COMM5709

Corporate Responsibility and Accountability

Course Outline
Session 1, 2016

Part A: Course-Specific Information
Part B: Key Policies, Student Responsibilities and Support
Table of contents

PART A: COURSE-SPECIFIC INFORMATION 1
1 STAFF CONTACT DETAILS 1
2 COURSE DETAILS 1
  2.1 Teaching times and locations 1
  2.2 Units of Credit 1
  2.3 Summary of Course 1
  2.4 Course Aims and Relationship to Other Courses 2
  2.5 Student Learning Outcomes 2
3 LEARNING AND TEACHING ACTIVITIES 4
  3.1 Approach to Learning and Teaching in the Course 4
  3.2 Learning Activities and Teaching Strategies 4
4 ASSESSMENT 4
  4.1 Formal Requirements 4
  4.2 Assessment Details 5
    4.1 Assessment Format 5
    4.2 Assignment Submission Procedure 5
    4.3 Late Submission 5
5 COURSE RESOURCES 5
6 COURSE EVALUATION AND DEVELOPMENT 6
7 COURSE SCHEDULE 6

PART B: KEY POLICIES, STUDENT RESPONSIBILITIES AND SUPPORT 9
8 PROGRAM LEARNING GOALS AND OUTCOMES 9
9 ACADEMIC HONESTY AND PLAGIARISM 10
10 STUDENT RESPONSIBILITIES AND CONDUCT 10
  10.1 Workload 11
  10.2 Attendance 11
  10.3 General Conduct and Behaviour 11
  10.4 Occupational Health and Safety 11
  10.5 Keeping Informed 11
11 SPECIAL CONSIDERATION 11
12 STUDENT RESOURCES AND SUPPORT 12
PART A: COURSE-SPECIFIC INFORMATION

1 STAFF CONTACT DETAILS

Teacher-in-charge: Dr Robert Gale
Email: r.gale@unsw.edu.au

Consultation Times: Monday – Friday business hours by appointment

Dr Robert Gale is an expert on performance reporting, climate-change adaptation and social change. Operating within a sustainability framework, Robert investigates performance reporting on environmental impacts and organisational change; social-change adaptation strategies arising from climate-change impacts; communication for social change; and geographic scale based policymaking. He is actively engaged in research, online education and consulting.

Robert has extensive experience working in Australia, Canada, Europe, and China on a range of sustainability and environmental issues, including policy and communications with the Australian Government’s Department of the Environment; Principal Policy Economist with the New South Wales Department of Industry and Investment; Professor of Environment Programs, Royal Roads University, Canada; Consultant, International Institute for Sustainable Development; and Manager of the City of Toronto’s Environmental Protection Office, Canada.

The goals of Robert’s work are to help organisations and communities transform ways of interacting with the environment by reducing the vulnerability and increasing the resilience of human-geographical systems.

Robert is a Visiting Fellow, Interdisciplinary Environmental Studies, UNSW and a Course Coordinator in the MBAX program, UNSW. He has written more than 100 academic and technical reports.

2 COURSE DETAILS

2.1 Teaching times and locations

Online Class
The Corporate Responsibility and Accountability course is offered fully online over 12 weeks from 8 February until 29 April. There is no face-to-face attendance required. All your learning and interactions will be through the COMM5709 online Moodle site.

2.2 Units of Credit
The course is worth 6 units of credit and is offered in both the Graduate Certificate in Social Impact and the MBA (Social Impact).

2.3 Summary of Course
This course examines key concepts and frameworks of corporate responsibility and accountability. Primary topic areas include: the historical evolution and development of corporate responsibility and accountability. The course addresses issues related to acting responsibly in the market, environment, workplace and government and examines how business accounts for its behaviour and impact in society through management systems and performance reporting.
2.4  Course Aims and Relationship to Other Courses
This course aims to develop your understanding of key concepts and frameworks of cross-sector collaboration. Corporate Responsibility and Accountability (CRA) examines how business manages its social, environmental and economic impact on society. The course reviews the historical evolution and development of corporate responsibility and accountability ideas and concepts including corporate social responsibility, corporate citizenship, corporate sustainability, and creating shared value, as well as why social issues are now a key part of managing the business enterprise.

