DBS
Dublin Business School
excellence through learning

Student Handbook

September 2018

Masters of Business Administration

Contents

Foreword

This student handbook was compiled by the School of Business in Dublin Business School. The purpose of this handbook is to provide you with a summary of resources, regulation, policies, and procedures for this programme. Please note that the official sources for all rules, regulations and assessment relating to programmes are published and can be viewed on the DBS website. This handbook is not intended as a substitute for these, or other official documents, which take precedence in all cases. Some of the information outlined in this handbook may be subject to change.

Welcome to DBS

Dear Student,

Welcome to DBS. I hope you enjoy your time here while studying with us. Our objective is to create postgraduates with the knowledge, skills and confidence to meet the challenges of today's rapidly changing workplace in Ireland and abroad.

Our postgraduate programmes cover a broad spectrum of subject areas, such as Accounting and Finance, Information Technology, Marketing, Management, Psychology, Counselling and Psychotherapy and others. All programmes are designed to provide you with an appropriate grounding and understanding of core subjects. However, we know that you have your own career aspirations and that you may wish to specialise in your own preferred area of study and all our programmes are designed to allow you that option.

Dublin Business School is committed to providing you with a learning environment that encourages you to meet your potential both personally and professionally. A wide range of support services are available through DBS to provide you with the advice and guidance needed to identify, achieve and excel in your chosen career. Full information on our support services and relevant contact details are available in this Student Handbook.

Academic studies at this level will be thought provoking, challenging, interesting and exciting. Your studies will prepare you for a life of continuous learning. We are confident that you will find this experience highly rewarding.

Should you have any questions or concerns, please do not hesitate to contact any member of staff in DBS.

We look forward to talking with you and working with you in the year ahead.

Andrew Conlan-Trant
Executive Dean

Dublin Business School Campus

DBS is a city centre campus with two main buildings where most classes are held. We have other building noted below. Please refer to the map for the location of our other buildings.

The buildings are:
1. Castle House, 73/83 South Great Georges Street
2. 13/14 Aungier Street
3. Bow Lane (next to the Aungier Street building)
4. 6/9 Balfe Street, Block A and B
5. Carmelites, 56 Aungier Street
6. Wicklow House, 84-88 South Great George's Street
7. Erin School of English, 19-22 Dame Street, above Spar at the corner of George's Street and Dame Street

All buildings are within a 5 minute walk of each other. Buses servicing Aungier Street /South Great Georges Street can be found on: www.dublinbus.ie

All Bus, DART, Luas and Rail routes service the city centre with stations close to the College.

Room Legend and Access Codes

You may need a code to get into some buildings and on your timetables the building names are abbreviated. The following table explains:

Timetable abbreviation	Building	Door Code
AS	Aungier Street	No code required
BL	Bow Lane	Please contact reception for code required
BSA	Balfe Street Block A	Please contact reception for code required
BSB	Balfe Street Block B	Please contact reception for code required
CAR	Carmelites	No code required
CH	Castle House	No code required
WH	Wicklow House	No code required

