



**VANCOUVER**

# **Business Administration Diploma**

## **Program Syllabus**

*Disclaimer: While all information in this syllabus is accurate at the time of publication, the contents of this document may be subject to updates as communicated by ILAC International College.*



## PROGRAM DESCRIPTION

Successful business people understand how organizations work and know how to assess and solve business problems. They understand how marketing, finance, and organizational behavior impact business strategy and success. In this program, you will build a solid foundation of the knowledge and skills needed for business administration positions. This program will give you courses in all areas of business, ranging from interpersonal communication to business analytics.

## PROGRAM OUTCOMES

By the end of this program, students will be able to:

- Demonstrate effective communication skills in oral, written, and graphic formats that fulfill the purposes of business activities
- Apply a systematic and research-based approach to critical thinking, problem-solving, and decision-making skills
- Demonstrate strategies for ongoing personal and professional development to enhance work performance in the business field
- Assess and use current concepts, systems, and technologies to support business functions and initiatives
- Perform administrative and project-based tasks required in the workplace
- Demonstrate leadership and management skills to assist in the planning, directing, and operating of an organization
- Apply principles of sustainability, social responsibility, and ethics to support an organization's initiatives

**Program Name:** Business Administration Diploma with Co-Op

**Career Occupation:** general office support workers

**Credential awarded upon completion:** Diploma

**Number of Weeks:** 40

**Work Experience Component:** N/A

**Instructional Hours:** 800

**Total Hours:** 800

## PROGRAM INFORMATION

### Admission Requirements

To be admitted into the Business Administration with Diploma program, students must meet the following criteria, which are non-negotiable:

- 18 years of age or older
- International Students: ILAC English Pre-Advanced level 12+ or IELTS Academic 5.0 or equivalent
- Successful interview with an ILAC International College team member
- Education Qualification: High school/secondary diploma or higher education

### Start Dates

Students may be admitted into the Business Administration program on fixed start dates. Refer to the ILAC International College website for more information: [www.ilacinternationalcollege.com](http://www.ilacinternationalcollege.com)

### Delivery of Instruction

This course is delivered in English through a combination of daily classroom time and guided, interactive on-line learning. Classroom sessions include lectures, in-class tasks, field trips, guest speaker presentations. Online resources include discussion forums, videos, case studies, and simulations. Topics and skills are revisited throughout the courses to reflect our belief that knowledge is acquired through repetition and application in various contexts.



## Required Equipment and Resources

To enhance learning experiences at the college, the use of online and mobile technologies in and out of the classroom will be used. By bringing their own computers and devices, students will be able to participate in collaborative learning environments and build the technological skills needed in today's workforce. All lesson and course materials will be provided to students.

## Course Assessments

Students are expected to complete all assignments in the course. Program certification is achieved at:

- a pass (70-79%)
- high pass (80-89%), or
- distinction level (90-100%)

A total coursework score of 70% is required to pass this course. A minimum score of 60% must be achieved on all exams. Only one (1) rewrite is permitted per course for either an exam or assignment. More detailed descriptions of each assignment and instructions will be distributed during the course.

## METHOD OF EVALUATION

Learning will be measured throughout the course using various assessment methods. These may include assignments, activities, simulations, quizzes, review questions, or exams. Students will also be graded on participation.

## PROGRAM ORGANIZATION

Below is a list of the courses offered in the Business Administration Diploma program to show a scope and sequence of subject matter sufficient to achieve the learning outcomes. The courses are listed as they are offered by term. Order of courses taken will be determined by start date. Course outlines will be distributed on the first day of each course. These outlines will include the core course outcomes and sub-outcomes (teaching and learning points), and required texts and resources.

## PROFESSIONAL COMMUNICATION

**Course Description:** The ongoing success of an organization depends on having an environment that energizes and encourages employees to accomplish tasks by promoting openness and effective communication, in addition to the ability of employees to gather and share information. In this course, you will use a variety of skills that we need every day to help us successful in the workplace. The course is designed to strengthen your knowledge and application of concepts and skills related to writing effective daily correspondence, preparing formal reports and proposals, giving effective presentations while using correct language for a business context.

