

# DISCUSSION FORUM ASSIGNMENT

**Unit 16:** Operations and Project Management

**Unit code:** T/508/0528

**QCF level:** 5

**Credit value:** 15

## INTRODUCTION

The aim of this unit is to develop students' understanding of contemporary operations theory as a function of a modern organisation. Students explore key benchmarks and processes which will enable effective critique of an operation function. Students will also consider the fundamentals of project management utilising the prescribed, but well established, project life cycle.

On successful completion of this unit students will have developed sufficient knowledge and understanding of operations and project management to make an effective and immediate contribution to the way in which an organisation conducts its business. Students will also be in a strong position to contribute to, as well as lead, small-scale projects.

Underpinning all aspects of the content for this unit will be the consideration of the strategic role of operations management and planning and control of resources, and project management theories and the project life cycle.

## LEARNING OUTCOMES

*On successful completion of this unit a learner will be able to:*

1. Review and critique the effectiveness of operations management principles.
2. Apply the concept of continuous improvement in an operational context.
- 3. Apply the project life cycle (PLC) to a given context.**
4. Review and critique the application of the PLC used in a given project

# ASSIGNMENT THREE

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## **LO 3: Apply the project life cycle (PLC) to a given context.**

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### **LO 3. COURSE CONTENT:**

#### **The Project Life Cycle (PLC):**

- The phases and activities of the PLC: conceptualizing; initiating, planning, execution and closure.
- Developing the business case for a project and undertaking feasibility study

#### **The theories and practice of project management:**

- To include agile methodologies, project management tools and project leadership within the PLC.

#### **Project documentation:**

- To include the project initiation document, project plan, cost benefit analysis and work breakdown structure.

#### **Directing projects:**

- Differentiating between large and small-scale projects and those used in the public, private or not-for-profit sectors.

### **ASSESSMENT CRITERIA FOR LO3:**

**P3** Apply each stage of the PLC to a given project, producing necessary supporting documentation for completing the project e.g. a business case, project plan, work breakdown structure.

**M3** Analyse the rationale for the project methodologies, tools and leadership within the PLC for the given project.

#### **LO3 & 4**

**D2.** Critically evaluate the PLC through a practical and theoretical exploration of its effectiveness.

# **CASE STUDY:**

## **Batcole Corporation: Corporate Travel Management**

Author: Chris-Ann Hunter Date: September 2017

### **A. INTRODUCTION**

#### **Rationale for the Study**

Globalization and technology are major forces today that have largely reshaped the business environment. Industry leaders must respond appropriately and with urgency. Max (2017) explained that globalization and technology have trends that are defining how business interacts with customers and respond to competition. These two elements have created a new environment with fierce competition, and organizations must adapt and be proactive to survive. Advances in technology are currently driving information and communication trends which have powered globalization and are continuously creating new markets. Max (2017) further argued that advances in the digital market, “driven by the Internet, such as dedicated websites, social networks, smartphone apps and email” (par. 3), have increased the potential for businesses – both small and large - to capitalize on affordable advertising that will reach many potential customers. So, while technology is spurring globalization, both are driving international trade, global business travel, and new communication platforms for marketing, customer relationship management, and team networking (Manyika et al., 2016). Business development spending in Europe is now 51% of international business travel, a 5% increase on last year. TTS (n.d.) provided this data, and acceded that the growth is a result of many factors including improved economies, advancement in transportation and technology, and the internationalization of business due largely to globalization.

As business people are increasingly travelling to connect with new and current clients, this is creating new demands for Corporate Travel Management (CTM). CTM is that service function that is responsible for developing and directing the way organizations effectively plan and implement strategic and operational business travel policies (Darson, 2009). These policies may include negotiating affordable prices with the various vendors; capitalizing on benefit from credit card incentives; facilitating safety and security planning for the travelers; using efficient booking methods; and hiring specialized staff to supervise these activities. Business travel can be stressful but well-planned and efficient travel arrangements will result in a successful trip and “positive business impression” (Smith, 2017, par. 1). The outsourcing of this business function to corporate travel management companies enables many companies with significant budget allocated to travel expenses to more effectively analyze and control spending. CTM’s have the expertise and experience to plan, develop and implement effective strategic policies and relationships which will reduce business travel cost, assure safety, manage travel program more efficiently, develop internal expertise in the travel office, and measure the returns effectively (rocketrip.com, 2016; Smith, 2017; and TTS, n.d.).

