GENC7003
MANAGING YOUR BUSINESS

Course Outline
Semester 1, 2016

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

**PART A: COURSE-SPECIFIC INFORMATION**

1. **STAFF CONTACT DETAILS**  
2. **COURSE DETAILS**
   - 2.1 Teaching Times and Locations
   - 2.2 Units of Credit
   - 2.3 Summary of Course
   - 2.4 Course Aims and Relationship to Other Courses
   - 2.5 Student Learning Outcomes

3. **LEARNING AND TEACHING ACTIVITIES**
   - 3.1 Approach to Learning and Teaching in the Course
   - 3.2 Learning Activities and Teaching Strategies

4. **ASSESSMENT**
   - 4.1 Formal Requirements
   - 4.2 Assessment Details
   - 4.3 Assessment Format
   - 4.4 Assignment Submission Procedure
   - 4.5 Late Submission

5. **COURSE RESOURCES**

6. **COURSE EVALUATION AND DEVELOPMENT**

7. **COURSE SCHEDULE**

**PART B: KEY POLICIES, STUDENT RESPONSIBILITIES AND SUPPORT**

8. **PROGRAM LEARNING GOALS AND OUTCOMES**

9. **ACADEMIC HONESTY AND PLAGIARISM**

10. **STUDENT RESPONSIBILITIES AND CONDUCT**
   - 10.1 Workload
   - 10.2 Attendance
   - 10.3 General Conduct and Behaviour
   - 10.4 Health and Safety
   - 10.5 Keeping Informed

11. **SPECIAL CONSIDERATION**

12. **STUDENT RESOURCES AND SUPPORT**
PART A: COURSE-SPECIFIC INFORMATION

1 STAFF CONTACT DETAILS
Lecturer-in-charge: SHIRLEY CARLON
Room QUAD 2065
Phone No: 9385 9564
Email: s.carlon@unsw.edu.au
Consultation Times: After the lecture otherwise by appointment.

2 COURSE DETAILS

2.1 Teaching Times and Locations

<table>
<thead>
<tr>
<th>Lectures</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>2.00 pm to 5.00pm</td>
<td>Central Lecture Block 2</td>
</tr>
</tbody>
</table>

Lectures run Week 1 through to Week 12

2.2 Units of Credit
The course is worth 6 units of credit.

2.3 Summary of Course
Managing any organisation is the art of dealing with people, risks and resources. This course examines how you can develop the knowledge and skills to manage the relationship between the organisation and other stakeholders, to manage risk, threats and challenges to the organisation and to take advantage of opportunities. This course is of particular relevance to those seeking to assume a management / administrators position. This course will enhance your knowledge and skills base to manage resources, risk, people, competitors and commercial relationship with third parties including the government. It will enable the student to take the initiative in dealing with organisational and commercial challenges, using the law as a tool to manage risk, resources and opportunities.

2.4 Course Aims and Relationship to Other Courses
Students wishing to further explore running a business in particular the taxation obligations may consider enrolling in GENC 5031 Tax for Professionals. Further study in the area of business law, taxation and business studies is available at the Masters level. You may consult with the Student Centre, located 1st floor of the Quad Building or the lecturer.

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 undergraduate 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 Undergraduate Program Learning Goals and Outcomes, see Part B of the course outline.