Map of Dublin Business School locations
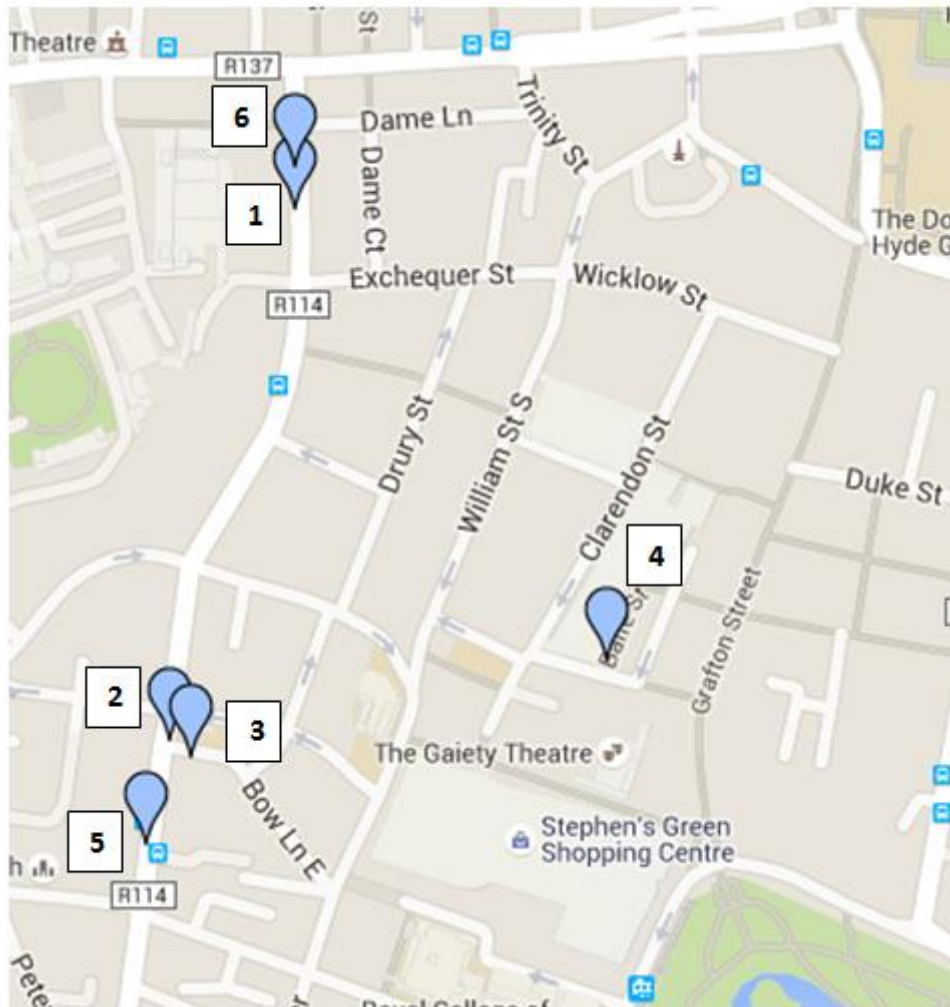
1. Castle House
2. Aungier Street
3. Bow Lane
4. Balfe Street
5. Carmelites
6. Wicklow House

Programme Structure

Programme Aims for Learners

- To facilitate an advanced understanding of general management theoretical and conceptual frameworks in an international context
- To develop the ability to use these frameworks for evaluating business policy and practice
- To provide an insight into key business management issues, trends and solutions
- To integrate issues and principles from a variety of sources and to be in a position to synthesise these elements to diagnose existing problems and formulate solutions
- To develop transferable interpersonal, communication and leadership skills through group interaction, case discussions and presentations
- To encourage learners to take responsibility for their own learning through independent research and project work
- To provide learners with a practical basis to support on-going personal development and learning throughout their study and future careers
- To provide diagnostic tools and theoretical understanding which will allow learners assess and evaluate the impact of business decisions within the wider society

N.B. Each of the six streams available teaches learners more about the chosen industry they wish to pursue in their future career. For example, if you choose to study Masters of Business Administration (HRM) it would focus on the management of human resource. By choosing the elective modules Performance and Reward Management and Strategies for HR you will adopt a strategic approach emphasising alignment between HRM and organisational strategy.

Programme Content

The Masters of Business Administration (MBA) programme (with or without streams) has the following content in stages 1 and 2:

Stage 1 - consists of <u>core modules</u> and <u>elective modules</u>.

Core modules are an essential component of your course and must be completed by all students. They are mandatory. Your elective modules are subjects that you choose to study to accompany your core modules.

Core Modules

➔ International Management
➔ Personal and Professional Development
➔ Research Methods 1
➔ Financial Analysis
➔ Research Methods 2
➔ Performance Driven Marketing
➔ Business Strategy

Elective Modules

On the below chart you can see the subjects that are attributed to each stream. Students who choose the MBA general option can choose any two modules to accompany their core modules (above). Students who choose a specific stream must follow the subjects attributed to that stream.

Marketing Stream	HRM Stream	Information Management Stream
1 - Integrated Marketing Communications in a Digital Age	**1 -** Strategies for HR	**1-** Information Systems Development
2 – Marketing Innovations	**2 -** Performance and Award Management	**2 -** Innovation and IT Management
Project Management Stream	**Finance Stream**	**Cloud Computing Stream**
1 - Project Management Tools & Techniques	**1 -** Corporate Financial Management	**1 -** Theory of Cloud Computing
2 - Project Management Planning and Control	**2 -** Operation and Governance of Financial Markets	**2 -** Developing Content for the Cloud

*Please note that electives will only run subject to numbers

Stage 2 – is your dissertation stage.

