

BUSFV21- Bachelor of Business and Bachelor of Film and Video

1. About the Bachelor of Business and Bachelor of Film & Video

If you're struggling to decide whether to pursue a career in the creative or business industries or have dreams of wanting to start your own creative business, our brand-new suite of design and business double degrees are the perfect solution – plus you can graduate in as little as just three years so you can start your career as soon as possible. Studying a double degree gives you a flexible range of skills to explore different career options and obtain a unique and broad set of skills to put you ahead in your career. The combination of a business degree and a degree in design with your preferred specialisation, offers you the flexibility to pursue multiple career paths upon graduation and gives you the skills, knowledge, and confidence to launch your own creative business or go after leading roles in established agencies. Hybrid roles are the way of the future, and the double degree will equip you with the necessary know-how to be able to operate in a business centric role like marketing, however with the skillset to execute and manage creative requirements.

Graduate employment opportunities

Graduates may find a range of career pathways and employment opportunities including:

- Animation Director
- Motion Graphic Designer
- Digital Video Producer
- Art Director
- Creative Director
- Business Owner / Manager
- Coordinator or Assistant Manager
- Operations Manager
- Marketing Manager
- Partnership Manager
- Buyer
- Entrepreneur
- General Manager

Course Overview

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| Course Title | Bachelor of Business and Bachelor of Film and Video | | |
| Study Options – Domestic Australian students | Face to Face delivery Online delivery Full-time and part-time options available. | Study Options – International students | International students on a student visa must not enroll into any more than a third or 33% of online subjects over their course and must study at least one subject that is face to face in each trimester. International students on a student visa are required to study full time, i.e. the student must complete a minimum of 1.0 EFTSL of study per year. |
| Start Dates | February, June, September For specific dates visit the website . | Course Length | Full-time: 4 years Part-time: 8 years |
| Payment Options - Domestic Australian students | Upfront payment This means tuition fees will be invoiced each semester and payment is required on or before the due date. FEE-HELP FEE-HELP is Australian Government’s loan scheme for higher education degree courses. It can assist you in paying for all, or part of, your course fees. Repayments commence via the tax system once your income rises above a minimum threshold. Just like with any other debt, a FEE-HELP debt is a real debt that impacts your credit rating. <i>Further information within this Course Information Sheet</i> | Payment Options – International students | Upfront payment This means tuition fees will be invoiced each semester and payment is required on or before the due date. |
| Course study requirements | Each subject involves 10 hours of study per week, comprising 3 hours of facilitated study and 7 hours self-directed study. | Assessment | Practical assignments, research projects, presentations and reports |
| Locations | Sydney, Melbourne, Brisbane, Adelaide, Online | Delivered by | Torrens University Australia |
| Provider | Torrens University Australia Ltd is registered as a self-accrediting | CRICOS Course Code | 090259E |

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| | Australian university by the Tertiary Education Quality and Standards Agency (TEQSA). | | |
| Provider obligations | Torrens University is responsible for all aspects of the student experience, including the quality of course delivery, in compliance with the <i>Higher Education Standards 2015</i> | Accrediting body | Torrens University Australia Limited |
| Course Fees | For details, refer to the website . | Any other fees | For details, refer to the website . |

2. Essential requirements for admission

The general admission criteria that apply to Torrens University Australia courses can be located by visiting the Torrens University Australia website - <https://www.torrens.edu.au/general-admission-information-for-torrens-university-australia-ltd>.