<table>
<thead>
<tr>
<th>Business Undergraduate Program Learning Goals and Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Knowledge: Our graduates will have in-depth disciplinary knowledge applicable in local and global contexts.</strong></td>
</tr>
<tr>
<td>You should be able to select and apply disciplinary knowledge to business situations in a local and global environment.</td>
</tr>
<tr>
<td><strong>2. Critical thinking and problem solving: Our graduates will be critical thinkers and effective problem solvers.</strong></td>
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<tr>
<td>You should be able to identify and research issues in business situations, analyse the issues, and propose appropriate and well-justified solutions.</td>
</tr>
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<td><strong>3. Communication: Our graduates will be effective professional communicators.</strong></td>
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<tr>
<td>You should be able to:</td>
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<td>a. Prepare written documents that are clear and concise, using appropriate style and presentation for the intended audience, purpose and context, and</td>
</tr>
<tr>
<td>b. Prepare and deliver oral presentations that are clear, focused, well-structured, and delivered in a professional manner.</td>
</tr>
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<td><strong>4. Teamwork: Our graduates will be effective team participants.</strong></td>
</tr>
<tr>
<td>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.</td>
</tr>
<tr>
<td><strong>5. Ethical, social and environmental responsibility: Our graduates will have a sound awareness of the ethical, social, cultural and environmental implications of business practice.</strong></td>
</tr>
<tr>
<td>You should be able to:</td>
</tr>
<tr>
<td>a. Identify and assess ethical, environmental and/or sustainability considerations in business decision-making and practice, and</td>
</tr>
<tr>
<td>b. Identify social and cultural implications of business situations.</td>
</tr>
</tbody>
</table>

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>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 undergraduate 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>
<tr>
<td>1 Knowledge 1. describe the institutions that constitute the Australian legal system; 2. identify legal concepts which underlie the regulation of commerce; 3. develop policies and procedures to comply with the regulatory regime; 4. understand the importance of directors duties; 5. use the law as a tool to manage property, liability and risk; 6. develop employment and OHS policies-procedures; 7. understand the tax obligations of the organisation; 8. take into account the interaction of business, law, ethics and stakeholder interests; 9. use the law as tool to manage relationship, challenges and resolve disputes; 10. manage the financial affairs of the organisation and to 11. manage the dealings with government, creditors, shareholders and the public.</td>
<td>• Midsession Quiz  • Assignment  • Exam</td>
<td></td>
</tr>
<tr>
<td>2 Critical thinking and problem solving Use legal concepts, procedures and problem solving techniques to best manage property, people, liability and risk and resolve real problems / challenges faced by management.</td>
<td>• Assignment  • Exam</td>
<td></td>
</tr>
<tr>
<td>3a Written communication Construct written work which is logically and professionally presented.</td>
<td>• Midsession Quiz  • Assignment  • Exam</td>
<td></td>
</tr>
<tr>
<td>3b Oral communication Though group discussions in seminars</td>
<td>Not specifically assessed.</td>
<td></td>
</tr>
<tr>
<td>4 Teamwork Though group discussions in seminars</td>
<td>Not specifically assessed.</td>
<td></td>
</tr>
<tr>
<td>5a. Ethical, social and environmental responsibility Identify and assess management practices which promote ethical, environmental, sustainable, viable, productive and equitable outcomes.</td>
<td>• Assignment  • Exam</td>
<td></td>
</tr>
<tr>
<td>5b. Social and cultural awareness Appreciate how management operates within a wider social and cultural context.</td>
<td>• Assignment  • Exam</td>
<td></td>
</tr>
</tbody>
</table>
3 LEARNING AND TEACHING ACTIVITIES

3.1 Approach to Learning and Teaching in the Course

The approach to learning and teaching in this course is premised on the fact that active student engagement in the course will facilitate understanding and deep learning of the course material. Law is a complex area and this course introduces students to the law and the interpretation of the law through cases. Students will discuss cases and scenarios. You are likely to gain most if you approach the content with an open mind, be critical, question everything and ask “why” constantly. Ideas about the law and business may be challenged.

The purpose of engaging the student is to encourage critical analysis, challenge preconceptions, provide the context for the student to explore new ideas, consider the dynamic, competing forces that act upon decision makers, stakeholders and evaluate the importance of ethics. Through this approach students will be expected to understand rather than memorise the course content and to apply it in a critical manner rather than regurgitate the course content. In the past students have taken away valuable information about the law as a business tool, and have enjoyed the experience overall.

