Part A: Course-Specific Information

Part B: Key Policies, Student Responsibilities and Support

Please read the contents of this document carefully. It will be assumed that you have obtained complete familiarity with this document. The lecturer in charge and other staff are not liable for any oversight on your part regarding obligations and responsibilities set out here. Some tutorials may be rescheduled. See https://my.unsw.edu.au/classutil/MGMT_S1.html for updates or contact School administration for details of changes.
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PART A: COURSE-SPECIFIC INFORMATION

1 STAFF CONTACT DETAILS

Pradeep Kanta Ray  
Room 533, 5th Floor UNSW Business School  
email: pray@unsw.edu.au

LECTURER IN CHARGE

Telephone: 9385-5848  
Consultation: Tue 11:00 AM -12:00

Outside these times, students who wish to consult staff may make an appointment by email.

Tutors:

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anton Klarin</td>
<td><a href="mailto:a.klarin@unsw.edu.au">a.klarin@unsw.edu.au</a></td>
<td>By appointment</td>
</tr>
<tr>
<td>Pradeep Kanta Ray</td>
<td><a href="mailto:pray@unsw.edu.au">pray@unsw.edu.au</a></td>
<td>By appointment</td>
</tr>
</tbody>
</table>

2 COURSE DETAILS

2.1 Lecture and Tutorial Times and Locations

Lectures Week 1 to Week 12. Tutorials start in Week 2 (to Week 12).

<table>
<thead>
<tr>
<th>MGMT2101</th>
<th>International Business and Multinational Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>LEC A</td>
<td>Tue 13-15 (Mathews Theatre A)</td>
</tr>
<tr>
<td>TUT H11A</td>
<td>Thu 11 (Block G16)</td>
</tr>
<tr>
<td>TUT H12A</td>
<td>Thu 12 (Col LG02)</td>
</tr>
<tr>
<td>TUT T10A</td>
<td>Tue 10 (Mat 112)</td>
</tr>
<tr>
<td>TUT T11A</td>
<td>Tue 11 (Quad 1001)</td>
</tr>
<tr>
<td>TUT T12A</td>
<td>Tue 12 (Mat 112)</td>
</tr>
<tr>
<td>TUT T15A</td>
<td>Tue 15 (Quad 1001)</td>
</tr>
<tr>
<td>TUT T16A</td>
<td>Tue 16 (Mat 112)</td>
</tr>
</tbody>
</table>

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

The aim of this course is to provide a theoretical and empirical understanding of how international companies manage value chains across borders. Students are presented conceptual frameworks of what determines competitive advantage; history of globalisation; the evolution and development of today’s MNCs and their geographic sweep of international business activities; MNC value chain management; and the management of specific building blocks of competitive advantage - technology, procurement and manufacturing – within and across national borders.
2.4 Course Aims and Relationship to Other Courses

MGMT 2101 dwells on the international operations of international enterprises. It builds on, and extends the materials taught in the pre-requisite MGMT 1101 (covering environment issues facing the MNE). MGMT 2101 demonstrates how enterprises gain competitive advantage by internationalising their operations.

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’).

Business School Undergraduate Program Learning Goals and Outcomes

1. Knowledge: Our graduates will have in-depth disciplinary knowledge applicable in local and global contexts.

You should be able to select and apply disciplinary knowledge to business situations in a local and global environment.

2. Critical thinking and problem solving: Our graduates will be critical thinkers and effective problem solvers.

You should be able to identify and research issues in business situations, analyse the issues, and propose appropriate and well-justified solutions.

3. Communication: Our graduates will be effective professional communicators.

You should be able to:
   a. Prepare written documents that are clear and concise, using appropriate style and presentation for the intended audience, purpose and context, and
   b. Prepare and deliver oral presentations that are clear, focused, well-structured, and delivered in a professional manner.

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 the ethical, social, cultural and environmental implications of business practice.

You should be able to:
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.

<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><strong>This course helps you to achieve the following learning goals:</strong></td>
<td><strong>On successful completion of the course, you should be able to:</strong></td>
<td><strong>This learning outcome will be assessed in the following items:</strong></td>
</tr>
</tbody>
</table>
| 1 Knowledge | Explain the assumptions of standard models of International Business. Use statistical skills to present data relevant to problems in international macroeconomics. | • Tutorial questions  
• Case Reports  
• In-tutorial Tests  
• Exams |
| 2 Critical thinking and problem solving | Apply standard models of international business to interpret and analyse real problems in global economy | • Tutorial Problems  
• Case Reports  
• In-tutorial Tests  
• Exams |
| 3a Written communication | Construct written work which is logically and professionally presented. | • Case Report  
• Exams |
| 3b Oral communication | Communicate ideas in a succinct and clear manner. | • Part of tutorial participation mark |
| 4 Teamwork | Work collaboratively and responsibly to complete a task. | • Work as a member of a tutorial group to complete tasks by keeping in touch and regular interchanges |
| 5a. Ethical, environmental and sustainability responsibility | Identify and assess sustainability considerations in international business. | • Exam  
• Report |
| 5b. Social and cultural awareness | Evaluate welfare implications in international business activities. | • In-group discussions and preparations |