**Pre-Requisites:** None

**Number of Weeks:** 9

**Total Hours:** 90

**Homework:** 4-6 Hours on Average

### Delivery and Instructional Methods

This course is delivered in English through a combination of daily classroom time and guided, interactive on-line learning. Classroom sessions include lectures, in-class tasks, field trips, guest speaker presentations. Online resources include discussion forums, videos, case studies, and simulations.

### Textbooks and Equipment

All lesson and course materials will be provided to students. Source materials include:

- Essentials of Business Communication, 9<sup>th</sup> Canadian Edition – Guffey, Loewy, and Almonte. Nelson Publishing.

## WORKING ACROSS CULTURES

**Course Description:** This course is designed to provide you with a practical approach to raising awareness, gaining knowledge, and increasing your ability to communicate and behave effectively across cultures. It will help you understand and analyze business situations where culture may be playing a part, and prepare you to overcome challenges that may arise in a multicultural workplace. This course aims to help you understand the impact of your communication skills on relationships, and academic and career success. You will develop skills and techniques for recognizing cultural differences and turning them into opportunity.



**Pre-Requisites:** None

**Number of Weeks:** 9

**Total Hours:** 90

**Homework:** 4-6 Hours on Average

## Delivery and Instructional Methods

This course is delivered in English through a combination of daily classroom time and guided, interactive on-line learning. Classroom sessions include lectures, in-class tasks, field trips, guest speaker presentations. Online resources include discussion forums, videos, case studies, and simulations.

## Textbooks and Equipment

All lesson and course materials will be provided to students. Source materials include:

- LOOK, 3rd Canadian Edition – Adler, Proctor, and Rolls. Nelson publishing.
- Communication between Cultures, 9<sup>th</sup> Edition – Samovar, McDaniel, and Roy. Cengage Learning.

## PROJECT MANAGEMENT

**Course Description:** Project management skills are increasingly sought after in today's workplace. No matter what industry or career you pursue, the ability to coordinate timelines, manage resources, and lead project to successful completion is extremely valuable. This course provides you with practical experience applying the fundamentals of project management from a marketing frame of reference. At the conclusion of the course, you will be able to create a project life cycle, statement of work, work breakdown structure, schedule, budget, and risk management plan. You will work in groups to develop a plan for a real marketing project.

**Pre-Requisites:** None

**Number of Weeks:** 9

**Total Hours:** 90

**Homework:** 4-6 Hours on Average

## Delivery and Instructional Methods

This course is delivered in English through a combination of daily classroom time and guided, interactive on-line learning. Classroom sessions include lectures, in-class tasks, field trips, guest speaker presentations. Online resources include discussion forums, videos, case studies, and simulations.

## Textbooks and Equipment

All lesson and course materials will be provided to students. Source materials include:

- Successful Project Management, 7<sup>th</sup> Edition – Gido, Clements, and Baker. Cengage Learning.

## BUSINESS MATH

**Course Description:** This course provides foundational math concepts to students looking to succeed in business environments. It is designed to help you determine best courses of action when considering management, finance and investment options. In the early part of the course, you will cover basic topics including arithmetic, algebra, and linear systems, applying them to real world situations. You will then explore a variety of mathematical management topics such as cost-volume-profit analysis, discounts, markup and markdown, and simple interest. Finally, you will make financial and investment decisions with considerations for compound interest, annuities, mortgages, and bond valuations. To demonstrate competency in all of these areas, you will formulate equations for word problems describing common workplace situations.

**Pre-Requisites:** None

**Number of Weeks:** 9

**Total Hours:** 90

**Homework:** 4-6 Hours on Average

## Delivery and Instructional Methods

This course is delivered in English through a combination of daily classroom time and guided, interactive on-line learning. Classroom sessions include lectures, in-class tasks, field trips, guest speaker presentations. Online resources include discussion forums, videos, case studies, and simulations.

## Textbooks and Equipment

All lesson and course materials will be provided to students. Source materials include:

- Contemporary Business Mathematics with Canadian Applications, 11<sup>th</sup> Edition - Hummelbrunner, Halliday, Hassanlou, Coombs. Pearson.