3. Student Profile

The table below gives an indication of the likely peer cohort for new students in this course. It provides data on students who commenced in this course in the most relevant recent intake period, including those admitted through all offer rounds and international students studying in Australia.

| Applicant background | Trimester one / Full year intake [2020] | |
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| | Number of students | Percentage of all students |
| (A) Higher education study (includes a bridging or enabling course) | N/A | N/A |
| (B) Vocational education and training (VET) study | N/A | N/A |
| (C) Work and life experience (Admitted on the basis of previous achievement not in the other three categories) | N/A | N/A |

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| (D) Recent secondary education: | | |
| <ul style="list-style-type: none"> Admitted solely on the basis of ATAR (regardless of whether this includes the consideration of adjustment factors such as equity or subject bonus points) | N/A | N/A |
| <ul style="list-style-type: none"> Admitted where both ATAR and additional criteria were considered (e.g. portfolio, audition, extra test, early offer conditional on minimum ATAR) | N/A | N/A |
| <ul style="list-style-type: none"> Admitted on the basis of other criteria only and ATAR was not a factor (e.g. special consideration, audition alone, schools recommendation scheme with no minimum ATAR requirement) | N/A | N/A |
| International students | N/A | N/A |
| All students | N/A | N/A |

Notes: "<5" – the number of students is less than 5.

N/A – Students not accepted in this category.

N/P – Not published: the number is hidden to prevent calculation of numbers in cells with less than 5 students.

4. Admission Criteria

| Title of course of study | Bachelor of Business and Bachelor of Film and Video |
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| Applicants with higher education study | <ul style="list-style-type: none"> A completed higher education qualification at AQF level 5 (diploma) or above, or equivalent, from an Australian University or another accredited higher education provider OR Successful completion of at least 1 EFTSL (equivalent full-time student load, or one full year) of an AQF level 6 (Associate Degree) or above, or equivalent, from an Australian University or another accredited higher education provider. |
| Applicants with vocational education and training (VET) study | <ul style="list-style-type: none"> A completed vocational education qualification at AQF level 4 (Certificate IV) or above, or equivalent, from a registered training organisation (RTO) OR Successful completion of at least 1 EFTSL (equivalent full-time student load, or one full year) of an AQF level 5 (Diploma) or above, or equivalent, at a registered training organisation (RTO) |
| Applicants with work and life experience | Demonstrated ability to undertake study at the required level: |

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| Title of course of study | Bachelor of Business and Bachelor of Film and Video |
| | <ul style="list-style-type: none"> • Broadly relevant work experience (documented e.g. CV), demonstrating a reasonable prospect of success; OR • Formal, informal or non-formal study, completed or partially completed, demonstrating a reasonable prospect of success; OR • Written submission to demonstrate reasonable prospect of success; OR • Discipline specific portfolio (art and/or design) |
| English Language Proficiency (applicable to international students, and in addition to academic or special entry requirements noted above) | Equivalent IELTS 6.0 (Academic) with no skills band less than 5.5 |
| Applicants with recent secondary education (within the past two years) with ATAR or equivalent* (for applicants who will be selected wholly or partly on the basis of ATAR) | Completed year 12 or equivalent |

**ATAR profile for those offered places wholly or partly on the basis of ATAR in T1 2020:*

| (ATAR-based offers only, across all offer rounds) | ATAR (OP in QLD) (Excluding adjustment factors) * |
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| Highest rank to receive an offer | N/A |
| Median rank to receive an offer | N/A |
| Lowest rank to receive an offer | N/A |

*Notes: * "<5" – indicates less than 5 ATAR-based offers were made*

Other admission options

(For applicants who will be selected on a basis other than ATAR)

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| Special Entry | Applicants in any category whose study, work or life experiences have been impacted by disability, illness or family disruption will be given special consideration for admission. Each application will be considered on its merit, based on the evidence supplied by the applicant attesting to the circumstances of the applicant. Applicants for special entry may need to complete written or numerical tasks to assist with assessing eligibility for admission. |
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5. How to apply

Via direct application to the institution

- <https://apply.torrens.edu.au/>

6. Advanced standing/academic credit/recognition of prior learning (RPL)

You may be entitled to credit for prior learning, whether formal or informal. Formal learning can include previous study in higher education, vocational education, or adult and community education. Informal learning can include on the job learning or various kinds of work and life experience. Credit can reduce the amount of study needed to complete a degree.

Applicants admitted based on prior higher education study may be eligible for Advanced Standing in the form of credit and/or recognition of prior learning (RPL) under the Torrens University Australia [Credit Policy](https://www.torrens.edu.au/policies-and-forms) - (<https://www.torrens.edu.au/policies-and-forms>).