Rocketrip.com (2016) identified the key performance indicators (KPIs) of successful corporate travel management as: booking visibility, payment visibility, contract competitiveness, total negotiated savings, cost of travel management, and spend under contract. For example, “some TMCs give their clients nearly 20% savings over trying to book each component individually” (TTS, nd, p. 9). These are the improvements that Batcole can achieve with an effective travel program.

## **Background For The Case Study**

The purpose of this assignment is to help Batcole Corporation assess its technology needs and improve the effectiveness in the operations of its business travel program. Batcole touts itself as the largest and most reliable wholesale clothing supplier in the world. Headquartered in Seattle, USA, it has 250 employees and buyers in more than 45 countries, and growing.

### **B. SCOPE OF THE PROBLEM**

Due to its extensive business interests and customers both nationally and internationally, its management is seeking to streamline the uncoordinated business travel program and find effective long-term technological solution to the rising travel cost and many other inefficiencies currently experiencing in: booking travel and accommodation services; measuring the efficiencies of the current policies; and to efficiently coordinate all the activities associated with its travel program. Batcole Corporation has decided to contract an experienced corporate travel company to carry out all its travel planning and trade shows. The company wants to improve operational efficiency in the travel office by hiring management expertise, and to adapt digital technology to improve the overall effectiveness of the program. The plan is to carry out research, undertake short-term projects to implement the recommendations, and improve the operational improvements to achieve these. Batcole decides to pursue the following remedial actions:

1. Identify the link between a successful corporate travel management and the business performance.
2. Undertake research into ways that Digital Technology can improve and achieve business transformation in the corporate travel program and across the organization.
3. Outsource the management of its travel program to a Corporate Travel Management firm.
4. Recruit an experienced internal travel team. The suitable candidates must have successful background in Travel, Operations, Project, and Events Management.
5. Carryout project activities to implement the findings and recommendations of the study.
6. Evaluate, measure, and monitor the outcomes.

### **Role Of the Corporate Travel Consultant**

CMS Corporate Travel Management Limited (CMS LTD) hired by Batcole is an innovative and cost-effective travel management solutions to the corporate market. The company is based in Ohio, USA but since inception in 1995 has expanded across Australia, New Zealand, the US, Europe, and Asia. The selection of this firm by Batcole is a best fit for the problems that it is currently experiencing as CMS Limited offers a highly personalized service model and commitment to innovation in both technology and travel management. The firm can boast that it's high-caliber service and performance have garnered the company several awards. The Australian Federation of Travel Agents (AFTA) named CTM the "Best National Corporate Travel Management Company in Australia" 10 times. The founder was named one of the most influential travel executives of 2014 by the prestigious BTN Group in New York. Headquartered in Ohio, CMS employs more than 1,200 staff globally and provides local travel service solutions in more than 70 countries worldwide. The firm has excellent reputation in integrating social business and social computing structure that helps its clients to build relationships and expand their networks. It has deployed successful process improvements, business analytics, and cloud computing which have resulted in improvements in their clients' productivity. The services competencies of CMS Limited are ideal to meet the current needs of Batcole.

## Your Role

You are a Corporate Travel Manager at CMS Limited. Your experienced team will be directing and developing effective initiatives to improve the corporate business travel program at Batcole. In this role capacity, you are responsible for research, strategic planning, travel operations and quality management for the travel program. A key assignment that your team will be undertaking is finding technology solution for cost saving measures in Batcole's program, while still fulfilling the employees' travel needs and the business requirements simultaneously.

