Course Outline
Semester 1, 2016

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PART A: COURSE-SPECIFIC INFORMATION

1  STAFF CONTACT DETAILS

Lecturers:

Name: Dr Helen Kang (LIC)  
Teaching period: Weeks 1 to 6  
Room: QUAD 3056A  
Phone: 9385 5824  
Email: helen.kang@unsw.edu.au  
Consultation hours: Wednesdays 3-5pm

Name: Dr Chang Kang  
Teaching period: Weeks 7 to 12  
Room: BUS 338  
Phone: 9385 5862  
Email: chang.kang@unsw.edu.au  
Consultation hours: Wednesdays 3-5pm

2  COURSE DETAILS

2.1  Teaching Times and Locations

Seminar A: Thursday 6:00 – 9:00pm Col LG01  
Seminar B: Thursday 1:00 – 4:00pm Quad G035

2.2  Units of Credit

The course is worth 6 units of credit.

2.3  Summary of Course

A narrow view of the topic of corporate governance is that it is concerned with ‘how corporations are controlled’. This concept of corporate governance emphasises legal and other regulatory arrangements and formal arrangements for such matters as the appointment of directors, auditors and the conduct of annual meetings of shareholders.

This course attempts to take a broader view of the way organisations are established and operated. The course:

- Views ‘corporate governance’ as involving the establishment of sets of arrangements affecting the internal conduct of a firm, and its relationship with external stakeholders – and the on-going management and review of those arrangements;
- Reviews the formal responsibilities of participants in the management of corporations: directors, managers, auditors, and regulatory bodies;
• Explores recent literature on the subject of corporate governance, and whether certain types of arrangements or practices currently prescribed by law or advocated by interest groups are likely to be effective in improving the conduct and management of organisations or in establishing safeguards for stakeholders;

• Examines instances of breakdowns in governance arrangements – as may have become apparent in the wake of company failures, or in the aftermath of official investigations;

• Recognises that while Corporations Law tends to view corporations as separate legal entities, in practice modern firms operate through the use of complex structures involving a variety of entities of different legal form – while the actual management of those businesses may have regard to the performance of groupings of those entities into ‘divisions’ (which may be unrelated to the relations between those vehicles);

• Explores what types of arrangements (and views about the role of stakeholders) may be appropriate for different types of organisations – whether ‘one size fits all’.

• Analyses how the stock market and its various participants assess and value firms with different types of corporate governance arrangements.

2.4 Course Aims and Relationship to Other Courses

Aims: The course aims to foster your critical understandings of the concepts, issues and practices in the governance structures of modern corporations, as well as your ability to synthesise and apply this knowledge in a cooperative working environment.

Prerequisites: To pursue this course, you must have completed ACCT5930 Financial Accounting (or ACCT5906) and FINS5511 Corporate Finance (or FINS5513 or FINS5514).

Course mapping: This is a postgraduate elective course, which builds upon your previously acquired knowledge in both the accounting and finance disciplines. The focus on practical aspects and contemporary issues of corporate governance aims to help you prepare for your next challenge, which is entering the workforce.

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’).
For more information on the postgraduate Coursework Program Learning Goals and Outcomes, see Part B of the course outline.

<table>
<thead>
<tr>
<th>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 learning goals for all Business postgraduate coursework students:</td>
<td>On successful completion of the course, you should be able to:</td>
<td>This learning outcome will be assessed in the following items:</td>
</tr>
</tbody>
</table>
| 1 Knowledge                        | Understand the principles of corporate governance and how they are applied in Australia and overseas; Understand the role and responsibilities of directors of public corporations; Consider the impact of corporate governance on financial reporting practices and the audit process, and on financing practices. | • Group Report  
• Class Test  
• Final Exam |
| 2 Critical thinking and problem solving | Critically evaluate and assess the strengths and weaknesses of different internal governance mechanisms; Assess different external pressures on corporate governance; and, Apply your knowledge to analyse real corporate examples and cases. | • Group Report  
• Class Test  
• Final Exam |
| 3a Written communication | Construct written work which is logically and professionally presented. | • Group Report  
• Class Test  
• Final Exam |
| 3b Oral communication | Communicate ideas in a succinct and clear manner during class discussions. | Class Discussions |
| 4 Teamwork | Work collaboratively to complete the group assignment. Teamwork is practiced and assessed as part of the group assignment. | |
| 5a Ethical, environmental and sustainability responsibility | Not specifically addressed in this course. | |
| 5b Social and cultural awareness | Evaluate the impact of social and cultural differences on corporate governance mechanisms | Class Test |