## ORGANIZATIONAL BEHAVIOUR

**Course Description:** Current perspectives on what makes an organization successful, regardless of industry, point toward the benefits gained by putting people first. This course will expose you to approaches and processes that can help in effectively leading and managing others in organizations. You will have the opportunity to appreciate what it takes to make a difference in your workplace, and gain an understanding of the interactions that occur among people in the workplace. You will examine the behaviour of individuals and how they interact with each other in different workplace organizations. Topics include individual and behavioural processes; interpersonal processes and behaviours, team processes, organizational dynamics and processes.

**Pre-Requisites:** None

**Number of Weeks:** 9

**Total Hours:** 90

**Homework:** 4-6 Hours on Average

### Delivery and Instructional Methods

This course is delivered in English through a combination of daily classroom time and guided, interactive on-line learning. Classroom sessions include lectures, in-class tasks, field trips, guest speaker presentations. Online resources include discussion forums, videos, case studies, and simulations.

### Textbooks and Equipment

All lesson and course materials will be provided to students. Source materials include:

- ORGB, 2nd Canadian Edition – Nelson, Quick, Armstrong, and Condie. Nelson Publishing.

## INTRODUCTION TO ACCOUNTING

**Course Description:** This course is for students with little or no background in accounting and finance. It is designed to help you build your knowledge of generally accepted accounting principles and the accounting cycle. You will be introduced to the purpose of accounting and the financial statement preparation process and how financial management and accounting information can be used to support financial analysis, valuation, and decision-making in various contexts.

**Pre-Requisites:** None

**Number of Weeks:** 9

**Total Hours:** 90

**Homework:** 4-6 Hours on Average

### Delivery and Instructional Methods

This course is delivered in English through a combination of daily classroom time and guided, interactive on-line learning. Classroom sessions include lectures, in-class tasks, field trips, guest speaker presentations. Online resources include discussion forums, videos, case studies, and simulations.

### Textbooks and Equipment

All lesson and course materials will be provided to students. Source materials include:

- Cornerstones of Financial Accounting, 2<sup>nd</sup> Canadian Edition – Rich, Jones, Mowen, Hansen, Jones, and Tassone. Nelson Publishing.

## INTRODUCTION TO BUSINESS MANAGEMENT

**Course Description:** This course provides a broad overview of the management process, including planning, organizing, staffing, leading and controlling, and looks at management roles in teams, projects, departments, and the organization as a whole. You will examine management skills within the context of a Canadian business environment. This course creates opportunities for you to develop your critical thinking, problem-solving, team work, and communication skills by analyzing and presenting solutions to typical business problems.

**Pre-Requisites:** None

**Number of Weeks:** 9

**Total Hours:** 90

**Homework:** 4-6 Hours on Average

### Delivery and Instructional Methods

This course is delivered in English through a combination of daily classroom time and guided, interactive on-line learning. Classroom sessions include lectures, in-class tasks, field trips, guest speaker presentations. Online resources include discussion forums, videos, case studies, and simulations.



## Textbooks and Equipment

All lesson and course materials will be provided to students. Source materials include:

- MGMT, 3<sup>rd</sup> Canadian Edition – Williams, Champion, and Hall. Nelson Publishing.

## HUMAN RESOURCES MANAGEMENT

**Course Description:** The purpose of this course is to provide you with an understanding of the human resources function, and the role that managers play to ensure organizational effectiveness. This course will examine how human resource systems enable improvement in processes and enhance strategic decision making. You will also critically examine how effective human resources management (HRM) assists in achieving organizational goals.

**Pre-Requisites:** None      **Number of Weeks:** 9      **Total Hours:** 90      **Homework:** 4-6 Hours on Average

### Delivery and Instructional Methods

This course is delivered in English through a combination of daily classroom time and guided, interactive on-line learning. Classroom sessions include lectures, in-class tasks, field trips, guest speaker presentations. Online resources include discussion forums, videos, case studies, and simulations.