- Students with completed subjects may be eligible for specified credit and/or elective exemptions
- Students who have completed a qualification at AQF level 5 (diploma) or above may be eligible for block credit (where a block credit agreement exists)
- Students with a mix of formal study and informal and/or non-formal learning may be eligible for recognition of prior learning in addition to any credit approved.

Credit will not be applied automatically. Applicants must apply for credit and/or RPL as early as possible prior to each study period, with applications not accepted after week 2.

For further information about credit and recognition of prior learning please see <http://www.torrens.edu.au/apply-online/course-credits>.

7. Where to get further information

- Torrens University Australia (TUA) Website
 - <https://www.torrens.edu.au/>
- Universities Admissions Centre (UAC) Website
 - <http://www.uac.edu.au/>
- Quality Indicators for Learning and Teaching (QILT) Website
 - <https://www.qilt.edu.au/>

8. Additional Information

Course Structure

This course comprises of 32 subjects that you are required to complete: 27 core subjects and 5 elective subjects.

- Level 100: 9 core subjects and 2 electives
- Level 200: 9 core subjects and 3 electives

- Level 300: 9 core subjects

* Electives in this course must be taken from the Bachelor of Business suite of subjects as offered by Torrens University. Electives available to students in this course require approval by the Program Director.

Course Rules

To be awarded the Bachelor of Business and Bachelor of Film and Video students will need to complete 320 credit points over 32 subjects as outlined in the Course Structure. Each subject has a value of 10 credit points

Subjects

| SUBJECT DETAILS |
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| SUBJECT TITLE, DESCRIPTOR |
| Level 100 |
| <p>DIG104 Motion Design</p> <p>This subject focuses on the foundational skills required for high quality video productions. The process of developing a live action video piece is introduced along with all of the phases from pre-production through to post-production. Students explore the necessary skills in camera-based production including basics of lighting, sound recording and video editing. Students are also introduced to motion graphic design in the post-production phase through concepts such as compositing, video masking and animated title sequences.</p> |
| <p>PMI100- Psychology of Moving Image</p> <p>This subject explores a variety of theoretical and philosophical approaches to how the moving image changes the perception and psychology of the consumer. This subject is audience oriented and focuses on the reception and interpretations of communication, which then influence which visual and aural strategies are employed.</p> <p>Students explore fundamental psychological concepts about dynamic and moving imagery translation of meaning. Students employ these new understandings to tell stories and produce works that trigger specific emotional reactions and feelings with audiences.</p> |
| <p>BIZ101 Business Communications</p> <p>The aim of this subject is to provide you with the knowledge and skills to enhance your personal effectiveness, employability, and academic success. This subject introduces you to the concepts of business communications and transferable academic skills. You will examine the different stakeholders and communication contexts which occur in the internal and external business environment, developing the skills and knowledge to effectively interpret and deliver messages in a variety of business situations. This subject will provide you with essential business skills in information literacy, presenting, writing, academic integrity and the use of technology.</p> |
| <p>BIZ102 Understanding People and Organisations</p> <p>The aim of this subject is to develop an understanding of modern organisations, their structure and how people collaborate within these structures to achieve the organisation's strategic objectives and deal with the uncertainty of the 21st Century economy. This knowledge will form a foundation of theoretical knowledge about organisational behaviour that will be built on in future subjects. Moreover, it will develop the student's emotional intelligence and the understanding of their strengths and their</p> |