3 LEARNING AND TEACHING ACTIVITIES

3.1 Approach to Learning and Teaching in the Course
We endeavour to make this course relevant and meaningful to you in class and after you graduate. To help achieve this objective we have a number of teaching aims:

As an elective course, independent learning from students is expected. The course will draw on concepts, issues and practical information from various readings, including academic and financial press articles, as well as websites of relevant regulators. Students are therefore required to read and understand these materials and their relevance. Students are also expected to extend and apply their knowledge acquired in the seminar to current issues discussed in the financial press.
A large part of the course and its assessment components requires students to critically analyse and apply seminar materials to real cases and issues. This reflects the skills required to work in today financial services environment. Discussion sessions are designed so that students can practice their analytical and problem-solving skills, and then receive appropriate feedbacks. It is essential that students utilise these seminar times to actively participate in the discussion of prescribed discussion questions and raise questions to lecturers regarding areas where further reviews are necessary.

3.2 Learning Activities and Teaching Strategies
The 3-hour seminar each week will complement the compulsory readings for the course by: (1) outlining the main issues relevant to the topic; (2) reinforcing the analytical material in the required readings; (3) introducing relevant material not adequately covered in the readings; and, (4) drawing on recent developments and cases of corporate governance scandals.

During the seminar, there will be discussion sessions which aim to assist students in problem solving, clarifying seminar materials, and facilitating debates on topics covered in the seminar of the previous week. After each seminar, students are required to attempt to answer the prescribed discussion questions before the corresponding seminar. These questions are based on the relevant articles for each week, which can be downloaded from FINS5526 Course website on Moodle. You are encouraged to provide feedbacks to lecturers regarding issues and problems in understanding any part of the course materials or readings.

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

<table>
<thead>
<tr>
<th>Assessment Task</th>
<th>Weight</th>
<th>Learning Outcomes assessed (format)</th>
<th>Brief Description</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seminar Discussions (Weeks 1-12)</td>
<td>10%</td>
<td>3b (Oral)</td>
<td>Students are expected to contribute positively to seminar discussions on governance issues covered during the seminar and in prescribed articles.</td>
<td>Weekly</td>
</tr>
<tr>
<td>Class Test (Week 6)</td>
<td>25%</td>
<td>1, 2, 3a, 5b (Written)</td>
<td>All questions will be qualitative in nature (no calculations involved).</td>
<td>Week 6 Seminar</td>
</tr>
<tr>
<td>Group Assignment (Week 10)</td>
<td>20%</td>
<td>1, 2, 3a (Written)</td>
<td>Each group is expected to deliver a written report, based on the group's assessments of real-world corporate governance issues.</td>
<td>Friday 13th May</td>
</tr>
<tr>
<td>Group Presentation (Week 12)</td>
<td>5%</td>
<td>1, 2, 3b (Oral)</td>
<td>Each member of the group is expected to participate in the presentation, based on analysis of the assigned case.</td>
<td>Week 12 Seminar</td>
</tr>
<tr>
<td>Final Examination (Exam week)</td>
<td>40%</td>
<td>1, 2, 3a (Written)</td>
<td>Questions in the final examination will be both quantitative and qualitative in nature.</td>
<td>During University Exam Period 10th to 27th of June, date &amp; time TBA</td>
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</table>

- **Seminar Discussions** will facilitate open dialogue and discussion among students and lecturers about important corporate governance issues. Discussion activities will be structured around the questions related to the relevant prescribed articles (see the Course Schedule on page 8 of this document). Active participation in the discussion of these questions (and not mere attendance of seminars) is essential to obtain a good mark for this assessment component. Your lecturer will clarify their expectations regarding this assessment task in Week 1 (and Week 7).