We will consider what acting responsibly means for corporations in terms of the market, community, environment, workplace and government. Issues covered include business and human rights, business–community partnerships, corporate philanthropy, the human-resource management implications of CSR, business and the environment/sustainability and businesses' relationship with government.

The course also examines how business accounts for its behaviour and impact in society through management systems and performance reporting. We will consider the Global Reporting Initiative's G4 Sustainability Reporting Guidelines, ISO 26000 Corporate Social Responsibility guidance, and Integrated Reporting from the International Integrated Reporting Council. We will also examine the role of external assurance and outline debates on the appropriate role of business in enabling responsible corporate behaviour.

2.5  Student Learning Outcomes
The Course Learning Outcomes are what you should be able to DO by the end of this course if you participate fully in learning activities and successfully complete the assessment items.

The Learning Outcomes in this course also help you to achieve some of the overall Program Learning Goals and Outcomes for all postgraduate coursework students in the Business School. Program Learning Goals are what we want you to BE or HAVE by the time you successfully complete your degree (e.g. 'be an effective team player'). You demonstrate this by achieving specific Program Learning Outcomes - what you are able to DO by the end of your degree (e.g. 'participate collaboratively and responsibly in teams').

The following table shows how your Course Learning Outcomes relate to the overall Program Learning Goals and Outcomes, and indicates where these are assessed (they may also be developed in tutorials and other activities).
<table>
<thead>
<tr>
<th>Social Impact Program Learning Goals and Outcomes</th>
<th>Course Learning Outcomes</th>
<th>Course Assessment Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>This course helps you to achieve the following postgraduate learning goals:</td>
<td>On successful completion of the course, you should be able to:</td>
<td>Practised and/or assessed in the following:</td>
</tr>
<tr>
<td>1 Knowledge: Students should be able to identify and apply current knowledge of disciplinary and inter-disciplinary theory on social impact and professional practice to organisations operating within diverse situations</td>
<td>1, 2, 3, 4</td>
<td>Participation Assignments 1, 2 &amp; 3</td>
</tr>
<tr>
<td>2 Critical Thinking and Problem Solving: Students should be able to identify, research and analyse complex issues and problems in social impact and develop appropriate and well-justified solutions for the given context.</td>
<td>3, 4, 5, 6, 7</td>
<td>Participation Assignments 1, 2 &amp; 3</td>
</tr>
<tr>
<td>3 Communication</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Our graduates will be highly effective communicators in complex social environments.</td>
<td>4, 7</td>
<td>Assignments 1, 2 &amp; 3</td>
</tr>
<tr>
<td>3a Written Communication: Students should be able to produce written documents that communicate effectively complex disciplinary ideas and information for the intended audience and social impact purpose.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3b Oral Communication: Students should be able to produce oral presentations that communication effectively complex disciplinary ideas and information for the intended audience and social impact purpose.</td>
<td>7</td>
<td>Participation</td>
</tr>
<tr>
<td>4 Teamwork: Students should be able to participate collaboratively and responsibly in teams and to reflect upon their own contribution to the team and on the necessary processes and knowledge within the team to achieve specified social impact outcomes.</td>
<td>6</td>
<td>Participation Assignment 2</td>
</tr>
<tr>
<td>5a Ethical, social and environmental responsibility: Students should be able to identify and assess ethical, environmental and sustainability considerations in social impact decision-making, processes and practices.</td>
<td>1, 3, 4, 5</td>
<td>Assignments 1, 2 &amp; 3</td>
</tr>
<tr>
<td>5b Social and cultural awareness: Students should be able to consider social and cultural implications of social impact knowledge, processes and practices within differing contexts and situations.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 Leadership: Students should be able to reflect upon their own personal leadership style and the leadership styles, knowledge and practices to achieve effective social impact outcomes within a diverse range of contexts and situations.</td>
<td>Not addressed in this course</td>
<td>Not assessed in this course</td>
</tr>
</tbody>
</table>