3.2 Learning Activities and Teaching Strategies

The course will be conducted in a 3 hour weekly seminar which will be a mixture of lecture of basic concepts and then students will be given scenarios and cases to analyse, discuss or solve.

4 ASSESSMENT

4.1 Formal Requirements

In order to pass this course, you must:
- achieve a composite mark of at least 50;
- attend 80% of the classes and
- make a satisfactory attempt at all assessment tasks (see below).

Whilst there is no requirement that a student attain 50% or more for each assessment task, there is however a requirement that the student achieve a result that indicates the student genuinely attempted the assessment. Where a student achieves a total mark of 50/100 or more in the course, but fails to demonstrate a satisfactory level of performance in each form of assessment the student may be awarded a UF grade (unsatisfactory fail). An example of unsatisfactory performance is failing to complete an assessment task (e.g. failing to submit an assignment, or failing to complete the final exam).

4.2 Assessment Details

<table>
<thead>
<tr>
<th>Assessment Task</th>
<th>Weighting</th>
<th>Description</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Mid semester exam</td>
<td>20%</td>
<td>10 questions. Closed Book</td>
<td>Week 5, April 5 in the seminar</td>
</tr>
<tr>
<td>2. Assignment</td>
<td>30%</td>
<td>2,000 words</td>
<td>Week 11 May 16 by 9pm</td>
</tr>
<tr>
<td>3. Final Exam</td>
<td>50%</td>
<td>Open book</td>
<td>Exam Period</td>
</tr>
</tbody>
</table>
**Mid-semester Exam**
The mid-semester exam is designed to test whether the student has achieved an understanding of core principles which form the foundation of the discipline.

This form of assessment is designed to achieve student learning outcomes identified in 2.5 points 1, 2, 3, and 5

**RATIONALE**
The purposes of the exam are:

A  to assess the student’s understanding of the topics 1 to 4 in a typical situation experienced by managers

B  to demonstrate written communication skills in terms of expression of knowledge of the subject matter

You will be assessed on the following criteria:

i.  Ability to correctly identify the core principles and relevance to the question asked

ii. Level of understanding of the theoretical issues associated with the topics covered.

iii. Ability to present your answers, effectively, appropriately, and neatly, using appropriate reference techniques.

**Assignment**
The assignment is the major research and written task of this course, designed to enable the student to apply both knowledge and critical analysis and to communicate this in an effective, logical and original manner.

**This form of assessment is designed to achieve student learning outcomes identified in 2.5 points 1, 2, 3, and 5**

**RATIONALE**
The purposes of the assignment are:

A  to assess the student’s understanding of the topics in a typical situation experienced by entrepreneurs

B  to demonstrate the ability to develop problem solving skills;

C  to produce evidence of research techniques to analyse and applying the correct law to the problem and

D  to demonstrate written communication skills in terms of expression of ideas and views.
You will be assessed on the following criteria:

i. Presentation of a well-structured paper presenting the steps on how the student have obtained the answers, including whether you have applied appropriate research techniques to analyse and solve problems.

ii. Ability to correctly identify the issue in the problem question.

iii. Level of understanding of the theoretical issues associated with the topics covered.

iv. Ability to present your answers, effectively, appropriately, and neatly, using appropriate reference techniques.

v. Originality of the paper (see section on Plagiarism).

**Final Examination**

The final exam will test both the knowledge and analytical skills of the student. The final examination is worth 50% of the course assessment and is an OPEN BOOK exam. It will consist of problem questions and essay questions. It will cover the entire course material, unless advised otherwise by the lecturer. The final examination will be held in the regularly scheduled University examination period. *Further information concerning the exam and its format will be announced in lectures between Weeks 10-11 and a summary of the key points will be posted on Moodle.*

This form of assessment is designed to achieve student learning outcomes identified in 2.5 points 1, 2, 3a, 5a and 5b

### 4.3 Assessment Format

**Assignment Due Date:** Week 11 May 16, 2016  Length: 2,000 words maximum

Students will be required to submit a 2,000 words assignment. The assignment topic will be posted on Moodle in Week 5. The assignment is a research assignment due in **Week 11 on Monday May 16, 2015 by 9:00pm.** It will account for 30% of the final mark. It has a minimum word limit of 1,500 words and a maximum word limit of 2,000 words. Further details will be announced in the seminar by the lecturer in **Week 5.** Students are to complete their own assignments.