| SUBJECT DETAILS |
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| <p>application in the business context. These learning objectives will be achieved through a mixture of theoretical readings, class discussions and group projects focusing on how theoretical concepts apply to the work environment. Additionally, reflective journals will be used to apply theory to develop the students own professional capability.</p> |
| <p>ICC100- Camera and Capture</p> <p>This subject introduces students to the foundations of photo imaging so that they can develop the technical and creative skills required to operate a digital camera under a range of conditions. Students will receive feedback on their images and learn to give constructive criticism to their peers, enabling them to start seeing and thinking like a photographer. This subject serves as a solid foundation from which to pursue further specialised photography skills.</p> |
| <p>DSO103 Design Studio 2</p> <p>Design Studio 2 offers an introduction to the building blocks of creating and developing brands and is designed to give students a broad understanding of the stages and methodologies adopted in the brand development process. The subject draws on the theory and practice that sits behind brand creation. It covers the broad spectrum of brand development, values, trends and branding techniques, as well as fundamentals such as brand positioning and brand architecture.</p> <p>The subject also explores the relationship between branding and audiences, cross-cultural influences and shifts in consumer behaviour. Students must first understand and apply the fundamentals of branding and then go on to use that knowledge as the basis for developing and progressing a brand. This theoretical and practical subject will equip students with the knowledge and insight with which to build their own branding expertise.</p> |
| <p>MKT101A Marketing Fundamentals</p> <p>Students will gain a solid foundation in the marketing discipline introducing relevant and contemporary concepts, theories and models. The unit magnifies the importance of understanding consumer behaviour, segmentation, targeting and positioning, the extended marketing mix and ethics in marketing. Industry relevance provides students with the opportunity of applying key concepts in practical settings. These marketing foundations are expanded on in other subjects available as electives.</p> |
| <p>Business Elective 1</p> |
| <p>BCI100- Beyond the Creative Industries</p> <p>This subject introduces a wide array of emerging trends and interdisciplinary career opportunities that sit outside traditional creative industries. This subject explores the intersection of technology and design across a range of industries looking beyond the field of entertainment. Students broaden their understanding of potential career opportunities by challenging existing stereotypes where specialist technical skills are utilised. Students are encouraged to investigate case studies, identify emergent trends and examine strategies to develop, navigate and cultivate collaborations with professionals from other specialisations</p> |
| <p>BIZ104 Customer Experience Management</p> <p>The 21st Century economy is dynamic and driven by customers ever changing wants and needs. To remain competitive businesses, need to understand what their customers want and how to deliver a quality customer experience that goes beyond the product or service offering. This subject explores how a customers' perceptions – both conscious and subconscious – effect their relationship with a brand's value proposition. Students will explore how a customer's interactions with a brand during the</p> |

| SUBJECT DETAILS |
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| SUBJECT TITLE, DESCRIPTOR |
| customer life cycle will determine levels of customer satisfaction. Students will analyze Customer Journey Mapping techniques, Employees engagement in the customer experience strategy and metrics of satisfaction, loyalty and advocacy. |
| Business Elective 2 |
| Level 200 |
| <p>LAP200- Live Action Production</p> <p>This subject continues to explore the theory and practice of live action video production. The subject introduces production planning concepts and techniques that enhance production experiences. The subject expands student's awareness of video production techniques with more detail on the creative and technical aspects of working with cameras, lighting and sound. The investigation of film theory and history is continued with an emphasis on enrichment of idea generation and concept development processes. The subject explores the use of video editing, sound design and post-production techniques to communicate mood, narrative and information.</p> |
| <p>MGD200- Motion Graphic Design</p> <p>This subject develops idea generation and concept development practices applied to motion graphic sequences. As a means of enriching the design process, the history of motion graphic traditions such as broadcast and film title design are also investigated. Students develop motion graphic animations using a variety of techniques that may include kinetic typography, 2D and 2.5D animation, video compositing, visual effects, and rotoscoping. By exploring new techniques students expand their video, animation and mixed media production abilities.</p> |
| <p>DSO201 Design Studio 3</p> <p>The subject introduces business practices such as costing, time management, value engineering and general models of monetising and valuing output typical of a variety of design industries. Case study analyses of a typical design industry business practices, domestic and international, acquaint students with the differences and similarities that exist. Students learn about contractual agreements, and where appropriate become familiar with international shipping and distribution terms as well as an introduction to design copyright laws. Initial overview of time allocation practices and the creation and understanding costing terms such as: Bill of Material (BOM) /Scope of Work / Deliverables used in typical projects is followed by application. Students plan a project from start to finish through to the development of an appropriate project management plan for their industry such as time management charts with typical dependencies highlighted and costed.</p> |
| <p>BIZ201 Accounting for Decision Making</p> <p>The unit aims to provide non-accounting students with a broad, business-based introduction to the conceptual foundations of accounting and finance and the use of management accounting information to assist in key areas such as planning and decision making. It introduces students to basic accounting concepts and functions such as financial statements, techniques for analysing financial statements, investment decisions, costing and opportunity costing analysis and managing working capital.</p> |
| Business Elective 3 |
| PBL202 Problem Based Learning Studio |