**Course learning outcomes**

After studying this course you should be able to:

1. describe and critically evaluate the concept of corporate responsibility and future trends about the role of the corporation in society
2. describe the key drivers of social impact, social-impact measurement, and the adoption of social-impact measurement by business
3. analyse and understand a corporation’s social impact in the social, workplace, market, environment and political spheres
4. apply corporate responsibility and accountability theories and frameworks to critically evaluate corporate-responsibility performance
5. evaluate and apply ethical and accountability issues and frameworks in business
6. conduct individual and team analyses of CRA cases
7. demonstrate research and communication skills necessary to engage in informed discussions on CRA.

3 LEARNING AND TEACHING ACTIVITIES

3.1 Approach to Learning and Teaching in the Course
You are encouraged to develop an inquiry-based approach to your learning and will be supported in this throughout the course by a clear teaching strategy. The teaching model in the online class is fully online. The COMM5709 online Moodle site will provide access to multi-media resources and presentations that can provide you with the tools to examine, explore and discuss your learning with your co-participants and teachers. The online resources will set the scene, framework and context for the topics being examined.

3.1 Learning Activities and Teaching Strategies
In order to maximise the collaborative and experiential nature of this course, a “flipped” learning and teaching approach will be used that will help to support deeper student engagement and outcomes. The “flipped” approach means you do reading and researching independent and use group class time for active and interactive learning. Each unit (topic) will include a range of activities that you will complete before and after the unit is offered. Indicative time frames will be provided to support your learning in this way. You have three major resources to help you learn:
1. The course materials, comprising the units with readings, references, insights and commentary. You will do much of your learning outside the classroom by working through the course materials, and by completing the exercises as they arise.
2. Your classes. The teachers’ role is to guide your learning by conducting class discussions, answering questions that might arise, providing insights from their practical experience and understanding of theory, providing you with feedback on your assignments, and directing discussions that will occur between you and your co-participants.
3. Your co-participants. Your co-participants are an invaluable potential source of learning for you. Their work and life, and their willingness to question and argue with the course materials, the teacher and your views, represent a great learning opportunity. They bring much valuable insight to the learning experience.

4 ASSESSMENT

4.1 Formal Requirements
In order to pass this course, you must:
- achieve a composite mark of at least 50; and
- make a satisfactory attempt at all assessment tasks.
4.2 Assessment Details
The following table summarises the assessment for this unit.

<table>
<thead>
<tr>
<th>Task</th>
<th>Due date</th>
<th>Weighting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignment 1 – Critical Literature Review</td>
<td>Thursday 3 March</td>
<td>25%</td>
</tr>
<tr>
<td>(Individual: 1,500 words)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assignment 2 – A Report</td>
<td>Thursday 31 March</td>
<td>30%</td>
</tr>
<tr>
<td>(Team: 3,000 words)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assignment 3 – A SRI Report</td>
<td>Thursday 28 April</td>
<td>25%</td>
</tr>
<tr>
<td>(Individual: 2,000 words)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participation</td>
<td>Throughout</td>
<td>20%</td>
</tr>
</tbody>
</table>

There are no exams in this course.

4.1 Assessment Format
Full details of each Assessment item (description and rubric) can be found in the COMM5713 Assessment Details document on the relevant Moodle site.

4.2 Assignment Submission Procedure
You must submit your assignment through your online classroom.

4.3 Late Submission
Late submissions are possible but will be marked as such and will be subject to late penalties of 10% of the assignment weighting for each day late. If for any reason you are unable to submit a late submission via Turnitin please contact your teacher.

