MFIN6205
FINANCIAL RISK MANAGEMENT FOR FINANCIAL INSTITUTIONS

Course Outline
Semester 2, 2015

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**
   
1.1 Communication with Staff

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 Occupational 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: Dr. Le Zhang
Room 353, UNSW Business School
Phone No: 9385 4403
Email: le.zhang@unsw.edu.au
Consultation Times – By appointment

1.1 Communication with Staff
Student can contact staff by email or call the office during consultation hours. Student should contact staff to arrange a mutually convenient time if they require a meeting.

For e-mail communication with staff, University regulations indicate that students MUST use a valid UNSW student account. Teaching staff may ignore non-UNSW email address for security reasons.

Students are responsible for ensuring their email accounts are NOT full. E-mail is best suited for asking simple questions about course administration that requires only a short reply. Prior to contacting staff by e-mail, please check thoroughly whether the answer to your question is not already given in any of the course-related documents and resources available to you.

E-mail is neither an appropriate nor an effective medium for learning. Do not expect staff to reply to an e-mail that requests extensive or substantive answers. These questions are best raised after class or during consultation times.

2 COURSE DETAILS

2.1 Teaching Times and Locations
Lectures start in Week 1 (to Week 12): The Time and Location are:
Wednesday’s, 14.00 to 17.00 (ASB 216) &
Wednesday’s 18.00 to 21.00 (ASB 216)

2.2 Units of Credit
The course is worth 6 units of credit.
There is no parallel teaching in this course.

2.3 Summary of Course
This course is an advanced course in the management of financial service firms and the development of risk management systems. It will deal with advanced methods of measuring financial risk within financial institutions such as Value-at-Risk.

Various types of risks that can potentially arise in the operation of financial firms will be discussed in detail and examples will provide historical and practical context. Given the events of recent years and the active debate about banking regulation, some emphasis will be put on current events, practical limitations and conflicts of interest that arise within financial markets and within the firm, which may hamper effective risk management and regulation.
2.4 Course Aims and Relationship to Other Courses
This course aims to give an overview of the risks faced by financial institutions and how they can be managed. The course is linked with other courses that deal with financial management issues in more depth such as the courses on fixed interest and derivative management.

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 ASB. 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’).

**Business Postgraduate Coursework Program Learning Goals and Outcomes**

1. **Knowledge:** Our graduates will have current disciplinary or interdisciplin ary 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.

2. **Critical thinking and problem solving:** 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.

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.

For more information on the Postgraduate Coursework Program Learning Goals and Outcomes, see Part B of the course outline.
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 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>
<tr>
<td>1 Knowledge</td>
<td>• Understand the complexity of risk management issues facing financial institutions.</td>
<td>• Midterm exam</td>
</tr>
<tr>
<td></td>
<td>• Identify and manage various types of risks arising within the financial institution.</td>
<td>• Final exam</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Group assignment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Practice question</td>
</tr>
<tr>
<td>2 Critical thinking and problem solving</td>
<td>• Weigh critically the pros and cons of various risk management techniques</td>
<td>• Midterm exam</td>
</tr>
<tr>
<td></td>
<td>• In particular understand the practical limitations of any RM framework or model</td>
<td>• Final exam</td>
</tr>
<tr>
<td></td>
<td>• Argue for or against certain kinds of financial regulation</td>
<td>• Group assignment</td>
</tr>
<tr>
<td></td>
<td>• Apply methods learned in this class to a variety of situations arising at financial institutions.</td>
<td>Practice question</td>
</tr>
<tr>
<td>3a Written communication</td>
<td>Construct written work which is logically and professionally presented.</td>
<td>• Group assignment</td>
</tr>
<tr>
<td>3b Oral communication</td>
<td>Communicate ideas in a succinct and clear manner.</td>
<td>• Part of tutorial participation mark but not separately assessed.</td>
</tr>
<tr>
<td>4 Teamwork</td>
<td>Work collaboratively to complete a task.</td>
<td>Not specifically assessed.</td>
</tr>
<tr>
<td>5a Ethical, environmental and sustainability responsibility</td>
<td></td>
<td>Not specifically assessed.</td>
</tr>
<tr>
<td>5b Social and cultural awareness</td>
<td>• Identify the social implication of risk management practise.</td>
<td>• Final exam</td>
</tr>
</tbody>
</table>