3 LEARNING AND TEACHING ACTIVITIES

3.1 Approach to Learning and Teaching in the Course

The learning apparatus in this course consists of lectures and tutorials. Lectures expound the appropriate theoretical content and provide a nuanced analysis of both concepts and applied materials. Tutorials are strongly oriented towards interactive discussion of the text and cases.
3.2 Learning Activities

During the second week, you will need to form small discussion groups (4 students/group) which will take turns in presenting the assigned cases each week. Students should explain how the material relates to the theory discussed in the text. All students are required to take active part in the discussions in class. In order to gain the most from the lectures and tutorial activities, the assigned text/reading should be read before the lecture to participate in the discussions.

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 of all assessment tasks (see below).
- Attain a combined pass mark of 50% in your mid-session test plus final exam combined (≥30 marks).

4.2 ASSESSMENT DETAILS

<table>
<thead>
<tr>
<th>Assessment Task</th>
<th>Weight</th>
<th>Learning Outcomes assessed</th>
<th>UNSW Business School Graduate Attributes</th>
<th>Length</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid-session Exam</td>
<td>20%</td>
<td>1-3</td>
<td>1-5</td>
<td>1 hour</td>
<td>Week 7</td>
</tr>
<tr>
<td>Final Exam</td>
<td>40%</td>
<td>1-3</td>
<td>1-5</td>
<td>2 hours</td>
<td>Week 13</td>
</tr>
<tr>
<td>Case Study</td>
<td>15%</td>
<td>1-6</td>
<td>1-5</td>
<td>TBA</td>
<td>Week 10</td>
</tr>
<tr>
<td>Lecture Attendance</td>
<td>5%</td>
<td>1-6</td>
<td>1-5</td>
<td>2 hours</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Tutorial Participation</td>
<td>10%</td>
<td>1-6</td>
<td>1-5</td>
<td>1 hour</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Tutorial Presentation</td>
<td>10%</td>
<td>1-6</td>
<td>1-5</td>
<td>15 minutes (case)</td>
<td>Week 3-12</td>
</tr>
</tbody>
</table>

Mid-Semester Exam

The mid semester exam will cover the topics discussed between weeks 1-6. This is a closed book examination. The examination is worth 20% of the total.

Mid-session exam will be held in Week 7 in class. There are no alternative exam times. Students should sort out any possible clash by the end of Week 1. It is not the responsibility of the MGMT 2101 course coordinator to sort out your clash. Part time students should notify their employer that the attendance at the mid-session exam is compulsory and obtain time off for it.

Final Exam

The final examination will cover all topics discussed in the course between weeks 1-12. This is a closed book examination. The examination is worth 40% of the total. The final examination will be held during Week 13 Lecture. There will be no alternative time for the final examination.
Case Study (Written Assignment)

The assignment will entail a written analysis of a case or an article. The case/article will be provided to you by week 6. This assignment is worth 15% of the total.

Length and Style: TBA. Include an executive summary (maximum of 100 words). Use the cover sheet of the school. For literature citation, use the Harvard style of referencing in text and footnotes for citing additional information sources.

The assignment must be handed in by Week 10 at your regular tutorial meetings. Please note:

- Students must keep copies of all work submitted in hard copy. In case the assignment is misplaced, you will be required to submit a duplicate copy of the original.
- All work must be original and must not have been submitted in any part for any other subject or course here or elsewhere.

Class participation

A minimum attendance of 80 percent is compulsory. Students will be assessed on the basis of:

a) Presentation of case 10%

b) Class participation 10%

Attending tutorials classes other than the assigned one will not be counted. **Absence from more than three tutorial sessions during the semester will result in a zero participation grade.**

Format of tutorials

The arrangement of each week’s tutorial will be as follows:

- Students will be asked critical discussion questions to be posted on moodle. This will require participation by each and every student in the tutorial (10 min).
- The assigned group will make a formal presentation of the assigned case for the week bringing in “theoretical concepts” learned from lectures and textbook (15 min)
- This will be followed by an informal within-groups discussion (10 minutes)
- Thereafter, the class will be asked to add their own perspectives on the case (20 minutes)

**Presenters are required to submit their power-point handouts to the tutor.** It is important that you augment the case by getting additional information carefully beforehand so that you are fully familiar with the material, and are prepared to participate in the discussions. Preparation should include a ‘learning journal’ which contains your notes and other relevant information, which may be used for in-group work, and, class discussions. Your tutor will periodically inspect this learning journal for the purpose of determining your level of participation in the subject.