## Textbooks and Equipment

All lesson and course materials will be provided to students. Source materials include:

- Essentials of Managing Human Resources, 6<sup>th</sup> Canadian Edition – Stewart, Belcourt, Peacock, Bohlander, and Snell. Nelson Publishing.

## DIGITAL MARKETING

**Course Description:** The Internet is a dynamic marketplace if there ever was one. This class will give you the understanding of the Internet marketplace necessary to adapt to its many changes, while also equipping you with the skills you will need to perform vital daily functions. By the end of this course, you will have a richer understanding of the foundations of the new digital marketing landscape and acquire a new set of stories, concepts, and tools to help you digitally create, distribute, promote and price products and services. Topics covered in this course include internet marketing foundations, how search engines work, SEO, paid search marketing, online advertising, landing page optimization, analytics, online PR and ORM, and mobile marketing.

**Pre-Requisites:** None      **Number of Weeks:** 4      **Total Hours:** 40      **Homework:** 2-3 Hours on Average

### Delivery and Instructional Methods

This course is delivered in English through a combination of daily classroom time and guided, interactive on-line learning. Classroom sessions include lectures, in-class tasks, field trips, guest speaker presentations. Online resources include discussion forums, videos, case studies, and simulations.

## Textbooks and Equipment

All lesson and course materials will be provided to students. Source materials include:

- Digital Media Marketing – Larsen and Draper. Stukent Inc.

## ANALYTICS FOR BUSINESS DECISIONS

**Course Description:** The field of Business Analytics is growing in every industry. This course provides an introduction to modern theory, tools, and techniques used when making business decisions. You will develop the skills needed to be successful in a business analytics role using methodologies to develop a strategic advantage. You will be able to analyze, present findings, and make meaningful conclusions about data in a business setting and offer valuable insights by recognizing, interpreting, and summarizing your company's data.

**Pre-Requisites:** None      **Number of Weeks:** 4      **Total Hours:** 40      **Homework:** 2-3 Hours on Average

### Delivery and Instructional Methods

This course is delivered in English through a combination of daily classroom time and guided, interactive on-line learning. Classroom sessions include lectures, in-class tasks, field trips, guest speaker presentations. Online resources include discussion forums, videos, case studies, and simulations.



## Textbooks and Equipment

All lesson and course materials will be provided to students. Source materials include:

- Analytics for Business Decisions – Dotson and Leavitt. Stukent Inc.

## ACADEMIC STANDARDS POLICIES

It is expected that students will complete all examinations, assessments, placement (if applicable) and assignments as described in the Program Admission Requirements and Program Syllabus for this program of study as outlined.

### Attendance Expectations

- ILAC International College keeps a record of your class attendance on a daily basis. Students are required to attend a minimum of 70% of the classes in each course **and** are required to attend a minimum of 70% of the program overall.
- Failure to meet the attendance requirements will result in students repeating the course in question, or potentially having work and study permits removed. It is the students' responsibility to speak with instructors regarding any missed readings, assignments, class work etc.
- If there are any extenuating circumstances concerning a student's absence, the instructor should be notified as soon as possible. It is the student's own responsibility to stay current with the course material and course curriculum and to "catch up" on any missed classes regardless of the reason for absence. By way of example, skipping or missing a class where a test or an in-class assignment was announced will not excuse a student from that test or assignment.
- Regular attendance is taken for each class and both absenteeism and lateness will be recorded on the attendance sheet and forwarded to the Administration Office. While the Institute will seek to be consistent and reasonable in its approach to deciding what constitutes a valid reason for an absence, the Student Services Manager will have decision-making discretion in this process. The Institute will seek to balance the validity of the student's excuse with the importance of the course material missed.
- The Student Services Manager's remedies will be governed by the requirements of provincial regulatory bodies and any other regulatory requirements, to which the Institute is bound, as well as The Institute's "Discipline Policy" and best practices in the circumstances.

### Coursework

- Students must successfully complete the required coursework for admittance into the work experience component of the program.
- Students must complete all courses with a minimum grade of 70%. In the event a student fails a course, s/he may repeat the course once.