3 LEARNING AND TEACHING ACTIVITIES

3.1 Approach to Learning and Teaching in the Course

This course will be taught with a combination of lectures, additional reading materials, class discussions and group work. It is expected that students will have a general interest in the
area and will seek more specialised skills to apply the knowledge. The textbook provides a useful background to the topics and will be explored and discussed in class. A group assignment will allow for the application of the concepts learned in class to practice.

3.2 Learning Activities and Teaching Strategies

The primary sources for teaching material in this subject are the textbook and the lecture notes. The lecture notes and other important announcements will be available at the course website.

Whenever possible, I will split sessions into 2 parts, with the first being more focused on introducing new concepts and the second being more practical. The latter may involve basic statistical concepts, in-class problem-solving, individually or in groups, numerical solution of problems in Excel, case studies as well as in-class discussions of current events. Additional problems from the text book will be recommended for practice.

The group assignment will allow students to apply the skills taught in class in more depth in real world risk management settings and demand analytical thinking, problem solving as well as the ability to critically assess existing practices in financial firms today.

Students are encouraged to read the topics before attending the lectures. It will be difficult to grasp all the underlying principles without preparation.

Finally, it should be realized that attendance in class lectures is important. If you miss a lecture, it is your responsibility to prepare the topic yourself. You cannot use the consultation time to have a private tuition for the missed lecture.

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 (see below).

4.2 Assessment Details

<table>
<thead>
<tr>
<th>Assessment</th>
<th>Dates</th>
<th>Weighting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Discussion and Participation</td>
<td>Ongoing</td>
<td>10%</td>
</tr>
<tr>
<td>Mid-Session Exam</td>
<td>Week 6</td>
<td>30%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>Examination period</td>
<td>40%</td>
</tr>
<tr>
<td>Group Project</td>
<td>Given in Week 8.</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>Due Week 12.</td>
<td></td>
</tr>
</tbody>
</table>

4.3 Assessment Format

This lecture includes 30-minutes to one-hour in-class tutorial session every week. Tutorial session facilitates small group discussion of course materials and permit ongoing assessment of students’ effort and achievement of learning outcomes. Lecturers will assess student performance in tutorial session of each lecture by active participation (including
questions) and contribution to the learning perspective and interest of fellow students in the subject.

Mid-Session Exam and Final Exam: The two examinations focus on evaluating students’ understanding of the main concepts covered in class with a special focus on the learning outcomes. Both examinations may consist of multiple choice, short-essay and problem solving questions that tests students’ knowledge of relevant theories and methodologies related to Risk Management in Financial Institution, as well as application of these theories in real-world settings. The exams will be designed to focus on and highlight both the concepts covered and the computations required in applying these concepts. Mid-Session Exam is an in-class exam and you can only sit in the class that you have registered for. Final Exam is centrally managed during the university exam period. The final exam is not comprehensive and covers the lectures after the mid-session exam. For both exams, you can bring a calculator (UNSW approved) to the exam. Technical formula and statistical tables will be provided, if necessary. All answers must be written in ink. Except where they are required, pencils may be used only for drawing, sketching or graphical work. You will be required to answer ALL questions.

Group Project: Working in groups, students will be asked to write and present a report addressing the issues from a real world case. You will be given the case material together with reading materials closely related to the case. Groups should perform analysis for the case and prepare a write-up of their recommendations in a structured format. The exact format, content and expectations will be announced in due course.

4.4 Assignment Submission Procedure
Information on group project submission procedure will be posted on the course webpage under ‘group project details’.

4.5 Late Submission
Penalties for late submission of the group project will be posted on the course webpage under ‘group project details’.

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
Course Text:
"Risk Management and Financial Institutions" By John C. Hull, Wiley Finance, 4th ED

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. Please access the CATEI forms via my.unsw.edu.au.