### C. OBJECTIVES OF THE PROJECT

The Project Objectives agreed on include the Project Life Cycle (PLC) of three months to carry out:

- 1) Researching digital technology solutions that will improve operational efficiencies in Batcole's travel program.
- 2) Selecting the right digital tools to provide corporate booking solutions for the team and to keep them connected to the workplace, customers, and business goals while travelling, **and implementing technology-based recommendations within three months.**
- 3) Controlling costs, by booking trips in advance and developing relationships with the Vendors to benefit from contractual discounts. E.G. developing a lean program by cutting cost, wastes, and inefficiencies and increasing quality results.
- 4) Controlling costs, by finding amenities and places with complementary services such as free breakfast, WIFI and spa; and selecting the most convenient airlines and ground transportation services.
- 5) Implementing smarter and more cost-efficient decisions such as upgrades, more legroom on aircrafts and mileage programs; complementary hotel services such as free breakfast, WIFI, meeting spaces, spa at the hotel; convenient ground transportation services and other amenities given the importance of the travelling employees being able to relax after all-day meetings and trade shows.
- 6) Managing safety, security, insurance, and credit cards benefits for the travelers.
- 7) Dispersing travel knowledge to bring awareness to the decisions and changes necessary.
- 8) Developing the knowledge and competencies of current employees.

## D. PROJECT METHODOLOGY

You are required to: firstly, review the areas of gap and inefficiencies in Basco's travel operations. Then, create a plan of action over the project life cycle of three months. You will undertake research to study the different ways that digital technology can improve these issues found, and present the findings and recommendations to the Chief Operations Officer (COO) of Batcole Corporation. Further, you will be required to undertake a project to implement the recommendations and solve the problems in Batcole's travel program, for the desired transformation sought.

According to TTS, (n.d.), the research and project outcomes should yield the following positive outcomes:

1. Identify gaps and needs in the current operations.
2. Increase knowledge of how the various elements of the business trip may be coordinated in a cost-effective way.
3. Improve travel planning in the company.
4. Effective strategies for operational efficiency.
5. Fulfill the needs of the travelling workers while controlling cost.
6. Improve the ability of the company to evaluate, monitor and measure the success of the change actions and the impact on the travel program and the company.

# SCOPE OF YOUR RESPONSIBILITIES

## E. Your Role

You are a Corporate Travel Manager at CMS Limited. Your experienced team will be directing and developing effective initiatives to improve the corporate business travel program at Batcole. In this role capacity, you are responsible for directing research, strategic planning, travel operations, project management, event management and quality management for the travel program. A key assignment that your team will be undertaking is finding technology solution for cost saving measures in Batcole's program, while still fulfilling the employees' travel needs and the business requirements simultaneously.

## F. OBJECTIVES OF THE PROJECT ASSIGNED

To Apply the Project Life Cycle (PLC) over three months to:

- 1) Research digital technology solutions that will improve operational efficiencies in Batcole's travel program.
- 2) Select the right digital tools to provide corporate booking solutions for the team and to keep them connected to the workplace, customers, and business goals while travelling, **and implementing technology-based recommendations within three months.**
- 3) Control costs, by booking trips in advance and developing relationships with the Vendors to benefit from contractual discounts. E.G. developing a lean program by cutting cost, wastes, and inefficiencies and increasing quality results.
- 4) Control costs, by finding amenities and places with complementary services such as free breakfast, WIFI and spa; and selecting the most convenient airlines and ground transportation services.
- 5) Implement smarter and more cost-efficient decisions such as upgrades, more legroom on aircrafts and mileage programs; complementary hotel services such as free breakfast, WIFI, meeting spaces, spa at the hotel; convenient ground transportation services and other amenities given the importance of the travelling employees being able to relax after all-day meetings and trade shows.
- 6) Managing safety, security, insurance, and credit cards benefits for the travelers.
- 7) Dispersing travel knowledge to bring awareness to the decisions and changes necessary.
- 8) Developing the knowledge and competencies of current employees.