Quality Assurance
The Business School is actively monitoring student learning and quality of the student experience in all its programs. A random selection of completed assessment tasks may be used for quality assurance, such as to determine the extent to which program learning goals are being achieved. The information is required for accreditation purposes, and aggregated findings will be used to inform changes aimed at improving the quality of Business School programs. All material used for such processes will be treated as confidential.

5 COURSE RESOURCES
A range of resources will be used in this course. The website for this course is on Moodle at: http://moodle.telt.unsw.edu.au

- Login to Moodle with your student zID (username) and zPass (password).

If you encounter a technical problem while using Moodle, please contact the UNSW IT Service Desk via the following channels:
Website: https://www.it.unsw.edu.au/students/
Email: ITServiceCentre@unsw.edu.au
Telephone: +61 (2) 9385 1333
Phone and email support is available Monday to Friday 8am – 8pm, Saturday and Sunday 11am – 2pm. Online service requests can be made via their website.

Readings
The prescribed textbook for this course is:
Chandler, D B & Werther Jr, W B 2014, Strategic corporate social responsibility:
stakeholders, globalization, and sustainable value creation, 3rd edn, Sage, Thousand Oaks, California. ISBN 9781452217796

Note: A Kindle eBook version of this text is also available from Amazon Australia. This eBook will be readable on most mobile devices via the Kindle mobile app.

Specific readings are prescribed throughout the Units and are available via active hyperlinks or URLs. Please note that you may be required to enter your UNSW zID and zPass in order to access these hyperlinked readings.

If you experience any problems in accessing the readings, please try the following:

- Search directly for the article on the UNSW Library home page (https://library.unsw.edu.au/) by placing the name of the article in the Search box.
- Search directly for the book excerpt on the UNSW Library home page (https://library.unsw.edu.au/) by placing your course code into the Search box. When you do this all the course readings that are excerpts from books will appear.

6 COURSE EVALUATION AND DEVELOPMENT

Each year feedback is sought from students and other stakeholders about the courses offered in the School and continual improvements are made based on this feedback. UNSW's Course and Teaching Evaluation and Improvement (CATEI) Process is one of the ways in which student evaluative feedback is gathered. In this course, we will seek your feedback through end of semester CATEI evaluations.

7 COURSE SCHEDULE

<table>
<thead>
<tr>
<th>Week</th>
<th>Week begins</th>
<th>Unit</th>
<th>Assessment due</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>8 February</td>
<td>1</td>
<td>Participation is assessed throughout the session</td>
</tr>
<tr>
<td>2</td>
<td>15 February</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>22 February</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>29 February</td>
<td>4</td>
<td>Assignment 1 - Critical Literature Review due Thursday 3 March</td>
</tr>
<tr>
<td>5</td>
<td>7 March</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>14 March</td>
<td>6</td>
<td></td>
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<tr>
<td>7</td>
<td>21 March*</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>28 March**</td>
<td>8</td>
<td>Assignment 2 - Team Report due Thursday 31 March</td>
</tr>
<tr>
<td>9</td>
<td>4 April</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>11 April</td>
<td>10</td>
<td></td>
</tr>
</tbody>
</table>
11  18 April  11
12  25 April***  12  Assignment 3 SRI Report due Thursday 28 April

* 25 March is Good Friday  **28 March is Easter Monday  ***25 April is Anzac Day

Topics

Unit 1 - Corporate responsibility: History, key concepts and theories.
We begin the course by explaining the broader context of corporate responsibility and accountability. There are a number of core concepts that have become central to our understanding of this field. We provide an overview of these key concepts and in this Unit we consider the history, key concepts and theories.

Unit 2 - Social impact investment: Creating shared value
This unit explores how to create shared value within social-impact investment. We start by looking at responsible investment then move to social aspects of sustainability and then discuss how responsible investment impacts on risk and return.