To progress to stage 2 of your MBA Programme you must complete all core modules and elective modules respectively. Once all are complete you will move into your dissertation phase.

Within this phase you are given 12 weeks to complete a body of work. You will be assigned a supervisor who will oversee and guide you through your dissertation.

Once Stage 1 and 2 are completed, you have succeeded and passed your MBA programme.

Management of Programme and Staff Contact Details

Contact	Location	Telephone	e-mail
Mary Gordon (Course Director)	Castle House	01 - 4170619	mary.gordon@dbs.ie
Anita Dwyer (Programme Coordinator)	Castle House	01- 4177556	Anita.dwyer@dbs.ie
Brid Lane (Dissertation Coordinator)	Castle House	01 - 4170642	brid.lane@dbs.ie

PLEASE NOTE: All DBS e-mail addresses are of the form firstname.surname@dbs.ie.

Please remember that lecturing staff will be lecturing during the day also, and thus may not reply immediately.

Class Representative System

The need for a Class Representative System is essential. Each postgraduate class has to appoint two Class Representatives. They then liaise with learners and faculty and co-ordinate student feedback and student input to the course review process.

At the beginning of the academic year, Class Representatives will attend Class Rep training. This Training will be co-ordinated and run by Student Services. Class Representatives will have two meetings with Level Manager and two meetings with Student services during the academic year and formal reports of these meetings will be part of our formal review process.

Each Class Representative who is active during the year will be entitled to a letter of recognition to acknowledge and validate their participation in the programme. These letters will be completed by Students Services with the backing of Programme Leaders.

Student Feedback Questionnaire

Questionnaires are completed by students on Moodle twice during the academic year to provide the opportunity for each individual to contribute directly to the course review process. Immediate issues are addressed as soon as possible and recommendations are reviewed for following academic years.

Assessment

The purpose of assessment is to ensure that you achieve the learning outcomes of each module. Learning outcomes are statements that specify what you will know or be able to do as a result of a learning activity. Assessment types vary depending on what learning outcome is being examined. For example, if you are learning a computer language then you may be assessed by a practical lab exam, or project work. For more theoretical modules a report, essay or case study would be more appropriate. Many modules will also include traditional style examination as the assessment type. It is important that you familiarise yourself with the assessments format, number of assessments, assessment weighting, and due dates. These are published in the Module Guide. All assessments are marked and graded by your lecturer, and are reviewed by an internal moderator and an external examiner. This is to ensure fairness, consistency of marking and the correct standard across all assessment. Results are always provisional until they are approved by the external examiner and are processed through the programme exam board. The purpose of an exam board is to formally ratify results and determine award classification (for more information please refer to the Quality Assurance Guide)

The assessment schedule is published on MOODLE.

The exam timetable is published here: Your goal is to achieve the highest mark possible in your assessment.

- Complete ALL assessment components.
- Submit all assessment on time as indicated on the assessment specification.
- Complete all parts of each assessment.
- NEVER copy/plagiarise or submit content that is not yours by ensuring that you apply the correct referencing standard.
- Always ask your lecturer if you are not sure about any requirements, not your fellow students.
- Always complete the required number of questions in an exam.
- Practice writing out answers for end -of term exams by doing previous papers, in particular hand writing answers to ensure that you're writing is legible.
- Always write/type your ID number on any assessment or exam script.
- If you require support for exams/assessment, ensure that you have completed the appropriate paperwork and submitted it to the Disability Officer well in advance of any assessment or exam dates.

Examinations

All information needed around examinations can be found on the exams page on our website. Please see http://students.dbs.ie/exams-office

Exams Absence

If you cannot sit the exam for any reason you need to fill in a **Personal Mitigating Circumstance (PMC Form)** which you can find at:
http://students.dbs.ie/exams-office

Supporting documents are required to defer any exam and should be submitted to your programme coordinator in advance of the date of the exam or within 7 days afterwards. **Failure to defer will result in module/s marks being capped at 40%.**

Exam Timetables

Examinations timetables are posted here with the date, time and location of the exam. Please check regularly in advance of an exam for any changes:

Please also remember to bring your student card to the examination with you.