# UNIT 16 TERM PAPER AND GROUP DISCUSSION FORUM

## TASK ONE:

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CARRY OUT THE FOLLOWING TASKS TO MEET THE REQUIREMENTS OF THE GROUP DISCUSSION FORUM AND TERM PAPER CONGRUENTLY

**P3** Apply each stage of the PLC to the given project in the case study, **producing necessary deliverables** as outcome upon completing the project e.g. a business case, project plan, work breakdown structure.

**M3** Analyse the rationale for the project methodologies, tools, and leadership within the PLC for the given project.

## PROJECT DELIVERABLES

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### For Unit 16: Operations And Project Management

#### **The project deliverables are:**

1. Three (3) Project Meeting Agendas (P3)
2. Project Aims And Objectives (P3)
3. Project Plan (P3)
4. Two itineraries (P3)
5. Gantt chart showing the project activities and resources in the assigned time (P3)
6. Reflective Paper (P3 & M3)

#### **Creating a service for external customers.**

You will coordinate all the various travel and hospitality elements successfully into cost-efficient yet appropriate and professional package for two senior executives and two sales team members at Batcole who are travelling overseas to separate events. The executives are travelling from Ohio to London from October 15 – 18 to a trade show. The sales staff are travelling from Ohio to Miami, Florida from November 1 – 6, to visit four major clients. They will visit the show-rooms to deliver samples to the purchasing managers for a new line of swim-wear. It is usual for the sales team to host individual customers separately for dinner.

This process will implement the recommendations and operational improvements to the travel program. The outcome must be cost efficient, reduces wastes, is attractive to the business travelers, appropriation service selections for the purpose and class of travel, and in case one, meets the needs of the distinguish top executives of Batcole travelling to London.

# ASSIGNMENT INSTRUCTIONS AND RESOURCES

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In Teams of **three (3) members**, carry out the assigned activities. Please refer to the course outline and resources provided. Include at least four (4) references in your work. Use Harvard Referencing Style through-out the work. Present Minutes for all required **four (4) meetings on each group assignment**. Your Minutes Of the team Meetings should be clear about 1) Who attended; 2) Who were present; 3) What was discussed; 4) The relevance and theoretical value of the discussion to each assessment criteria; 5) How work is assigned; 6) Who completed work; and 7) Who didn't.

## ORGANISATION AND SUBMISSION OF GROUP FORUMS AND TERM PAPER ASSIGNMENTS

*The main sections of the research essay are:*

### **Section One | Introduction**

Introduce your theses statement and very briefly define the key terms in your assignment.

### **Section Two | Research Findings**

Provide a numbered list of the main sources that you are citing from with a brief argument from each that directly answer the task that you are undertaking. You will discuss these findings here but in paragraph 3 when you are presenting your argument. The minimum number of sources to be cited are stated in your assignment instructions - be sure to meet that requirement.

### **Section Three | Discussion Of The Research Findings**

Here you will carry out the command in the assignments. That is, use your research findings in paragraph two to now explain, discuss, analyze, compare etc. as the task states. Ensure you know what the command verb wants you to do before you begin writing up the research report. See the direct link to the definitions of the [Command Verbs](#) used in the assignments.

### **Section Four | Conclusion**

Your conclusion is a summary of the key points in your assignment, e.g. the presentation of the outcome or results.

## ORGANISATION OF THE TERM PAPER FOR SUBMITTING:

### **Cover Page | Access A Sample On iTutor**

Complete fully and use the Assignment Brief for the cover.

### **Table of Content (TOC)**

Your Table of Content shows all inclusions in your assignment report by titles and page numbers. Microsoft Word has templates that you can use to produce a neat TOC.

### **Include The Score Sheets | Access Score Sheets Foe Each Assignment On iTutor**

The score sheets are used to grade your assignment and provide you with the feedback. Print same and include for each assignment submitting.

### **Include Reference Page In Assignments | Reference Page Lists All Sources Cited In-text**

The Reference Page is a list of all sources that you cited in-text. Place the sources in-text in alphabetical order in the reference list. Use citethisforme.com to do your referencing. Remember to select Harvard Referencing before executing the tasks.