Unit 3 - CSR and social sustainability: social capital, human resources and human wellbeing
This unit explores corporate social responsibility and social sustainability. In addition, we consider the foundations of human rights of corporate responsibility and human welfare.

Unit 4 - CSR and environmental sustainability: Natural capital, natural resources and ecosystem services
This unit explores corporate social responsibility and sustainability. It explores ecological and economic limits to growth and considers the three major policy goals to achieve sustainable development: allocative efficiency, distributive equity and sustainable scale. A systematic approach to reducing an organisation's pollution load on the environment, together with natural-resource management, is discussed.

Unit 5 - Stakeholder engagement
This unit considers key aspects of stakeholder engagement and examines the impact of stakeholder theory and practice on corporate responsibility. Frameworks that support business sustainability are also considered.

Unit 6 - Frameworks and models 1: Performance reporting and assurance
This unit examines performance reporting in terms of corporate-responsibility reporting and assurance. Sustainable accounting initiatives and social-impact issues in accounting are discussed.

Unit 7 - Frameworks and models 2: Supply chains and codes of conduct
This unit continues our consideration of the role of voluntary industry consensus standards in corporate decision-making. This includes examining codes of conduct, continual improvement and supply-chain auditing.

Unit 8 - Socially responsible investment (SRI)
This unit considers SRI. Some of the key concepts include ethical sourcing and production, ecological, economic and social limits to growth, and sustainable production and consumption.

Unit 9 - Strategy and governance
In this unit we consider strategy development and the principles of good corporate governance in the context of corporate responsibility and accountability.

Unit 10, Globalisation and glocalisation
The focus of Unit 10 is on globalisation and glocalisation. These two concepts will be explored in terms of how they impact on sustainable development.

Unit 11 - Integrated reporting
The key elements of corporate responsibility around integrated reporting will be identified and defined before discussion focuses on how performance and trends can be derived from the reports.

Unit 12 - Review of ‘Responsibility’ and ‘Accountability’
The final Unit of this course revisits the adequacy of accounting frameworks and the strengths and weaknesses of CSV in solving environmental and social problems, as well as your review of the key elements addressed during the course. It is designed to help you bring your learning together.
PART B: KEY POLICIES, STUDENT RESPONSIBILITIES AND SUPPORT

8 PROGRAM LEARNING GOALS AND OUTCOMES

The Business School Program Learning Goals reflect what we want all students to BE or HAVE by the time they successfully complete their degree, regardless of their individual majors or specialisations. For example, we want all our graduates to HAVE a high level of business knowledge, and a sound awareness of ethical, social, cultural and environmental implications of business. As well, we want all our graduates to BE effective problem-solvers, communicators and team participants. These are our overall learning goals for you and are sought by employers.

You can demonstrate your achievement of these goals by the specific outcomes you achieve by the end of your degree (e.g. be able to analyse and research business problems and propose well-justified solutions). Each course contributes to your development of two or more program learning goals/outcomes by providing opportunities for you to practise these skills and to be assessed and receive feedback.

Program Learning Goals for undergraduate and postgraduate students cover the same key areas (application of business knowledge, critical thinking, communication and teamwork, ethical, social and environmental responsibility), which are key goals for all Business students and essential for success in a globalised world. However, the specific outcomes reflect different expectations for these levels of study.

We strongly advise you to choose a range of courses which assist your development of these skills, e.g., courses assessing written and oral communication skills, and to keep a record of your achievements against the Program Learning Goals as part of your portfolio.

Social Impact Stream Learning Goals

Knowledge

Our graduates will have current social impact disciplinary or interdisciplinary knowledge applicable in local and global contexts

*Learning outcome:* Students should be able to identify and apply current knowledge of disciplinary and inter-disciplinary theory on social impact and professional practice to organisations operating within diverse situations

2. Critical thinking and problem-solving

Our graduates will have critical thinking and problem-solving skills applicable to the field of social impact practice or complex social-impact issues.