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| <p>Problem-based learning (PBL) builds students' capacity to become increasingly proficient at addressing complex design problems with creative confidence. Students enhance their design thinking skills and mindsets to deal with the natural uncertainty of complex problems in this subject. They acquire the confidence to iteratively reframe these problems and take risks to create novel evidence-based solutions while preserving ambiguity throughout the process. Students acquire the necessary skills by engaging actively, independently and in collaborative multidisciplinary teams with complex social and meaningful problems. Learning happens by living the process, witnessing their peers' progress and reflecting on their own experience while supported with academic learning resources.</p> |
| <p>DDD203 Discover, Define, Develop, Deliver</p> <p>This subject introduces students to design thinking through the 'Double Diamond' methodology, a collaborative process that facilitates the investigation of project challenges, synthesises appropriate concepts and delivers proposals that fulfil the needs of people, the possibilities of technology and the requirements for business success. It is a methodology that utilises both divergent and convergent thinking approaches to problem-solving. It is a method that focuses upon meanings instead of features and the quest for disruptive change, instead of incremental improvement. Students are emphatically encouraged to adopt a visionary approach. Divided into four distinct phases – Discover, Define, Develop and Deliver – the Double Diamond is a simple visual roadmap which helps students understand and frame their design-thinking to define problems, develop potential solutions and deliver meaningful outcomes.</p> |
| <p>BIZ202 The Business Environment</p> <p>The aim of this subject is to help students develop an understanding of how organisations work and the ability to evaluate factors that influence them. This includes all aspects of modern business and the changing external environmental forces at the micro and macro level. Students should be able to take a strategic view of a business and contribute to the process of developing and implementing strategy. The focus will be on the political, legal, economic, social, cultural and technological environment. Analytical techniques will be used to uncover the opportunities and threats to businesses. An awareness of potential risks and challenges as well as corporate social responsibility of the organisation will be introduced as a key learning goal. This case-based unit is designed to provide an overview of the business environment at the global, market and organisational level. This subject is designed to develop effective problem solving, critical analysis, and communication skills around the contemporary issues challenging the pursuit of sustainable business practice.</p> |
| <p>Business Elective 4</p> |
| <p>NPR200- Narrative Production</p> <p>This subject develops and extends students skills in live action camera-based video production with a focus on storytelling. Concept development and pre-production techniques such as scriptwriting and storyboarding are emphasized as crucial components of moving image story development. As part of this skill development, this subject requires students to develop effective filmic storytelling techniques and translate story from audio fictions into screenplay. Students are required to produce narrative driven videos to effectively communicate memorable and impactful stories on screen.</p> |
| <p>PPF200- Post-Production Fundamentals</p> <p>This subject explores the fundamental techniques of post-production for video such as editing, colour grading and sound design. A range of technical aspects managed by a post-production designer such as file formats, frame rates, sound file compression, exporting methodologies, colour grading, vector scope analysis, and sound mastering are explored. This subject also requires students to employ creative</p> |