# GENERAL INSTRUCTIONS FOR THE CASE STUDY, TASKS AND INSTRUCTIONS:

## PREPARING AND SUBMITTING THE WORK

- ❖ Number all pages in your work
- ❖ Use headings for each task in the assignment (e.g. AC 1.1 / P1 Task Instructions)
- ❖ Use Font Style: Arial | Use Font Size: 11 | Use Paragraph Spacing: 1.5
- ❖ You must submit one hard copy of the assignment and upload the soft copy on itutor.

### Submitting The Work Online | Upload To iTutor

The work must be sent alongside the receipt for printing. Both MUST be received before the published deadline. Do not send payment before the work to be printed NOR send the work to be printed without payment. If both are not done before the deadline, the work is considered not received.

### Fees for printing and binding

Per Page To Print In JMD: Black: JM\$20	Color: JM\$30 - \$100	Binding: JM\$150
Per Page To Print In US\$: Black: US\$1 per 5 pages	Color: US\$1 per page	Binding: US\$2

Where You Pay: [view the different options at www.studyaimusa.org](http://www.studyaimusa.org)

## LINKS TO RESOURCES FOR THE ASSIGNMENT

The following Reading Assignments are for lead discussion at the group meetings and to assist with carrying out the assignments:

- ❖ What Is: Hold A Project Kick-Off Meeting
- ❖ LINK: <https://pma.doit.wisc.edu/plan/1/what.html>
  
- ❖ How to: Project Kick-Off Meeting
- ❖ LINK: <https://pma.doit.wisc.edu/plan/1/how.html>
  
- ❖ Template: Hold Project Kick-Off Meeting
- ❖ LINK: <https://pma.doit.wisc.edu/plan/1/tools.html>
  
- ❖ How to Write a S.M.A.R.T. Project Objective
- ❖ LINKS: <https://www.smartsheet.com/how-write-smart-project-objective>
  
- ❖ PROJECT PLANNING A STEP BY STEP GUIDELINK:
- ❖ LINKS: <https://www.projectsmart.co.uk/project-planning-step-by-step.php>
  
- ❖ Top Project Management Excel Templates
- ❖ LINK: <https://www.smartsheet.com/top-project-management-excel-templates-full>
  
- ❖ Stage 3: Plan the Project: Work Break-down Chart
- ❖ LINKS: <https://pma.doit.wisc.edu/plan/2-1/print.html>
  
- ❖ Project Management with Interactive Gantt Chart
- ❖ LINKS: <https://www.smartsheet.com/s/online-gantt-chart?>
  
- ❖ Definitions Of Command Verbs Used In The Task
- ❖ LINK: <http://www.ocr.org.uk/Images/149928-command-verb-definitions.pdf>

# SCORING THE DISCUSSION FORUM

To Pass the Discussion Forum you must:

- i) Participate in no less than 8 of the 12 weekly peer group meetings on the semester.
- ii) Submit ALL required group work timely and at required standard.
- iii) Answer the questions in sufficient length and breadth to demonstrate:
  - 1) grasp of the subject content
  - 2) ability to apply the knowledge to the context provided;
  - 3) ability to think critically and identify risks, limitations and challenges in the contents and contexts provided;
  - 4) ability to engage and cooperate in a team; and
  - 5) ability to meet deadlines by completing the assignments and posting them to the group on or before the published deadlines.

You will **fail the discussion forum** and unit if you:

- i) Fail to post the required number of times (8 of 12 weeks).
- ii) Fail to demonstrate reasonable breadth of knowledge in the content area.
- iii) Fail to properly cite your sources. Plagiarism is not tolerated under any circumstances.
- iv) Fail to present original work. Do not duplicate from your peers' work posted in the group.
- v) Fail to consistently engage or participate in the required team-work and group dialogue.
- vi) Fail to post your assignment by the published weekly deadlines.

❖ If you fail the Forum for the unit, you automatically fail that course unit.