Should you have any questions regarding the examinations around the exam time, please email the exams office on exams@dbs.ie

Transcripts

Should you need a transcript of your exam results please note at peak times, it can take up to 5-10 days. Please request transcripts here

For any further queries, please contact your programme co-ordinator or see the Quality Assurance handbook. (QAH)

School Administration

Attendance

Students are expected to attend all of their classes. Student attendance is monitored through the process of 'tagging in' to classes. If you do not tag into your lecture you will be marked as absent.

If you have forgotten your student card to tag in with then you need to make your lecturer aware during or directly after your class. They will need to confirm in writing that you attended the class with your programme coordinator.

Student attendance percentage is now available to view on your Moodle page.

Full details of the attendance policy are available in the [QAH](#) on our website.

Policy on Recording

It has come to our attention that in recent times some students have recorded lecturers. Please note that it is DBS policy that no student may record sound or video in a teaching situation, to include lecturers, seminars, tutorials or labs, without prior written consent of the lecturer and the other participating students. Only in cases where there are personnel mitigating circumstances of a student will requests of this nature be considered. A formal request must be made prior to any recording, and academic staff have the right to refuse where other mechanisms to support the student can be instituted.

International Student Attendance Requirements

Some students from outside the European Union (EU) are required to hold a visa to study in Ireland. There are conditions attached to having a visa and for students one of those conditions relates to attendance in class. The conditions have been set by the Irish Department of Justice and are strictly enforced by the Irish police force through the Garda National Immigration Bureau (GNIB).

Full attendance and participation at class are important elements of taking a programme at DBS. Our culture of student attendance and our target of attendance at every class mean that international students can easily meet this visa requirement monitored by GNIB.

To assist international students in this regard, we monitor and report separately the attendance of students who require a visa. Where attendance is consistently below the target level, students will receive contact from the college.

We are obliged to provide weekly attendance data to the GNIB. You must have over 85% attendance for a re-entry visa. Where a student cannot attend because of illness, a certificate from a doctor will be required and if received, this will be taken into account if reporting to GNIB. Doctor's certificates must be received within 5 days of absence to be recorded, without exceptional circumstances.

If a student requires a letter from DBS outlining their level of attendance at class they should, in the first instance, contact the [International Office in Student Services](#)

DBS Library

Introduction

DBS Library (http://library.dbs.ie) comprises a multi-disciplinary library, which occupies the 2nd floor of the Aungier Street building.

The Library provides access to library stock, the Library's main Information/Support desk, group study rooms, PCs and library seating for quiet study. Maps indicating the Library location are located on the Library Website (http://library.dbs.ie). The Library's professional and experienced staff is on hand to assist you with all of your library enquiries.

1. **What are the Library's opening hours?**

Aungier Street Library: Term Time	
Monday:	09:00 – 22:00
Tuesday:	09:00 – 22:00
Wednesday:	09:00 – 22:00
Thursday:	09:00 – 22:00
Friday:	09:00 – 21:00
Saturday:	09:00 – 17:00

Aungier Street Library: Summer Time	
Monday:	09:00 – 20:00
Tuesday:	09:00 – 20:00
Wednesday:	09:00 – 20:00
Thursday:	09:00 – 20:00
Friday:	09:00 – 17:00
Saturday:	09:00 – 17:00

Please consult the Library website for further information about opening hours under the *About the Library* tab

2. **What can I access from the Library?**
   The Library collection encompasses the arts, business and law. It comprises:

   - 41,822 books listed and searchable on Koha, the Library's online catalogue, http://books.dbs.ie
   - 35 print journals
   - 56,000 e-journals
   - 2,000 e-books via Dawsonera
   - 205 ebook titles via Library Kindles
   - an extensive portfolio of online databases
   - more than 1,850 DVDs

   Note, that the Library Catalogue, the Library's e-book collection and EBSCO databases can also be searched on handheld devices such as iPhones.

3. **How do I become a member of the Library?**
As a registered student, you are automatically a member of the Library. Your DBS student card is also your library card.

4. **How do I borrow books?**
The Library has self-issue stations where you can borrow, renew (with and without books present) and return books yourself with your student card.