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| <p>decisions to change and influence narrative, messaging and emotional resonance of video footage using post-production methodologies. These skillsets are central to be able to creatively influence video design both during and after production.</p> |
| <p>Business Elective 5</p> |
| <p>Level 300</p> |
| <p>SEN301 Social Enterprise</p> <p>Social Enterprise is an exciting theoretically-based subject that is driven by the desire to create positive change through entrepreneurial activities. By providing students with a framework to understand business model generation and the skills to source, evaluate, and measure opportunities through systematic research and competitor analysis, Social Enterprise empowers students to conceptualise, develop and propose new ventures and products that focus primarily upon social change for good. In addition, this subject will help students understand and address the practical challenges of working within this environment; to analyse different entrepreneurial business strategies, to explore diverse funding strategies, as well as incorporate theoretical discussions on major trends and issues in the social economy. Social Enterprise enables students to appreciate the power of creativity in problem-solving and the importance of the designer’s role in making a difference and precipitating change.</p> |
| <p>AVP300- Advanced Video Production</p> <p>This subject investigates advanced video production strategies in the form of mixed media experimental video. Students are required to produce and develop a unique aesthetic and visual style of video through a combination of different moving image mediums such as 2D, 2.5D and 3D. This subject also introduces an array of advanced experimental techniques including visual effects strategies, non-linear narrative, medium and platform specific content, temporal and ephemeral media. Students are required to produce work that breaks conventional video production strategies and embraces new development within and around conventional distribution, consumption and production methodologies.</p> |
| <p>MGT301A Ethics and Sustainability</p> <p>This subject is built on broad aspects of sustainable development, corporate responsibility, stakeholder thinking and accountability. It explores how organisations acknowledge their impact of their activities in economic, social and environmental terms. Students will examine why organisations around the world are increasingly moving to reduce the adverse effects of business operations on their stakeholders and local communities. It discusses some of the most common practices associated with environmental ethics evolving to sustainability ethics. It also examines the link between social responsibility and corporate governance. This course will equip you with a set of tools for managing and leading organisations more ethically and sustainably.</p> |
| <p>MGT302A Strategic Management</p> <p>Organisations face increasing environmental uncertainty with shortening product and technology life cycles and increasing competition. Managers need to develop an understanding of their organisation’s industry structure, external environment as well as its internal strengths and weaknesses. It is also important that managers are able to think creatively in formulating and implementing their strategies to ensure their organisation’s success in its industry. This subject focuses on providing future managers with relevant strategic management concepts to advance their skills and abilities so that they can contribute towards an organisation’s competitive advantage.</p> |
| <p>BIZ301 Organisational Creativity & Innovation</p> |

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| SUBJECT TITLE, DESCRIPTOR |
| <p>This subject seeks to build the knowledge, skills and attitudes required to succeed as an innovator. Students then apply this knowledge to identify and evaluate innovative, high-growth product and service opportunities in the context of a start-up, a corporation, a not-for-profit or a government institution. The subject equips students with practical skills, including creativity tools, cash-flow modelling, business model analysis and lean experimentation.</p> |
| <p>PMP300- Persuasive Media Production</p> <p>This subject explores new media platforms and influence that video production has had with the rise of social media platforms and their associated micro-trends. This subject requires students to identify, research, develop and distribute branded outcomes within those micro-trends on a dedicated social media platform. Students are exposed to the psychological hooks that engage audiences and video production trends that have developed alongside the new platforms. Students are required to explore the nuances of audience and platform distribution strategies and analyse case studies surrounding successful and contextual outcomes. The subject dispels the idea that traditional distribution outlets for video production are the dominant forms of consumption</p> |
| <p>WIL302 Work Integrated Learning OR</p> <p>WIL302B Work Integrated Learning (Industry Live Brief)</p> <p>This subject is designed to provide students with professional experience in an area related to their field of study or the career they are working towards. There are two work integrated learning options available to students:</p> <p>Option A: Internship</p> <p>Students are offered the opportunity to work within a professional design environment for an extended period of time. Students will undertake a series of research tasks, conducting interviews and gathering data in order to understand the key concepts in managing a professional design practice with emphasis placed on the operation of the professional design environment.</p> <p>Option B: Industry Live Brief</p> <p>This subject requires students to respond to criteria set within the context of an Industry Live Project. An understanding of research methodologies appropriate to professional practice and the documentation of personal creative investigation will be explored. The subject is delivered from a cross discipline perspective and draws on both discipline specific and common design practices.</p> |
| <p>BIZ304 Business Consulting Project</p> <p>This subject is designed to give you the opportunity to apply learning in an industry setting and utilise an array of relevant frameworks, models and other analytical tools. You will have the chance to participate in teams while working on a client case that will simulate an authentic industry project. You will identify the main issues of a business problem/opportunity; formulate sound recommendations to address the problem/opportunity; and communicate these in a concise and clear manner to clients. Students completing the subject are eligible for 60 hours of credit towards the 320 hours of industry placement.</p> |
| <p>IND301A Industry Consulting Project</p> <p>In this capstone subject you will learn how to maximise continuous learning and experience personal growth through setting career goals, identifying professional development needs, establishing a plan, and accepting responsibility to self for project completion. You will also be able to apply conceptual and theoretical knowledge in practical solutions in the workplace by engaging with real-life tasks, individually</p> |

