discover Internet Password’

1. Type in your AUT login in the Login box
2. Type the Security Code numbers and letters seen in the box below

3. Enter your current password and new password

4. Setup password hints, select two different hints. 

   This step is essential if you have forgotten your password.

5. Please ignore this step if you are never on the campus.

6. If you wish to forward your AUT email to a personal address, enter the address here.

7. Click submit to complete registration.
You will be given a random generated password. Use this password to login to https://distance.aut.ac.nz

After logging in you can click on ‘Change password’ to setup new password.

NOTE: Sometimes it takes up to 15 minutes for your password change to take effect.
UniCentral is a single access point to all your essential IT resources; you can access it by going to https://unicentral.aut.ac.nz

Once you have logged in you will be able to access the following resources without having to login again.

**AUT online**: Access your online courses
**Arion**: pay fees, results or update information such as personal and academic details
**Student Web Mail**: Access your AUT email account
**Library**: Setup and use catalogue search preferences and check your Library details (items on loan, etc) & access the online library resources
**Noticeboard**: Check for community notices or any IT notifications – e.g. if IT systems are down etc
AUTonline is a web-based learning environment that enables students to access course material, interact with other students, complete assignments online from any location with access to the internet.

- **All My Courses**
  - This tab contains all your available courses.

- **Community**
  - This tab contains AUT Organisations and discussion boards.

- **Help**
  - Clicking on this icon will take you to AUTonline Help.

- **Log Out**
  - Click here every time you have finished using AUTonline.

- **Tools**
  - Calendar, My Grades, Tasks etc.
Personalise Your AUTonline

1. Log on to [http://autonline.aut.ac.nz](http://autonline.aut.ac.nz) using your UserID and password.
2. You will now see the home page to AUTonline with your current courses shown on this home page. Click on the course link to enter your course.

HOW TO Personalise Your AUTonline

1. Students can personalise their AUTonline homepage: Click on the Add Modules button to view the modules available.

2. Select from the list of modules you would like to add to your homepage by clicking the checkbox to the left of each module name. Some modules eg My Announcements are permanently checked.

3. Once you have finished selecting modules, click the Submit button to complete your customization.

4. A confirmation message is displayed. The modules that you have selected are now displayed on your homepage.
5. You can modify the order of your modules using the **drag-n-drop** functionality.

6. Another method of modifying the order of your modules is to click on the Keyboard icon to use text boxes as shown here. Simply use the arrows up and down or move them from one panel to another.

7. If you would like to change the appearance of the modules, click **Personalize Page** to change the colour and style.

8. Click **Submit** to save your changes. A confirmation message is displayed. The new colour theme will now be displayed on your homepage.
How to Navigate a course

When you access a course, you will find the navigation links or buttons on the left side of the page, which is called the Course Menu. The course menu indicates the different content areas of your AUTonline course, where lecturers can place information like the course descriptor, lecture notes, assignments, readings or other course materials. The names of the buttons may differ from course to course. Below are some of the major areas of the course Menu:

- **Announcements** are where your lecturer will post important information about your course. Good idea to check this on a daily basis.
- **Assessments** are where the lecturer will have set assessments which are to be handed in online.
- **Discussion Boards/Communication** allows you to communicate by using forums and threads.
- **Tools** allow you to do many tasks eg send email, check grades etc.
- **Library** This will take you to links to electronic course reserves etc.
- **Support** takes you links for IT Support, user manual etc.

How to Submit an Assignment

You can submit assignments from the Assignments link in your course. If you are required to submit an assignment through Turnitin (which checks for plagiarism) read the Turnitin instructions supplied by the lecturer.
To submit an assignment, follow these directions:

1. Click on the link for the assignment/assessment, and find the assignment you need to complete.

2. The first section gives details about the assignment.

3. Depending on the assignment, type text into the Submission box and/or click the Browse for Local File to add a file from your computer. Ensure the file name is in a correct format and that you are using an appropriate file type eg Word, pdf.

3. Add comments for the lecturer, if you wish.
4. Click **Submit** to submit your assignment, or you can click **Save as Draft** to save your work without submitting (for example, if you started on an assignment and ran out of time and want to return to it later).