### 4.4 Assignment Submission Procedure

Student responses are required to be submitted electronically via Moodle. Further details regarding formatting, referencing and submission will be provided with the assignment question.

**You MUST keep a copy of the assignment you submit.**
4.5 Late Submission

Late Submission
Any assignment submitted late will not be accepted unless prior written approval has been granted by the lecturer-in-charge. Assignments that are submitted after the due date and time without prior written approval will have 20% deducted per day late. Please note: mark deductions will be imposed immediately after the time the assignment is due. Any assignment submitted 5 or more days late will score 0. If you foresee that you will have problems submitting the assignment on time you should contact the lecturer-in-charge immediately.

In exceptional circumstances, the lecturer-in-charge may grant an extension for the assignment. Only the lecturer-in-charge can grant an extension for an assignment. Do not wait until the due date to ask for an extension. No extensions will be granted on the due date itself. If circumstances beyond your control mean that you cannot complete an assignment by the due date you should make an application for special consideration (see below at Section 11). These applications are reserved for illness or misadventure, not work commitments. Work commitments are not a valid reason for special consideration applications. You will be advised by email whether an extension was granted or if another form of assessment has been set depending on the circumstances. All medically based requests must be supported by a medical certificate.

Quality Assurance
The 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

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

The textbooks for this course are:
- This text is also available in ebook format at slightly cheaper price ISBN: 9780190304355

Recommended references:
The following are references for students to assist in understanding the interaction of the law with business.
  ISBN: 9780195593990
  ISBN 9780409325348
Other Resources, Support and Information

The UNSW Law Library provides a wealth of information, publications, research and study and online services. Through the UNSW website you can access online data bases such as LexisNexis. You can find on the Library Services web site full details of how you can find books, articles, Australian and international databases, full-text newspapers and journals, electronic reference collections as well as links to other libraries and their catalogues:

https://www.library.unsw.edu.au/

Internet References

- Australasian Legal Information Institute: http://www.austlii.edu.au
- Australian Securities and Investment Commission: www.asic.gov.au
- Australian Prudential Regulation Authority: www.apra.gov.au
- Australian Copyright Council: http://www.copyright.org.au
- Australian Consumer and Competition Commission: www.accc.gov.au
- IP Australia (Trademarks, ©, Patents, etc): http://www.ipaustralia.gov.au

Further reference links will be provided on the Moodle website for this course.

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
Lecture Schedule

Lectures start in Week 1 and finish in Week 12.