# SCORING THE TERMPAPER

**Students' work must meet the following requirements (alongside those identified in the Discussion Forum):**

1. Carry Out the command verbs e.g. in AC 1.1: To **Evaluate** which means: "Provide evidence from a wide range of sources which both agree with and contradict an argument."
2. Provide evidence of adequate research based on accuracy and depth of content shared.
3. Discuss the topics and perspectives related to your research findings and Course Content.
4. Demonstrate acceptable level of proficiency in writing and/or speech for college-level: Diction, Expressions, Grammar, Spelling, Usage and Sentence Structures.
5. Use Harvard Referencing Style Through-out the work.
6. Cite at least Six (6) Valid Sources in the tasks e.g. AC 1.1. AND 1.2.
7. Have no Plagiarism infringements. Submit a Plagiarism Report with all assignment showing no higher than 11%. A Referred Grade is awarded if it exceeds or is not included.
8. Meeting Professional Standards for a structured Presentation.
9. Include a Reference Page.

❖ Students work are Awarded: **PASS** Grade | **MERIT** Grade | **DISTINCTION** Grade based on the above criteria. **FAIL GRADE** is awarded only when students fail to submit, participate or complete the required assignments.

❖ **IMPORTANT!**

Here is a direct link to the definition of the Command Verbs used in these tasks:

LINK: <http://www.ocr.org.uk/Images/149928-command-verb-definitions.pdf>

# **SUBSTITUTION PAPER, DEADLINES, AND RESTRICTIONS**

## **CLASS ATTENDANCE**

Punctuality and attendance are required for students studying online and in-class. To be awarded a grade for the unit, students must attend no less than 8 of the 12 classes on the semester. Students who fail to meet these requirements will earn an 'F' grade on the assignment and unit.

## **GROUP FORUM PARTICIPATION AND ASSIGNMENTS**

Assignment requirements are same for online, in-class and distant learners. To be awarded grade on the Group Assignments, students must attend no less than 75% of the scheduled team meetings. Students who fail to meet these requirements will earn an 'F' grade on the assignment and unit.

## **TEAM MEETING REPORTING**

Alongside with group work assignments, submit a separate document that records the Minutes collected at the required weekly team meetings. Use the template provided on iTutor to report out:

- a. Date of meeting
- b. Names of Attendees
- c. Discussion: on the lesson contents and the requirements of each Assessment Criteria (e.g. AC or P)
- d. How the tasks will be organized
- e. Who will carry out specific areas of each task.
- f. Decisions adapted or pending.

## **USING SUBSTITUTION PAPER TO REPLACE THE GDF AND TERM PAPER ASSIGNMENTS**

L5 and L7 students may choose to use alternative assessment methods to replace the GDF, term-paper, re-sit paper, or failed assessment/s. The replacement methods of assessments are oral presentations with PowerPoint, **OR** work experience with reflective journaling. Substituting the research term-paper and GDF is optional and the cost is borne entirely by the student making the request. To be approved you will submit the request in writing to [sso@studymusa.org](mailto:sso@studymusa.org) before week four of the semester ends. You must continue with the current assignment requirements until you have received written approval from the Associate Director Of Administration. No more than two (2) substitution paper on any one semester is allowed (or 50% of the program). \*NOTE! Resit and Failed assessments incur course fee charges separately costs as published in this document. Alternate Assessment is a separate and optional cost.

## **COST OF SUBSTITUTION ASSESSMENT**

Work Experience: Cost of substitution paper, experiential Supervisor, and assessment: \$55 per unit  
Oral Presentation: Cost of substitution paper, and Assessors: \$45 per unit

## **EARLY DEADLINES FOR ASSIGNMENTS**

Students are expected to submit coursework on or before the deadline published in the assignment. All dates given are early deadlines.

## **LATE SUBMISSION OF ASSIGNMENT WITH LATE FEES**

There is a further extension of no later than three weeks from the published deadline for the submission of late work. Contact Student Services if you are unsure of the late deadline.

## **LATE FEE IS \$12.00**

Late Fee of \$12.00 is applied per assignment eg. \$12 for the late term-paper; and \$12 for the late Discussion Forum. No Assignment is acceptable after the late deadline under ANY Circumstances (excluding extenuating circumstances). Thereafter a FAIL GRADE is awarded for the assignment.