| SUBJECT DETAILS |
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| and as a team. Successful completion of this subject grants 100 hours of credit towards the 225 hours of industry placement. |

Locations

The Bachelor of Business and Bachelor of Film and Video can be studied fully online or at the below Torrens University Campuses:

- Sydney: Level 1, 46-52 Mountain Street, Ultimo NSW Australia 2007
- Melbourne: 196 Flinders St, Melbourne, VIC 3000
- Adelaide: 82-98 Wakefield Street, Adelaide, SA, 5000
- Brisbane: 90 Bowen Terrace, Fortitude Valley, QLD, 4006

Campus Facilities and Services

All campuses are designed to provide students with professional spaces in which to learn and work. They have been planned with student study needs in mind with well-equipped accessible learning spaces as well as student breakout areas for group work and spending time with friends.

Facilities and Services include:

- The Customer Service Hub – our friendly and experienced staff can give help and advice about courses, your enrolment and campus life, including all services and activities on campus.
- Counsellors are available for students to consult with on a range of personal issues
- Student wireless access throughout the Campus
- Student break-out and relaxed study spaces for group work
- Student lounge areas – most with microwaves, kitchenette facilities and vending machines
- The Learning Hub, home to the Learning Support Team, encompasses Learning Skills Advisors, Learning Technology Advisors, and Library & Learning Skills Officers. It provides an integrated, holistic support program for students throughout the study lifecycle within a library/collaborative study environment.

The service includes:

- Support and workshops with highly qualified staff in the areas of Academic skills, Library skills, and Technology skills, both on campus and online.
- Physical and digital resources relevant to studies, such as books, journals, multimedia, databases
- Self-check kiosks for library loans and print and copy facilities

A positive student experience

Torrens University Australia values the importance of a positive student experience, and therefore has robust processes to resolve student complaints. The Student Complaints Policy, and associated procedures, can be accessed from the [website \(https://www.torrens.edu.au/policies-and-forms\)](https://www.torrens.edu.au/policies-and-forms).

Paying for your qualification

We offer two payment options for this course:

- **Upfront payment**

If you want to complete your qualification debt-free you can choose to pay as you go. This means tuition fees will be invoiced each semester and payment is required on or before the due date using EFTPOS, credit card or direct transfer.

- **FEE-HELP**

FEE-HELP is Australian Government's loan scheme for higher education degree courses. It can assist you in paying for all, or part of, your course fees. Repayments commence via the tax system once your income rises above a minimum threshold (\$45, 881 in 2019-20). Just like with any other debt, a FEE-HELP debt is a real debt that impacts your credit rating.

Further information about FEE-HELP, including eligibility, is available at:

- FEE-HELP website:
<http://studyassist.gov.au/sites/studyassist/help-payingmyfees/fee-help/pages/fee-help->
- FEE-HELP booklets:
<http://studyassist.gov.au/sites/studyassist/helpfulresources/pages/publications>

Austudy and Abstudy

Students enrolled in this course may be eligible for government assistance, such as [Austudy](#) or [Abstudy](#).