In addition to the end of term CATEI process, you are encouraged to contact the Lecturer in Charge during the term in relation to your experience in the course and make suggestions for potential changes that could further enhance the course. As a result of past student suggestions, the tutorial format has been modified to allow for more coverage on contemporaneous issues.

7 COURSE 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>I. Risk management introduction</td>
<td>Ch. 1, 10</td>
</tr>
<tr>
<td>27 July</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 2</td>
<td>I. Financial Institutions</td>
<td>Ch. 2, 3, 4, 11</td>
</tr>
<tr>
<td>3 August</td>
<td>II. Correlations and risk measures</td>
<td></td>
</tr>
<tr>
<td>Week 3</td>
<td>I. Trading in Financial Market</td>
<td>Ch. 5, 7</td>
</tr>
<tr>
<td>10 August</td>
<td>II. Managing Trading Risk</td>
<td></td>
</tr>
<tr>
<td>Week 4</td>
<td>I. Value at Risk (VaR)</td>
<td>Ch. 9</td>
</tr>
<tr>
<td>17 August</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 5</td>
<td>I. Market risk VaR</td>
<td>Ch. 14, 15</td>
</tr>
<tr>
<td>24 August</td>
<td>II. VaR simulation</td>
<td></td>
</tr>
<tr>
<td>Week 6</td>
<td>Mid-session exam</td>
<td></td>
</tr>
<tr>
<td>31 August</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 7</td>
<td>I. Credit risk</td>
<td>Ch. 16, 17, 18</td>
</tr>
<tr>
<td>7 September</td>
<td>II. The credit crises of 2007.</td>
<td></td>
</tr>
<tr>
<td>Week 8</td>
<td>I. Operational risk and stress testing</td>
<td>Ch. 19, 20</td>
</tr>
<tr>
<td>14 September</td>
<td>II. Case study: The Barings Collapse (IMD 001 v. 11.12.2002)</td>
<td></td>
</tr>
<tr>
<td>Week 9</td>
<td>I. Liquidity risk</td>
<td>Ch. 21</td>
</tr>
<tr>
<td>21 September</td>
<td>II. Group case study: LTCM (HBS 9-200-007)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mid-semester break: Saturday 26 September - Monday 5 October inclusive</td>
<td></td>
</tr>
<tr>
<td>Week 10</td>
<td>I. Liquidity risk</td>
<td>Ch. 21</td>
</tr>
<tr>
<td>5 October</td>
<td>II. Group case study: LTCM (HBS 9-200-007)</td>
<td></td>
</tr>
<tr>
<td>Week 11</td>
<td>I. Asset Liability Management</td>
<td>Ch. 21, Notes</td>
</tr>
<tr>
<td>12 October</td>
<td>II. Case study: Union Carbide Corp (HBS 9-294-057)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>III. Economic risk and RAROC</td>
<td></td>
</tr>
<tr>
<td></td>
<td>IV. Case study: Wellfleet Bank (HBS 9-109-071)</td>
<td></td>
</tr>
</tbody>
</table>
| Week 12  
19 October | I. Bank regulation  
II. Basel I, II, and III  
III. Group case study: 2012 JPMorgan Chase trading loss | Ch. 12, 13, 24 |
|---|---|---|
| Week 13  
26 October | I. Group project Presentation  
II. Discussion  
III. Course review | Notes |
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 after 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.

<table>
<thead>
<tr>
<th>Business Postgraduate Coursework Program Learning Goals and Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. 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><strong>2. 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.

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 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 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, and the School of Banking and Finance policy on requests for special consideration for Final Exams in undergraduate and postgraduate 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 at least 50% in each major assessment item specified in the Course outline and meeting the obligation to have attended 80% of tutorials or Lectures.
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 and mid-session examinations in undergraduate and postgraduate Banking and Finance 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. Final 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 2, 2015 are:
   **9th December** – 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: www.business.unsw.edu.au/Students-Site/Documents/supplementary_exam_procedures.pdf.

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