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
<th>Reference*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>The idea &amp; function of “Management” Introduction to the principles of governance &amp; regulation</td>
<td>Latimer Chapter 1 See lectures week 1</td>
</tr>
<tr>
<td>April</td>
<td>Law as a management and governance tool Introduction to law and legal process</td>
<td></td>
</tr>
<tr>
<td>Week 2</td>
<td>Managing resources, risk and opportunity How we manage <em>effort, risk, resources</em> The Business entity (sole trader, partnership, corporation and trust) Regulatory framework of business management Ethics, Compliance and social responsibility</td>
<td>Latimer Chapter 9-see lecture slides Additional readings</td>
</tr>
<tr>
<td>March</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 3</td>
<td>Owner v Managers : the rise of the managerial class Directors duties /The concept of the “fiduciary”</td>
<td>Latimer Chapter 9 (9-460 to 9-570); Ch 11</td>
</tr>
<tr>
<td>March</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 4</td>
<td>The concept of property Tangible and intangible property The concept of ownership – possession Managing property</td>
<td>Latimer chapter 3 and part of Chapter 12</td>
</tr>
<tr>
<td>March</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 5</td>
<td>Mid Semester Exam</td>
<td></td>
</tr>
<tr>
<td>April</td>
<td>The concept : <em>my word is my bond</em> in law Forming &amp; enforcing obligations Managing relationships through contracts law Workplace (Employment) Contracts Supplier and sub-contracting techniques Agency Contracts/ Franchising &amp; Licensing Contracts</td>
<td>Latimer Chapter 5 &amp; 6 Chapter 9( 9-985-9-987) &amp; Chapter 11</td>
</tr>
<tr>
<td>Week 6</td>
<td>Forms of finance : debt – equity Creating private “money” (securities derivatives) Engineering and Managing Finance Regulation of securities and markets</td>
<td>Latimer Chapter 13 (to 13-380)</td>
</tr>
<tr>
<td>April</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 7</td>
<td>Insolvency Law as a management tool Re-engineering the organisation The powers- duties of the external administrator Creditors’ rights /priority rules</td>
<td>Latimer Chapter 13 Additional notes</td>
</tr>
<tr>
<td>April</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 8</td>
<td>Managing Risk Part I The concept of risk Negligence and management “Duty of care” concept/ WHS &amp; Workers Compensation law</td>
<td>Latimer Chapter 4</td>
</tr>
<tr>
<td>May</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 9</td>
<td>Managing Risk Part II Competition law : Manipulating the market Management &amp; Marketing :Truth in advertising Consumer protection law</td>
<td>Latimer Chapter 7 &amp; 8</td>
</tr>
<tr>
<td>May</td>
<td></td>
<td></td>
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<tr>
<td>Week 10</td>
<td></td>
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</tr>
</tbody>
</table>

Mid-semester break Friday 25th March - Sunday 3rd April inclusive
| Week 11 | 17 May | **Managing Risk Part III**  
Counter Party risk techniques  
Selling Risk : Insurance / hedge contracts and the law  
Crime : the limits of behaviour /Espionage and intelligence  
**Assignment due 16th MAY** | Latimer Chapter 2 & 17 |
|---------|--------|--------------------------------------------------|---------------------|
| Week 12 | 22 May | The behaviour of management : politics, greed and ethics  
Stakeholder theory: Should this be codified in law?  
Towards a legal regime of sustainability and equity? | See lecture material |
| Week 13 | 1 June | NO LECTURES | |

*Additional reading references will be provided on Moodle see weekly lecture materials*
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.

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<thead>
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</tr>
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</table>
a. Identify and assess ethical, environmental and/or sustainability considerations in business decision-making and practice, and
b. Identify social and cultural implications of business 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 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).

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 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://safety.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 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.

Business School Policy on requests for Special Consideration for Final Exams in Undergraduate Courses:
The lecturer-in-charge 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 attempting all assessments 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 in undergraduate courses:
Applications for special consideration in relation to the final exam are considered by a Business School Faculty panel to which lecturers-in-charge provide their recommendations for each request. If the Faculty 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 will be scheduled centrally and will be held approximately two weeks after the formal examination period. The dates for Business School supplementary exams for Semester 1, 2016 are:
   13th July – exams for all Schools except Accounting and Economics

   If a student lodges a special consideration for the final exam, they are stating they will be available on the above dates. Supplementary exams will not be held at any other time.

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.

The Business School’s ‘Special Consideration and Supplementary Examination Policy and Procedures for Final Exams for Undergraduate Courses’ is available at:
Special consideration and assessments other than the Final Exam in undergraduate courses:
Special consideration for the Mid-semester Exam – email lecturer in charge (s.carlon@unsw.edu.au) Special consideration for the assignment please use the online system through myUNSW.

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](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)
  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)
  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](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](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](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.

- **Student Equity & Disabilities Unit** [http://www.studentequity.unsw.edu.au](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