## **CORRECTION OF GROUP WORK WITH REFERRED GRADE**

### **TERM PAPER**

Group work that is returned to the student with Referred Grade must be resubmitted as individual work ONLY.

### **GROUP DISCUSSION FORUM**

For group forum work that is returned to the student with Referred Grade, the student will take the Replacement Paper / Re-sit Exam which is a supervised open book written exam. Alternate paper might be an oral exam. Either way, both are individual assessments.

### **FEE FOR RESIT OF ASSIGNMENTS WITH REFERRED GRADE**

See the term-paper instruction pages.

### **TIMELINE TO SUBMIT THE CORRECTIONS ON REFERRED GRADES**

At the end of the full duration of the program, students have a grace period of four months (One Semester) to make all corrections. Students only pay for the referred units submitting to be corrected. Continuing fee is not charged to the students during the four months grace period.

### **MARKERS' RETAINER FEE**

Once the four months grace period expires and students remain with outstanding work to be assessed, the continuing fee of \$360 (Markers' Retainer Fees) is charged to the student for the school year. Students also pay for the referred units submitting to be corrected.

### **TENURE EXPIRATION**

Students must complete and pass all units on the program within 36 Months of the college start date and receive the Diploma from Pearson. After this 36 Months period has expired, the student must retake all classes and courses in the program.

## **EXTENUATING CIRCUMSTANCES**

Students are encouraged to submit/sit assessments at the prescribed time, yet accommodations are made in extenuating circumstances as follow:

1. **Medical Reasons.** If the students fail to submit course-work on time due to medical conditions verified by a doctor's certificate, the work is treated same as referred in terms of revised deadlines, grading restrictions and referred fees. It is important that students seeking exemption for medical reasons advise Student Services before the deadline expires.
2. **The death of an immediate family in the household.** Evidence must be provided of the relationship and death.
3. **Jury Duty.** Evidence must be provided of the request, and also the service started or completed.

## **RESIT PRIVILEGE**

1. For students to qualify for Resit they **MUST ATTEMPT ALL** assessments in the unit and earn at least a Referred Grade.
2. A student who has taken ill during an examination or assignment submission dateline may also qualify for Resit after proper written evidence is collected and assessed by the Faculty and submitted to the Head of Faculty for approval.
3. Resit fees apply in all circumstances under which new assessments are approved or extensions granted beyond the late deadlines.

## **RESIT APPROVAL AND FEE**

All evidences must be collected by the Faculty and produced to Student Services no later than 5 days after the examination/deadline expires. The outcome is communicated directly to the student by email. If approved, the Resit Fee of \$45.00 (**per** assignment) is paid by the student and receipt emailed to Student Services. The supplementary dateline will be communicated to the student by email.

## **REFERRED / RESIT GRADE**

Students earn a Referred Grade if the submitted assignment fail to achieve the criteria for PASS.

- ❖ Hospitality Students must earn a **PASS GRADE** on all Assessment Criteria (AC) on the term-paper to pass the course.
- ❖ Business and Aviation Students must earn a **PASS Grade** on all Assessment Criteria with P e.g. P1, P2 etc. to pass the course.

## **INCOMPLETE GRADE (IC)**

Students are awarded Incomplete (IC) when they fail to complete any part of the required coursework. This may be due to approved reasons (extenuating circumstances) or failure to submit work. In all cases IC changes to Fail Grade on the students record after eight (8). Only students approved for extenuating circumstances can retake an assessment. Thus, all other IC will automatically change to 'Fail' after eight weeks.

## **FAILING THE COURSE**

1. Students who did not sit an examination and did not withdraw formally will receive a Failing grade.
2. Students who differed for financial reasons or illness will earn an IC – Incomplete Grade. Incomplete Grades then are changed to Fail Grades after eight weeks.
3. Students who fail the discussion forum but pass the term-paper or vice versa. You must earn a Referred OR Pass Grade on both the Forum and Term-Paper to avoid retaking the course unit.
4. If you fail the course you must retake the class when it is offered next. The cost per course unit is listed on the Tuition Page of the website.