### Make-up Exams, Late Assignments

- Make-up tests, in lieu of tests missed due to illness or other permissible circumstances may be arranged. Any student who is unable to write a test at the scheduled time must make this request a minimum of three (3) days prior to the examination date. Student may be asked to provide documentation to support the absence (i.e. doctor's notes for illness). Unexcused absences from tests and exams may result in a score of zero (0).
- The instructors may use their discretion to determine if extensions on assignments will be granted. Assignments will be deducted 10% for every 24 hours they are late unless prior arrangements have been made three (3) days prior to the due date of the assignment by the student in writing.

### Plagiarism

- Plagiarism is the act of submitting work that is, in whole or in substantial part, someone else's work, and representing it to be your own. Examples include, but are not limited to, the following:
  - copying previously published work;
  - copying another student's work;
  - reviewing materials or works from mailboxes, printers, faculty desks or other sources, and adopting those works as your own; and
- Using paid or unpaid services or other people to complete one's assignments.



- Students are expected to acknowledge the sources of ideas and expressions they use in essays, reports, assignments etc. Failure to do so constitutes plagiarism and is subject to academic penalty. Students who knowingly loan work to be copied, in whole or in part, by another student, for which a grade is assigned, are equally at fault in cases where plagiarism has occurred, and may also be open to academic sanction.

## **Cheating**

- Cheating is defined as any deliberate attempt to obtain credit through the use of deceit or dishonest methods. Examples of such behavior include, but are not limited to, the following:
  - passing exam papers/solutions to another student;
  - repeatedly looking at other students' papers;
  - discussing or whispering of answers during a test;
  - submitting research reports in which no research took place; and
  - writing answers on a desktop.
- Collaboration where collaboration is expressly prohibited, whether or not that collaboration occurs online or otherwise (and despite the fact that collaboration will generally be encouraged by ILAC International College, in order to foster learning).
- Cheating offences are subject to academic penalty.

## **Academic Penalty**

Academic penalties often begin with the awarding of a zero (0) on the assignment/project/test for the first offence and a notification from the Student Services Manager, in writing, of the offence. This notification is kept on file in the Institute's offices. A subsequent offence may result in removal from the course and the possibility of complete dismissal/expulsion from the program.

## **Dismissal/Expulsion**

- Without limitation, a student may be dismissed/expelled from a program after review by the Student Services Manager for one of the following reasons:
  - failing or not completing all core courses (determined by program) in which the student is registered;
  - failing any course two (2) or more times; and/or
  - showing a consistent pattern over two (2) or more courses of failing to meet the program's standards or failure to meet expectations as determined in this syllabus. The Institute will seek to apply its policy of graduated discipline consistently, and in accordance with its "Discipline Policy".
- A student is considered to have withdrawn from his/her program of study if the student:
  - has advised the Institute that he/she has withdrawn from the program by completing the Institute's Withdrawal Form and/or
  - has not complied with the Institute's Academic Standards Policy or terms outlined in Enrolment Contract.

## **Grading Disagreements**

- Where a student disagrees with a grade received or any decision resulting from application of the rules, policies, and regulations referenced in this syllabus in its entirety, the student shall discuss the matter with their instructor, or Student Services Manager in an attempt to resolve the problem.
- Both individual and/or group complaints should be handled as outlined above. Most complaints are resolved informally with the instructor or faculty member responsible for grading that student/group of students. Faculty members endeavor to be open and fair in dealing with students' concerns, thus students are encouraged to speak with the faculty member(s) involved in the matter.

## **Appeals**

A student who feels there have been extenuating circumstances that adversely affected his/her academic outcome/progress may appeal to the Student Services Manager. A student who is dissatisfied with the decision of first instance may appeal to the Institute's Academic Manager.

## **Graduation Policy**

- In order to complete the requirements for graduation, and receive ILAC International College Diploma or Certificate, successful graduates must have:
  - passed all course requirements (including work placement) with the required minimum grade,
  - passed all course examinations, and
  - met program attendance requirements.



## BUSINESS ADMINISTRATION DIPLOMA

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- Upon completion of all course components and submission of work placement review documents, students will receive a transcript, and certificate or diploma. These take three to five (3-5) business days to prepare. Please contact the Student Services Manager for any early document requests.