5. **How many library items can I borrow and for how long?**
   - Undergraduate students can borrow up to 8 items and can renew up to 15 times.
   - Postgraduate students can borrow up to 15 items and can renew them up to 15 times.
   - The Law Collection is mostly 3 day loan and can be renewed up to 15 times.
   Note that if another student has reserved an item presently on your account, you cannot renew it.

6. **Can I renew books online?**
Yes by accessing your online Library account via the Library's online catalogue at:
http://books.dbs.ie

For login details please see question 8.

7. **Library Databases/Electronic Journals/E-Books**
Databases, electronic journals and e-books can be searched simultaneously via the 'all resources' search box on the Library Website (http://library.dbs.ie) or individually via the A-Z list of databases located on the elibrary link on the library website.

Library Databases include: Academic Search Complete, Business Source Complete, Computer and Applied Sciences Complete, Emerald, Dawsonera, Film and Television Literature Index with Full Text, Greenfile, Hospitality and Tourism Complete, Justcite, Justis, JSTOR, Library and Information Science Source, Mintel, Passport, Pep Archive, Proquest Central, PsycArticles, Regional Business News, SOCIndex, WARC, Westlaw IE & Westlaw UK.

Use the subject guides on the Library website to identify the databases for your course

Final year student projects can be viewed on eSource at esource.dbs.ie

For login details please see question 8.

4.

8. **How do I login to IT equipment in the Library and to the Library's online resources?**
One login for everything! You will receive an email from the College to the email address you supplied when you applied to DBS. This email will contain your login allowing you to login to:

- o **Library and College PCs**
- o **Moodle**
- o **Papercut printing system**
- o **Your online Library account on Koha**
- o **Student email**
- o **Online booking for PCs and Study Rooms**
- o **Library Database**

The College recommends that you change your password via a College PC; once this is done the password will change for all of the aforementioned services

9. **What other facilities are available in the Library?**
The Library provides access to:

- PCs
- Wireless network
- Printing facilities including wireless printing
- Photocopying facilities including colour photocopying
- Scanning Facilities
- 4 study rooms for collaborative study (Highbeams can be borrowed for study room use)

PCs and study rooms can be booked via the Library Website under the My Library link.

10. **What library resources are available if I have a disability?**
If you have a disability, you are welcome to contact the Deputy Librarian Jane Buggle (jane.buggle@dbs.ie) who will carry out a needs assessment with you to ensure that the appropriate supports are in place for you to access library information. For example visually impaired students can avail of magnification software and audio functionality on e-books.

11. **How do I contact the Library?**
The Library has a dedicated information point where staff can assist you with your enquiries.

You can also contact Library staff by phone, email or via the Library's instant messaging service called 'DBS Ask a Librarian' which is available on the Library website.

DBS Ask a Librarian enables you to chat live with Library staff via the Library Website.

You can also follow Library developments via the Student Blog, Facebook and Twitter, links to which are provided on the Library Website.

- o **Key telephone numbers:**
  Information Desk, Aungier Street: 01 -417 7572

  For full list of library staff names, positions and phone numbers please go to

  http://libguides.dbs.ie/about/about/contacts

- o **Email:** library@dbs.ie
- o **Website:** http://library.dbs.ie

12. **How Can I learn more about using the Library?**
Information Skills Classes: DBS Library employs a dedicated Information Skills Librarian, Trevor Haugh, who provides students with Library tours and inductions. He also runs a variety of classes on how to evaluate and use information ethically; essay writing, avoiding plagiarism and referencing. Please consult the Library Website (Information Skills Link) for further information.

Library Guides/Handbooks: guides on how to use various Library resources as well as guides on essay writing, referencing, avoiding plagiarism, conducting a literature review, etc. are available on the library website and in hardcopy in the Library. The Library also produces its own student handbook as well as a quick guide to library resources. These are also available on the library website.

Information Points: The main desk in the Library space acts as an Information Point that is constantly manned by professional staff who are there to help you get the most from library resources and facilities. Please feel free to approach the desk with any Library query… big or small. Alternatively you can phone, email or instant message the Library.

Ask a Librarian instant messaging: this is available via the Library website. Just type in your question and a member of the library staff will message you back straight away.