- **Class Test** will cover materials from Weeks 1 to 5 and will comprise two questions. All questions involve short answer/essay responses and will be of 60 minutes in duration. The test is to be conducted at the start of the seminar in Week 6. Further details will be provided during the session.

- **Group Assignment** is a written group report. More details will be provided in due course.

- **Group Presentation** will be held in week 12 seminar and all members are expected to participate in presentations.

- **Final Examination**: the venue and time of the Final Examination will be announced by the University. The scope of coverage will include materials from weeks 7 to 12 seminars. While materials of Weeks 1 to 6 are not directly examinable, they are considered to be “assumed knowledge”, and should also be reviewed for the purpose of final exam preparation.
4.3 Group Assignment
Each group should be made up of no more than 5 students. For each group assignment, students will be required to complete a ‘cover sheet’. This cover sheet will be available on Moodle. Each student must ensure that they sign the cover sheet before the submission of the assignment. Failure to do so will result in the mark of ZERO due to the assumption that the student has made no contribution towards the assignment.

It is encouraged that students raise issues and conflicts related to group work (e.g. lack of contribution from a group member) early to the lecturers so that we can intervene quickly and make group work fair and enjoyable. As such, each group should keep meeting minutes – more details will be provided in class and on Moodle.

The lecturers will not resolve any group conflicts that are brought to their attention later than two weeks before the submission date. Students should keep copies of all of their individual contributions (e.g., research materials, draft writing), as well as meeting minutes, which could be marked separately if there are serious group conflicts.

All assignment reports should follow a formal style of presentation and must include an executive summary, introduction, main body, conclusion, appendices (where their main supporting articles are attached) and list of references. A consistent style of referencing should be used. Marks will be deducted for inadequate presentation.

4.4 Assignment Submission Procedure
Assignment reports should be submitted by Friday 13th May 2016. Location and time of the submission will be advised later. Students may also be asked to submit an electronic copy of the assignment via Moodle – details to be advised later.

4.5 Late Submission
Late submission will attract a penalty of 2 marks (out of 20) per calendar day (including Saturdays and Sundays). An assignment will not be accepted if it is submitted 5 calendar days later than the submission date.

4.6 Further Notes Regarding Examinations
Your Responsibility to Notify Employers
You should notify employers of the requirement to attend examinations. Note that there are NO acceptable grounds for failure to complete any of the assessment components.

Use of Electronic Calculators during Examinations
UNSW approved calculators will be needed for this Course.

Student Identification Required for All Examinations
Your student ID should be visible at all times during the examination. Students without photographic ID may not be allowed to sit the examination.
5 COURSE RESOURCES

The website for this course is on UNSW Moodle at: https://moodle.telt.unsw.edu.au

Textbook and Compulsory readings
There is no prescribed textbook for this course. The main study materials of this course consist of relevant readings from various business, governmental, and academic publications. These readings are available on Moodle for download each week in preparation for classes.

Seminar notes and materials
The subject home page is available at Moodle under the course code FINS5526. It includes the course outline, relevant seminar notes and discussion questions, assignment topics/hints/resources, important announcements, exam results and Internet references.

Discussion questions
These questions are available on Moodle under the Seminar Questions link. Suggested framework to answer these questions may be posted after each seminar on Moodle.

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. Significant changes to courses and programs within the School are communicated to subsequent cohorts of students.