The best way to learn is to apply the learning in a real world situation. Case study
allows you to do that in a simulated situation. Use your time to research additional information, analyse facts, apply the theories taught in your lectures bringing in your own critical inputs. Your lecturers and tutors will always be happy to assist you and see you doing well. Please ask for assistance on how you can improve your understanding.

**Tutorial participation preparation**

All students are required to actively participate in the question answer sessions and general discussions. During the second week, you will need to form small discussion groups (2-3 students/group) which will take turns in presenting assigned cases each week. Each students’ group will have to indicate on week 2 (first tutorial) of which case they are going to present You should explain in detail how the material relates to theories of international business. Evaluation and marking would be based on both formal presentation as well as contribution as a resource group.

<table>
<thead>
<tr>
<th>Marking Criteria</th>
<th>Weight</th>
<th>Learning outcomes/attributes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of arguments: relevance, logic</td>
<td>20</td>
<td>Ability to give compelling arguments and reasoning to support analysis</td>
</tr>
<tr>
<td>and cohesion</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use of frameworks to support analysis</td>
<td>20</td>
<td>Ability to structure problems in accordance with theoretical frameworks and resolve them</td>
</tr>
<tr>
<td>Use of case evidence to support analysis</td>
<td>20</td>
<td>Ability to conduct applied research to gather data/information pertaining to the case</td>
</tr>
<tr>
<td>Originality and usefulness of the analysis</td>
<td>20</td>
<td>Ability to engage in creative problem solving skills</td>
</tr>
<tr>
<td>Organisation, clarity of expression,</td>
<td>20</td>
<td>Clarity of vision</td>
</tr>
<tr>
<td>editing etc</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Self Evaluation Score Card:**

You are expected to keep a self evaluation score card on your progress week by week. This will have your self evaluation scores of questions answered correctly during each lecture as well as your self evaluation of knowledge acquired at the end of each tutorial. You are encouraged to show your self evaluation score card to your Tutor in a periodic manner (example every 3rd week) and seek assistance in improving and excelling. Consultation hours could be utilised for further inputs and special inputs.

**Late Submission**

Late work will be penalised at the rate of 5 percentage points per “week day” (per 24 hours of the weekday or part thereof). Assessed work will not be accepted for the award of a mark if it is more than five ‘weekdays’ late.

**Quality Assurance**

UNSW 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 programs. All material used for such processes will be treated as confidential and will not be related to course grades.

5 COURSE RESOURCES

Recommended Textbook:


Reference Books:


Additional materials provided in Moodle

There will be cases, articles and lectures that will be provided on moodle. However, getting detailed lecture notes is not an automatic entitlement for students doing this subject. Note that this is not a distance learning course, and you are expected to attend lectures and take notes. This way, your learning outcomes will be enhanced through class interaction and demonstration.

Recommended Internet sites

UNSW databases
Business Week
The Economist
Fortune

Useful Journals:

Journal of International Business Studies
Journal of World Business
Management International Review
International Business Review
Academy of Management Executive
Academy of Management Review
Harvard Business Review
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 at the end of the semester.
# 7. COURSE SCHEDULE

The list of lecture topics and cases is provided below for your easy reference throughout the semester. This is not a distance learning course. **Lecture notes will be put up on Moodle but lectures will not be recorded.**

### Lecture and Tutorials

<table>
<thead>
<tr>
<th>Week</th>
<th>Lecture Topic</th>
<th>Tutorial Topic</th>
<th>Book chapters/Journal Papers (for lecture material)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1 29 Feb</td>
<td>Globalisation and international business</td>
<td>No Tutorials</td>
<td>Hill Ch:1 and on Moodle</td>
</tr>
<tr>
<td>Week 2 7 Mar</td>
<td>The multinational enterprise and OLI model</td>
<td>Allocating Cases to groups + Deciding on Resources</td>
<td>Hill Ch:1 &amp; 8 and on Moodle</td>
</tr>
<tr>
<td>Week 3 14 Mar</td>
<td>New trade theory, international product cycles and dynamic capabilities</td>
<td>General Motors (moodle)</td>
<td>Hill Ch:6 and on Moodle</td>
</tr>
<tr>
<td>Week 4 21 Mar</td>
<td>International competitive dynamics</td>
<td>Panasonic (moodle)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mid-semester break: 25 March to 3rd April</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 5 4 April</td>
<td>Global value chain management</td>
<td>Apple (moodle)</td>
<td>Hill Ch:13 and on Moodle</td>
</tr>
<tr>
<td>Week 6 11 Apr</td>
<td>Emerging market enterprises and dragon multinationals</td>
<td>Rolls Royce</td>
<td>On Moodle</td>
</tr>
<tr>
<td>Week 7 18 Apr</td>
<td>Mid-Semester examination (2 PM – in lecture hall)</td>
<td>No tutorials</td>
<td></td>
</tr>
<tr>
<td>Week 8 25 Apr</td>
<td>Global manufacturing</td>
<td>Asian Semiconductor Industry (moodle)</td>
<td>Hill Ch:17 and on Moodle</td>
</tr>
<tr>
<td>Week 9 2 May</td>
<td>Global customisation</td>
<td>Benetton (moodle)</td>
<td>Hill Ch:17/18 and on Moodle</td>
</tr>
<tr>
<td>Week 10 9 May</td>
<td>Global innovation for mass markets</td>
<td>Philips (moodle)</td>
<td>Moodle</td>
</tr>
<tr>
<td>Week 11 16 May</td>
<td>Competitive advantage of nations</td>
<td>Toyota (moodle)</td>
<td>Hill Ch:6 and on Moodle</td>
</tr>
<tr>
<td>Week 12 23 May</td>
<td>Review</td>
<td>Haier, Yadea, Galanz &amp; Suzlon (moodle)</td>
<td>Moodle</td>
</tr>
<tr>
<td>Week 13 30 May</td>
<td>Final Exam</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.