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**Timed Tests/Quizzes**

The official timer for any quiz is maintained by the AUTonline server. It starts when you first click on the link for the test, and will stop counting when you click the **Submit** button at the bottom. This timer is always accurate and is what lecturers use to know how long it has taken a student to complete a test.

There is a timer that shows in your browser window and a pop-up window that warns you when you have 1 minute left. This timer and warning uses a web technology called "JavaScript", and JavaScript can be (intentionally or inadvertently) disabled by you based on:

1. Settings in your browser (Internet Explorer 7, Firefox, etc)
2. Security settings on your machines
3. Pop-up blockers
4. Third party security applications (like Norton or McAfee's security suites)

If you don't see this timer then you can follow directions below to change your browser settings, or use your own clock/stopwatch to keep track of time while taking your quiz.
**FireFox**
Enable the Status Bar:
Go to **Tools | Options | Content | Enable JavaScript | Advanced** | place a check next to **Change status bar text**.

**Internet Explorer 7**
Enable the Status Bar:
**Tools | Toolbars | Place a check next to Status Bar.**

Enable Javascript:
**Tools | Internet Options | Security Tab | Internet | Custom Level | Scroll down to Scripting and enable Active Scripting, Allow status bar updates via script, Allow websites to prompt for information ..., and Scripting of Java applets. OK back to browser.**

**Adding AUTonline to Trusted Sites in Internet Explorer 7**
Some of the AUTonline features (eg: the text editor box, etc.) may not appear if you are using Internet Explorer version 7 or higher. In order for these features to become available you must add **https://autonline.aut.ac.nz** as a "Trusted Site".

Open the Internet Explorer 7 browser and Click **Tools > Internet Options**

1. Click **Security**
2. Click **Trusted sites**
3. Click **Sites**
1. Type in [https://autonline.aut.ac.nz](https://autonline.aut.ac.nz) in the text field
2. Click Add
   
   NOTE: IF YOU RECEIVE A WARNING REGARDING HTTPS VERIFICATION, CLICK OK, UNCHECK **Require server verification (https:) for all sites in this zone**, AND TRY TO CLICK *Add* AGAIN.

3. Make sure the **Require server verification (https:) for all sites in this zone** is checked
4. Click *Close* to exit from Trusted sites
5. Click *OK* to exit from Internet Options
6. Close the Internet Explorer window and reopen to the Blackboard website.

**My Grades**

Students can find ‘My Grades on the home page of AUTonline under ‘My Grades’ in the ‘Tools’ area which provides quick access for students to check grades if the lecturer is using this option.

**Or** some lecturers may add a **My Grades** link under Tools to your course menu.
My Grades table displays a student's grades posted by the lecturer. The format of the grade may vary (i.e. score, letter, percentage, etc.). The table displays the Item Name, Due Date (if used by the lecturer), Submission Date/Time, Grade, Points Possible, and Comments for each assignment.

(A) Last Submitted, Modified or Graded: This field will show the last activity for this assignment, e.g. if the assignment was submitted but hasn’t been graded, it will display the submission date and time.

(B) Score: When the assignment has been graded, the score will be displayed. When an assignment has been submitted (document attached) or an online test taken, the score will be bold and underlined. This means a student can click the link to access the lecturer’s feedback.

(C) Not Graded (Exclamation Point): When the bold green exclamation point is displayed, it means that your assignment was submitted and is now waiting to be graded by the lecturer.

(D) Comments: If the lecturer provided comments on the assignment, it will show in the Comments column. Please note that comments on individual test essay questions are viewed in the graded test.

Once you are finished viewing your grades and feedback, click the OK button. **NOTE: Turnitin Assignments** are different from regular assignments and these will be viewed differently depending on how the lecturer has set them up.
Notifications Dashboard

The Notifications Dashboard contains four basic modules that give information to users based on their enrolments. Users with multiple enrolments will receive information in modules for all their classes and organizations. Users can navigate to individual items to take action.

Some examples of modules are:

- **Alerts** - Displays past due and early warning notifications from course lecturers. Students see any assignments, tests, or other items that are past due and any early warning messages received.