## **THESE COMMON CIRCUMSTANCES DO NOT QUALIFY AS EXTENUATING CIRCUMSTANCES**

### **LOSS OF DATA**

Please back-up your work consistently on independent media. Computer malfunctioning or errors are common but not acceptable reasons for special considerations. Special considerations are granted only for extenuating circumstances discussed above and no other factor.

### **JOB RESPONSIBILITIES**

Working Students are advised to take 2-3 courses per semester. Four courses as recommended to complete the program on the published deadline. However, if taking full-time coursework will hinder you from meeting your required course-work deadlines or meeting quality standards, it is best that you take three courses and extend your tenure by one semester.

Job responsibilities are not acceptable reasons for special considerations because we have only one standard for everyone in the institution. Special considerations are granted only for extenuating circumstances discussed above and no other factor.

## **STUDENT SATISFACTION SURVEY**

To develop and maintain a collegiate environment to sustain Higher Education, students are encouraged to participate at end of each semester in the Online Satisfaction Survey. Your input will help us to improve our programs and personnel. A degree today is like citizenship and good College education is a platform for you to: develop the required competencies for a degree, social skills, but also to enjoy learning. So, tell us what you want to do to make your college experience better. Be respectful, and be honest. The Form is accessible here:

<http://www.studyaimusa.org/student-feedback-form.html>

# REVISION DATES OF UNITS AND COURSE RULES

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The Academic Guidelines contain policies that are approved by Colbourne's Academic Board. The most current draft are the existing procedures to manage and administrate the academic program and are effective as at the publication of the new document. In all cases the current policies take precedence over previous rules.

## REVISION OF THE CURRENT ACADEMIC POLICIES

July 2017 \* added that L5 and L7 students may choose to use alternative assessment methods to

replace the GDF, term-paper, re-sit paper, or failed assessment/s.

April 2017 \*added: correction of group work with referred grade requires students to submit paper

as individuals.

July 2016 \*added that for students to qualify for resit work graded as referred they MUST ATTEMPT

ALL assessments in the unit and earn at least a Referred Grade.

## REVISION OF PREVIOUS ACADEMIC POLICIES

July 2015

July 2016

January 2016

## ASSIGNMENT REQUIREMENTS THAT ARE LINKED TO OTHER UNIT

### **For Unit 6: Managing A Successful Business Project | Unit 4: Research Project| Unit 11: Research Project**

## **PROJECT DELIVERABLES**

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### **Research Project**

The project requires you to carry-out research on how digital technology can be incorporated to improve the corporate travel program at Batcole. Batcole is a global corporation with business interests and employees in over 45 countries.

#### **The Research Project Deliverables are:**

You will produce the 3,000 words research findings and recommendations in a written report. You will submit:

1. Project Meeting Agendas
2. Project Plan
3. Research Topic Submission Form
4. Research Proposal (Report)
5. Gantt Chart
6. Research Findings, Conclusion And Recommendations (Report)
7. Appendix: Surveys/Questionnaire/Interview Scripts

(Go to The Assignment Briefs For The Tasks For Units 4, 6 and 11 and for further instructions).

## PROJECT REQUIREMENTS THAT ARE LINKED TO ANOTHER UNIT

### **Unit 14: Hospitality Contract And Event Management**

#### **PROJECT DELIVERABLES**

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##### **Event Planning Project**

Batcole is a manufacturer of sports and swim wear. The event planning project requires you to plan a business exposition and trade show in a foreign country. The target attendees are wholesalers and resellers and consumers. You will use digital marketing (among other media) to reach the intended audience (linked to the unit hospitality marketing).

##### **Project Deliverable:**

You will produce the 3,000 words research findings and recommendations in a written report. You will submit:

1. Project Meeting Agendas
2. Gantt Chart
3. Project Plan
4. Vendor Contracts
5. Client Contracts
6. Project Budget
7. Marketing Plan
8. Marketing Budget
9. Itinerary
10. Written Report

(Go to The Assignment Briefs For The Tasks For Units 14 for further instructions).