*Learning outcome:* Students should be able to identify, research and analyse complex issues and problems in social impact and develop appropriate and well-justified solutions for the given context.

3. Communication

Our graduates will be highly effective communicators in complex social environments.

*Learning outcome for 3a – Written Communication:* Students should be able to produce written documents that communicate effectively complex disciplinary ideas and information for the intended audience and social-impact purpose.
Learning outcome for 3b – Oral Communication: Students should be able to produce oral presentations that communicate effectively complex disciplinary ideas and information for the intended audience and social-impact purpose.

4. Teamwork
Our graduates will be effective team participants working collaboratively across diverse social-impact contexts.

Learning outcome: Students should be able to participate collaboratively and responsibly in teams and to reflect upon their own contribution to the team and on the necessary processes and knowledge within the team to achieve specified social-impact outcomes.

5. Ethical, social and environmental responsibility
Our graduates will be aware of the ethical, social, cultural and environmental implications of business issues and practice.

Learning outcome for 5a – Ethical, social and environmental responsibility: Students should be able to identify and assess ethical, environmental and sustainability considerations in social-impact decision-making, processes and practices.

Learning outcome for 5b – Social and cultural awareness: Students should be able to consider social and cultural implications of social-impact knowledge, processes and practices within differing contexts and situations.

6. Leadership (only applicable at Masters level)
Our graduates will have a sound understanding of effective social-impact leadership across and within complex contexts.

Learning outcome: Students should be able to reflect upon their own personal leadership style and the leadership styles, knowledge and practices to achieve effective social-impact outcomes within a diverse range of contexts and situations.

9 ACADEMIC HONESTY AND PLAGIARISM
The University regards plagiarism as a form of academic misconduct, and has very strict rules regarding plagiarism. For UNSW policies, penalties, and information to help you avoid plagiarism see: [https://student.unsw.edu.au/plagiarism](https://student.unsw.edu.au/plagiarism) as well as the guidelines in the online ELISE tutorials for all new UNSW students: [http://subjectguides.library.unsw.edu.au/elise](http://subjectguides.library.unsw.edu.au/elise)

To see if you understand plagiarism, do this short quiz: [https://student.unsw.edu.au/plagiarism-quiz](https://student.unsw.edu.au/plagiarism-quiz)

For information on how to acknowledge your sources and reference correctly, see: [https://student.unsw.edu.au/harvard-referencing](https://student.unsw.edu.au/harvard-referencing)

For the Business School Harvard Referencing Guide, see the Business Referencing and Plagiarism webpage (Business > Students > Learning support > Resources > Referencing and plagiarism).

10 STUDENT RESPONSIBILITIES AND CONDUCT
Students are expected to be familiar with and adhere to university policies in relation to class attendance and general conduct and behaviour, including maintaining a safe, respectful environment; and to understand their obligations in relation to workload, assessment and keeping informed.
Information and policies on these topics can be found in UNSW Current Students ‘Managing your Program’ webpages: https://student.unsw.edu.au/program.

10.1 Workload
It is expected that you will spend at least nine to ten hours per week studying this course. This time should be made up of reading, research, working on exercises and problems, online activities and attending classes. In periods where you need to complete assignments or prepare for examinations, the workload may be greater. Over-commitment has been a cause of failure for many students. You should take the required workload into account when planning how to balance study with employment and other activities.

We strongly encourage you to connect with your Moodle course websites in the first week of semester. Local and international research indicates that students who engage early and often with their course website are more likely to pass their course.

Information on expected workload: https://student.unsw.edu.au/uoc

10.2 Attendance
Your regular and punctual attendance at lectures and seminars is expected in this course. University regulations indicate that if students attend less than 80% of scheduled classes they may be refused final assessment. For more information, see: https://student.unsw.edu.au/attendance

10.3 General Conduct and Behaviour
You are expected to conduct yourself with consideration and respect for the needs of your fellow students and teaching staff. Conduct, which unduly disrupts or interferes with a class, such as ringing or talking on mobile phones, is not acceptable and students may be asked to leave the class. More information on student conduct is available at: https://student.unsw.edu.au/conduct

10.4 Occupational Health and Safety
UNSW Policy requires each person to work safely and responsibly, in order to avoid personal injury and to protect the safety of others. For more information, see http://www.ohs.unsw.edu.au/.