- **What’s New** - Displays a list of new items in all relevant courses and organisations. Students see new discussion board posts, new grades posted, new content that is available.

- **To Do** - Displays the status (Past Due/Due) of relevant course work and tasks. Students see any grade items that have listed due dates in two categories, what is past due and what is due in the future. Links to relevant course items are provided.

To view Notifications - Click the **Notifications Dashboard** tab on the AUTonline Home Page.

Users can manage their module information using **Contextual Menus**. Users must **Refresh** the module to get the most recent information, which can also be done using the contextual menus.
Click on “My Places” above to open up a separate window which can be customised with your preferences. Students can upload photos which will appear in your ‘My Places’ and under the ‘Personal Information’ area and click **Edit Notification Settings** to make changes to these.
STUDENT E-MAIL

Your AUT email address is: yourlogin@aut.ac.nz e.g. if your login is abc1234 then your email would be abc1234@aut.ac.nz

Webmail is a web-based email which means that it can be accessed from anywhere as long as you have internet access.

Either go into http://webmail.aut.ac.nz or click on the Webmail tab in UniCentral.

Students get 40MB of email storage.

Students can forward their AUT webmail to their personal email address.

Forwarding AUT webmail emails to personal emails

If you’re carrying out this process from off-campus, then go to: http://distance.aut.ac.nz/

Click on Change Settings

- You must have money on your internet account in order to receive and sent emails from or to an external email, this includes email forwarding.
How to print a PowerPoint handout

1. Select handouts and then
2. the number of slides per page
3. the number of slides per page
How to create a PDF document

Select PDF from the save as type menu and save your file

FREE SOFTWARE FOR STUDENTS

AUT has the following software available for its students free of charge:
This software can be downloaded by going to:
https://itdownloads.aut.ac.nz
Other free software is available through the Microsoft DreamSpark website: [www.dreamspark.com](http://www.dreamspark.com)

Software includes:

- Game Studio 3.0/
- Visual Studio 2008/
- Windows Server 2008/
- IT Academy Student Pass/
- SQL Server 2008 Developer/
- Expression Studio 2/
- Visual Studio 2005 Professional Ed/
- Windows Server 2003/
- Visual C# 2008 Express Ed/
- Visual C++ Express Ed 2008/
- Visual Studio 2005 Express Ed/
- Visual Basic 2008 Express Ed/
- Visual Web Developer 2008 Express Ed/
- SQL Server Express/
- Virtual PC
I can’t login to AUT Online!

Are you currently enrolled as a student with AUT?

Is your course an AUTOnline course?

You may have entered an incorrect login name or password

How can I check my results online?

Go to www.unicentral.info, or www.unicentral.aut.ac.nz (from home) log in and then click the Arion Link

Or visit https://arion.aut.ac.nz/

But I can’t login to Arion?

Check that you have not entered an incorrect login name

Check that you have not entered an incorrect password

What is my email address?

Your email address is your yourlogin@aut.ac.nz e.g. abc1234@aut.ac.nz and your password is the same as your login or internet password.
Can I use my personal email address instead of my AUT email address?

Yes! You can change your web mail settings to forward your AUT email to any other email address. This is done at the Internet Login page.

Why can't I send email using my AUT email address?

You need to have enough credit on your internet account to be able to send email outside of AUT. Also you need to have registered your account.

Where can I get a copy of Endnote Software?

Go to the AUT software download page: https://itdownloads.aut.ac.nz

Endnote

What if I don’t know who to ask about my IT issue?

Go to AUTonline, to the “Online Assistant and FAQs for HCMUS-bassed Cycle 2 students” section

IMPORTANT

BACKUP! BACKUP! BACKUP!

Ensure that you’re constantly saving your documents while you’re working on them.

Give your document a name and save it before you start, even if it is blank, so that word will save it automatically every 10 minutes.

Ensure that you have second or even third copies of important documents saved either in your email on a CD, Flash drive, or personal computer.

When opening a document from an email/website/memory stick always make sure that you save it to your hard drive before editing it.