The Student Experience Department

The Student Experience Department encompasses Careers and Student Services who work to enhance the experience of students at all stages in their journey through DBS by providing a range of support services in a student-friendly, accessible way. Our objective is to ensure DBS students have the best possible College-life experience and to promote a DBS community and culture that is focused on student wellbeing and success.

The Team:

- Provide advice and support to students on sourcing accommodation.
- Assist students on their health and wellbeing.
- Enable students to run multiple clubs and societies.
- Form relationships for students with cultural and other support organisations.
- Assist international students in acquiring and renewing student visas.
- Lead the development and maintenance of a DBS community amongst both students and alumni.
- Work with employers as a means of sourcing placements and jobs for students.
- Source and provide up-to-date information about fields of work, job vacancies, postgraduate courses and research opportunities.
- Provide relevant advice, guidance and opportunities for students and graduates to understand their competencies, aspirations and options that will enable them to develop the necessary skills to successfully seek employment.
- Organise Careers Workshops and Events throughout the Year.

We provide services impartially, confidentially, efficiently and free from discrimination, adhering to national codes of good practice and professional standards.

Locations - Student Experience Department:

Aungier Street (Ground Floor)

> ➢ Careers Hub

Castle House (4th Floor)- Student Services Hub

> ➢ Student Services (Student Experience Officer, Study Abroad Officer, Student Welfare Officer & International Officer)

 Opening hours: (both offices)

8:45am – 17:15pm

Key Contacts:

Careers Team – careerdevelopment@dbs.ie

Student Services – student.services@dbs.ie

International Student Services- intlservices@dbs.ie

Repeat Exam Administration Fees
Policy

DBS will charge students for repeat exams, modules and dissertations at the rates in the table below. Fees are payable in advance and are non-refundable.

Table 1: Repeat Fees

Repeating Exams only (all students)

Per paper	€100
Multiple papers (3+)	€250

	Undergraduate	Postgraduate
Repeating Dissertation/Final Project		
Level 7/8	€800	
Level 8		€1,500[1]
Level 9		€2,000[2]

Repeating Modules with Attendance

Domestic & EU Students:
For students taking the module full time, repeat modules are charged per credit hour pro-rata based on the programme tuition fee.
For students taking the module part-time, repeat modules are charged at the quoted price for PT modules.
A discount of 25% is offered on repeat of all modules in a year

International Students:

Repeat of up to two modules	€3,000
Repeat of more than two modules	€4,950

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[1] For students commencing on or after January 2019
[2] For students commencing on or after September 2019

Protection of Enrolled Learners (PEL)

For all DBS courses covered by the provisions of Section 65 (4) of the Qualifications and Quality Assurance (Education and Training) Act 2012, (Protection of Enrolled Learners, or PEL), DBS has arrangements in place with Kaplan Inc. (the Guarantor) such that on the occurrence of a Trigger Event, the Guarantor will refund the moneys most recently paid to the relevant payers.

Trigger Event: means:

(i) Where DBS does not provide the Programme for any reason including by reason of insolvency or winding-up of DBS, and/or

(ii) where Enrolled Learners have begun a Programme but not completed that Programme and DBS ceases to provide the said Programme before the said Programme is completed for any reason, including by reason of insolvency or winding up of DBS, and/or where the Authority (QQI) withdraws validation of a Programme under section 36(7), section 47, or section 59(7) of the Act.

Moneys Most Recently Paid: the moneys most recently paid to DBS by, or on behalf of, an Enrolled Learner in respect of a Programme for

(i) Tuition fees,

(ii) Registration fees,

(iii) Examination fees,

(iv)Library fees,

(v) Student services fees, and

(vi) Any other fees which relate to the provision of education, training and related services.

Payer: the person who paid the Moneys Most Recently Paid.

In the event that the Programme(s) cease prior to completion, the Senior Counsel - International for Kaplan International Colleges will be responsible for initiating the drawing down of the guaranteed amounts and ensuring that such amounts are distributed to learners or payers, in accordance with Section 65 (4) (b) of the Act. Contact details for the Senior Counsel - International are as follows:

Name: Rachael Convery

Address: Kaplan – Legal Department

2nd Floor, Warwick Building, Kensington Village

Avonmore Road, London W14 8HQ

Tel: 0044 208 727 3500

Email: rachael.convery@kaplan.com