You are also encouraged to provide constructive feedbacks to the lecturers directly in class, during consultation times or via email. We greatly value these suggestions, and even criticism. In the past, students' comments did help to improve FINS5526 substantially.
### 7 COURSE SCHEDULE

#### SEMINAR OUTLINE AND PRESCRIBED READINGS

<table>
<thead>
<tr>
<th>Week 1  (2 March)</th>
<th>1: Introduction to corporate governance</th>
</tr>
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<tr>
<th>Week 2  (9 March)</th>
<th>2: Regulation and internal arrangements</th>
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<tbody>
<tr>
<td></td>
<td>[2.4] Additional Readings</td>
</tr>
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<tr>
<th>Week 3  (16 March)</th>
<th>3: Board structures and the role of directors</th>
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<th>Week 4  (23 March)</th>
<th>4: Corporate governance and financial reporting: The role of accounting</th>
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<tbody>
<tr>
<td></td>
<td>[4.2] Additional Reading</td>
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**MID SEMESTER BREAK**
25th March – 3rd April

<table>
<thead>
<tr>
<th>Week 5  (30 March)</th>
<th>5: Corporate governance and auditing</th>
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<tbody>
<tr>
<td></td>
<td>[5.2] Audit and Risk Committee Matters, Issue 1, 2013, <em>PwC Australia</em></td>
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<table>
<thead>
<tr>
<th>Week 6  (13 April)</th>
<th>6: CLASS TEST (DURING THE SEMINAR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helen Kang</td>
<td>The exam will cover Topics 1 to 5.</td>
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<tr>
<th>Week 7  (20 April)</th>
<th>7: Agency problems in corporations</th>
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<tr>
<th>Week 8  (27 April)</th>
<th>8: Managerial compensation and the role of the board</th>
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<tr>
<td>Week 9 (4 May)</td>
<td>9: Market for corporate control / takeover threat</td>
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<td>-------------------------------------------------</td>
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<tr>
<th>Week 10 (11 May)</th>
<th>10: Role of institutional investors and shareholder activism</th>
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<tr>
<th>Week 11 (18 May)</th>
<th>11: Concentrated ownership and family firms</th>
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</table>

<table>
<thead>
<tr>
<th>Week 12 (25 May)</th>
<th>12: Case Study &amp; Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chang Kang</td>
<td>The case will be made available on-line by Week 10.</td>
</tr>
<tr>
<td></td>
<td>The final exam will focus primarily on Topics 7-12.</td>
</tr>
</tbody>
</table>
PART B: KEY POLICIES, STUDENT RESPONSIBILITIES
AND SUPPORT

1 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.

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.

### Business Postgraduate Coursework Program Learning Goals and Outcomes

<table>
<thead>
<tr>
<th>Number</th>
<th>Goal</th>
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<tbody>
<tr>
<td>1.</td>
<td><strong>Knowledge:</strong> Our graduates will have current disciplinary or interdisciplinary knowledge applicable in local and global contexts. You should be able to identify and apply current knowledge of disciplinary or interdisciplinary theory and professional practice to business in local and global environments.</td>
</tr>
<tr>
<td>2.</td>
<td><strong>Critical thinking and problem solving:</strong> Our graduates will have critical thinking and problem solving skills applicable to business and management practice or issues. You should be able to identify, research, and analyse complex issues and problems in business and/or management, and propose appropriate and well-justified solutions.</td>
</tr>
</tbody>
</table>
| 3.     | **Communication:** Our graduates will be effective communicators in professional contexts. You should be able to:  
|        | a. Produce written documents that communicate complex disciplinary ideas and information effectively for the intended audience and purpose, and  
|        | b. Produce oral presentations that communicate complex disciplinary ideas and information effectively for the intended audience and purpose. |
| 4.     | **Teamwork:** Our graduates will be effective team participants. You should be able to participate collaboratively and responsibly in teams, and reflect on your own teamwork, and on the team’s processes and ability to achieve outcomes. |
5. Ethical, social and environmental responsibility: Our graduates will have a sound awareness of ethical, social, cultural and environmental implications of business issues and practice. You should be able to:
   a. Identify and assess ethical, environmental and/or sustainability considerations in business decision-making and practice, and
   b. Consider social and cultural implications of business and/or management practice.