10.5 Keeping Informed
You should take note of all announcements made in lectures, tutorials or on the course website. From time to time, the University will send important announcements to your university e-mail address without providing you with a paper copy. You will be deemed to have received this information. It is also your responsibility to keep the University informed of all changes to your contact details.

11 SPECIAL CONSIDERATION
You must submit all assignments and attend all examinations scheduled for your course. You should seek assistance early if you suffer illness or misadventure which affects your course progress.

General information on Special Consideration for Undergraduate and Postgraduate courses:
1. All applications for special consideration must be lodged online through myUNSW within 3 working days of the assessment (Log into myUNSW and go to My Student Profile tab > My Student Services > Online Services > Special
Consideration). You will then need to submit the originals or certified copies of your completed Professional Authority form (pdf - download here) and other supporting documentation to Student Central. For more information, please study carefully in advance the instructions and conditions at:
https://student.unsw.edu.au/special-consideration

2. Please note that documentation may be checked for authenticity and the submission of false documentation will be treated as academic misconduct. The School may ask to see the original or certified copy.

3. Applications will not be accepted by teaching staff. The teacher-in-charge will be automatically notified when you lodge an online application for special consideration.

4. Decisions and recommendations are only made by teachers-in-charge (or by the Faculty Panel in the case of UG final exam special considerations), not by tutors.

5. Applying for special consideration does not automatically mean that you will be granted a supplementary exam or other concession.

6. Special consideration requests do not allow teachers-in-charge to award students additional marks.

12 STUDENT RESOURCES AND SUPPORT

The University and the Business School provide a wide range of support services for students, including:

- **Business School Education Development Unit (EDU)**
  https://www.business.unsw.edu.au/students/resources/learning-support
  The EDU provides academic writing, study skills and maths support specifically for Business students. Services include workshops, online resources, and individual consultations. EDU Office: Level 1, Room 1033, Quadrangle Building. Phone: 9385 5584; Email: edu@unsw.edu.au.

- **Business Student Centre**
  https://www.business.unsw.edu.au/students/resources/student-centre
  Provides advice and direction on all aspects of admission, enrolment and graduation. Office: Level 1, Room 1028 in the Quadrangle Building; Phone: 9385 3189.

- **Moodle eLearning Support**
  For online help using Moodle, go to: https://student.unsw.edu.au/moodle-support. For technical support, email: itservicecentre@unsw.edu.au; Phone: 9385 1333.

- **UNSW Learning Centre**
  www lc.unsw.edu.au
  Provides academic skills support services, including workshops and resources, for all UNSW students. See website for details.

- **Library training and search support services**
  http://info.library.unsw.edu.au/web/services/services.html

- **IT Service Centre:** Provides technical support for problems logging in to websites, downloading documents etc. https://www.it.unsw.edu.au/students/index.html Office: UNSW Library Annexe (Ground floor). Ph: 9385 1333.

- **UNSW Counselling and Psychological Services**
  https://student.unsw.edu.au/wellbeing Provides support and services if you need help with your personal life, getting your academic life back on track or just want to know how to stay safe, including free, confidential counselling. Office: Level 2, East Wing, Quadrangle Building; Phone: 9385 5418; Email: counselling@unsw.edu.au

- **Student Equity & Disabilities Unit**
  http://www.studentequity.unsw.edu.au
  Provides advice regarding equity and diversity issues, and support for students who have a disability or disadvantage that interferes with their learning. Office: Ground Floor, John Goodsell Building; Phone: 9385 4734; Email: seadu@unsw.edu.au