<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>
</tr>
<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>
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<td><strong>3. Communication: Our graduates will be effective professional communicators.</strong></td>
</tr>
<tr>
<td>You should be able to:</td>
</tr>
<tr>
<td>c. Prepare written documents that are clear and concise, using appropriate style and presentation for the intended audience, purpose and context, and</td>
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<tr>
<td>d. Prepare and deliver oral presentations that are clear, focused, well-structured, and delivered in a professional manner.</td>
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<td><strong>4. Teamwork: Our graduates will be effective team participants.</strong></td>
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<tr>
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<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 will 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>
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.

a. 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

b. 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

c. 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

d. 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/.

e. Keeping Informed

You should take note of all announcements made in lectures, tutorials or on the course web site. 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 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 at least [Fill in specific requirements for your School or course] 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.

**It is your responsibility to ensure that:**

1. You are recorded by the University as being correctly enrolled in all your courses.
2. You have successfully completed all prerequisite courses. Any work done in courses for which prerequisites have not been fulfilled will be disregarded (unless an exemption has been granted), and no credit given or grade awarded.
3. You abide by key dates:

Monday 29th February is the first day of Semester 1 lectures.

Sunday 6th March (end of Week 1) is the last day you can change your enrolment and timetable via myUNSW for the main Teaching Period (T1), and is also the due date for Semester 1 fees.

Thursday 31st March (before midnight, mid-semester break, after Week 4) is the last day to discontinue without financial penalty (T1 census date).

Sunday 24th April (before midnight, end Week 7) is the last day to discontinue without academic penalty (teaching period T1), resulting in a grade of NF (No Fail).

Note: from 2015, it is possible to withdraw late from a course, i.e., after the academic withdrawal deadline (24th April) up until the last day of teaching for the teaching period (5th June for T1). Late withdrawal means that you will receive an AW (Academic Withdrawal) grade on your academic transcript. It will not count for WAM, but will count for academic standing. For more information on late withdrawal, including penalties and implications for academic grades and transcripts, see: https://www.gs.unsw.edu.au/policy/documents/applicationlatewithdrawal.pdf

4. You organise your affairs to take account of examination and other assessment dates where these are known. Be aware that your final examination may fall at any time during the semester’s examination period. The scheduling of examinations is
controlled by the University administration. No early examinations are possible. The examination period for Semester 1, 2016, falls between 10\textsuperscript{th} and 27\textsuperscript{th} June (provisional dates subject to change).

5. When the final examination timetable is released in April, 2016, ensure that you have no clashes or unreasonable difficulty in attending the scheduled examinations.

6. Schools in the Business School schedule a common date for any supplementary exams that may be required. For Semester 1, these are:

\begin{itemize}
  \item 12\textsuperscript{th} July, 2016 – exams for UG courses in the School of Accounting
  \item 13\textsuperscript{th} July, 2016 – exams for UG courses in all Schools \textit{except} Accounting & Economics
  \item 14\textsuperscript{th} July, 2016 – exams for UG courses in the School of Economics
\end{itemize}

A full list of UNSW Key Dates is located at: https://student.unsw.edu.au/dates

\section*{12. STUDENT RESOURCES AND SUPPORT}

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

\begin{itemize}
  \item \textbf{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.
  \item \textbf{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.
  \item \textbf{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.
  \item \textbf{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.
  \item \textbf{Library training and search support services}
    http://info.library.unsw.edu.au/web/services/services.html
  \item \textbf{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.
  \item \textbf{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.
  \item \textbf{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
\end{itemize}