2 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 as well as the guidelines in the online ELISE tutorials for all new UNSW students: http://subjectguides.library.unsw.edu.au/elise

To see if you understand plagiarism, do this short 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

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

3 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.

3.1 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

3.2 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

3.3 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

3.4 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 https://www.ohs.unsw.edu.au/

3.5 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.
4 SPECIAL CONSIDERATION AND SUPPLEMENTARY EXAMINATIONS

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 lecturer-in-charge will be automatically notified when you lodge an online application for special consideration.

4. Decisions and recommendations are only made by lecturers-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 lecturers-in-charge to award students additional marks.

School of Banking and Finance Policy on requests for Special Consideration for Final Exams in Postgraduate Courses:

At School of Banking and Finance, postgraduate supplementary exams are decided upon at the School level. The School will need to be satisfied on each of the following before supporting a request for special consideration:

1. Does the medical certificate contain all relevant information? For a medical certificate to be accepted, the degree of illness, and impact on the student, must be stated by the medical practitioner (severe, moderate, mild). A certificate without this will not be valid.

2. Has the student performed satisfactorily in the other assessment items? Satisfactory performance would require at least 50% and meeting the obligation to have attended 80% of tutorials.

3. Does the student have a history of previous applications for special consideration? A history of previous applications may preclude a student from being granted special consideration.
Special Consideration and the Final Exam:

Applications for special consideration in relation to the final exam are considered by a School of Banking and Finance Panel to which lecturers-in-charge provide their recommendations for each request. If the School panel grants a special consideration request, this will entitle the student to sit a supplementary examination. No other form of consideration will be granted. The following procedures will apply:

1. Supplementary exams, upon approval, will be scheduled by the School and specific information will be communicated with the students.

2. Where a student is granted a supplementary examination as a result of a request for special consideration, the student’s original exam (if completed) will be ignored and only the mark achieved in the supplementary examination will count towards the final grade. Failure to attend the supplementary exam will not entitle the student to have the original exam paper marked and may result in a zero mark for the final exam.

If you attend the regular final exam, you are extremely unlikely to be granted a supplementary exam. Hence if you are too ill to perform up to your normal standard in the regular final exam, you are strongly advised not to attend. However, granting of a supplementary exam in such cases is not automatic. You would still need to satisfy the criteria stated above.

Special consideration and assessments other than the Final exam:

**Seminar discussions, group assignment and group presentation**
Due to the nature of these assessments, there will not be any special consideration given to seminar discussions and group presentation. See Part A Section 4.3 for further details on group assignment.

**Class test**
If, under extenuating circumstances, you are unable to complete the class test scheduled during Week 6 seminar, you must contact Dr Helen Kang within 3 working days in addition to applying for a special consideration outlined above.
5 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](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](https://www.business.unsw.edu.au/students/resources/student-centre)

  The Business 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](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](http://www.lc.unsw.edu.au)

  The Learning Centre provides academic skills support services, including workshops and resources, for all UNSW students.

- **Library Training and Search Support Services**

  [http://info.library.unsw.edu.au/web/services/services.html](http://info.library.unsw.edu.au/web/services/services.html)

- **IT Service Centre**

  [https://www.it.unsw.edu.au/students/index.html](https://www.it.unsw.edu.au/students/index.html)

  The IT Service Centre provides technical support for problems logging in to websites, downloading documents, etc. Office: UNSW Library Annexe (Ground floor). Phone: 9385 1333.

- **UNSW Counselling and Psychological Services**


  The UNSW Counselling and Psychological Services provide 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.

- **Student Equity & Disabilities Unit**

  [http://www.studentequity.unsw.edu.au](http://www.studentequity.unsw.edu.au)

  The Student Equity & Disabilities Unit 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