MNGT5232
Data Analysis and Decision Making Under Uncertainty

Course Outline
Session 1, 2016

Part A: Course-Specific Information

Part B: Key Policies, Student Responsibilities and Support
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PART A: COURSE-SPECIFIC INFORMATION

2. STAFF CONTACT DETAILS

Lecturer: Mr Brad Smith
Contact Ph: 0425 297 099
Email: brad.smith@unsw.edu.au

If you wish to discuss issues raised by the course that are not resolved in class discussions, please drop me an email or call to discuss.

About your lecturer:

Brad comes to teaching, training and consulting after a successful career in engineering and management. His last employed position was General Manager – Business Segment Environment with Alfa Laval, a multi-national engineering company. Prior to Alfa Laval, Brad held quality management and product development roles with several manufacturing companies.

For the last thirteen years Brad has facilitated sessions with senior and middle managers on Operations Management, Total Quality Management, Supply Chain Management, Data Analysis, Business Statistics and Decision Making with the AGSM Executive MBA and other premium MBA schools. With the UNSW Business School Master of Business Technology (MBT) he is the Course Co-ordinator and facilitator for Supply Chain Management and Management of Manufacturing Systems and facilitator for Project Management, and Quantitative Methods.

As a consultant he has worked with a diverse range of companies including CSR, Pritek Fluids Systems, Philips Lighting, ACNielsen, Cordina Chickens, Snap-On Tools, Thermoline Scientific, KCi Medical, Huhtamaki Packaging (a major supplier to McDonald's), BT Equipment (a major supplier of earth moving equipment) and Haden Engineering (commercial air-conditioning and construction).

3. COURSE DETAILS

3.1 Teaching Times and Locations

Updated information about class times and locations can be found on the AGSM @ UNSW Business School website and by logging in to the Google Calendar.

The course consists of a single class session each week, as outlined above, with a halfway break of 15 mins. Attendance and participation in this session are important components of the course. There are no tutorials for this course.

3.2 Units of Credit

MNGT5232 is a 6 units of credit course.

3.3 Summary of Course

Data Analysis and Decision Making under Uncertainty explores possibilities in using statistical data for creating models to assist managerial decision-making.
This course develops expertise in a standard set of statistical and graphical techniques, which will be useful in analysing business related data. These techniques are widely applied in a number of areas of management, including operations management, marketing, finance and economics. The course provides a change in mindset from ‘statistics can be used to show anything’ to ‘statistics provide a methodology to cope with uncertainty’.

3.4 Course Aims and Relationship to Other Courses

The course aims to encourage thinking statistically. It will encourage you to develop your abilities to understand and use data. It is designed to equip managers with the quantitative skills to make effective use of statistical data in the business workplace, to develop expertise in a standard set of statistical and graphical techniques that will be useful in analysing data, and to learn to apply these techniques in a number of areas of management. It is intended that you will leave the course with an ability to use Excel spreadsheets and the statistical software package StatToolsTM to analyse data, and with a good understanding of how to describe and model business relationships using simple and multiple linear regression analysis.

There are no pre-requisites for studying MNGT5232 Data Analysis and Decision Making under Uncertainty. Participants are assumed to have no prior knowledge of statistics or probability.

3.5 Student Learning Outcomes

When you have completed this course you should be able to:

1. Appreciate that the collection and statistical analysis of data improves business decisions and reduces the risk of implementing solutions that waste resources and effort.
2. Select and deploy the correct statistical method for a given data analysis requirement. In particular, develop expertise in describing data, process management, hypothesis testing and model building.
3. Achieve a practical level of competence in building statistical models that suit business applications.
4. Recognise, develop and distinguish between models for cross-sectional analysis at a single point in time and models for time series analysis at multiple points in time.
5. Run a statistical software package that integrates with Excel and interpret its output.
6. Increase your capability as a manager to “think statistically” using data and use this capability to support your business intuition.
7. Build sufficient skills to provide leadership in statistical methods for the staff in your area of responsibility.
UNSW Business School Graduate Attributes

This course contributes to your development of the following Australian School of Business Graduate Attributes, which are the qualities, skills and understandings we want you to have by the completion of your degree:

<table>
<thead>
<tr>
<th>Learning Outcomes</th>
<th>UNSW Business School Graduate Attributes</th>
<th>UNSW Business School GA No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2, 3 and 4.</td>
<td>Critical thinking and problem solving</td>
<td>1</td>
</tr>
<tr>
<td>2, 6 and 7</td>
<td>Communication</td>
<td>2</td>
</tr>
<tr>
<td>2, 4 and 6</td>
<td>Teamwork and leadership</td>
<td>3</td>
</tr>
<tr>
<td>1</td>
<td>Social, ethical and global perspectives</td>
<td>4</td>
</tr>
<tr>
<td>1, 2, 3 and 4</td>
<td>In-depth engagement with relevant disciplinary knowledge</td>
<td>5</td>
</tr>
<tr>
<td>2, 3, 4, 6 and 7</td>
<td>Professional skills</td>
<td>6</td>
</tr>
</tbody>
</table>

To see how the UNSW Business School Graduate Attributes relate to the UNSW Graduate Attributes, refer to the UNSW Business School website (Learning and Teaching >Graduate Attributes).

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 UNSW 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’).

MBA Program Learning Goals and Outcomes

**Learning Goal 1: Business Management Knowledge**
Students should be able to identify and apply current knowledge of disciplinary and interdisciplinary theory and professional practice to general management and business within diverse situations

**Learning Goal 2: Critical Thinking**
Students should understand and be able to identify, research and analyse complex issues and problems in business and develop appropriate solutions

**Learning Goal 3: Communication**
Students should be able to produce written documents and oral presentations that communicate effectively complex disciplinary ideas and information for the intended audience and purpose

**Learning Goal 4: Teamwork**
Students should be able to participate collaboratively and responsibly in teams and to reflect upon their own contribution to the team and on the necessary processes and knowledge within the team to achieve specified outcomes

**Learning Goal 5: Responsible Business**
Students should be able to appraise ethical, environmental and sustainability considerations in decision making and in practice in business
Students should be able to consider the social and cultural implications of management practices and of business activities
Learning Goal 6: Leadership
Students should be able to reflect upon their own personal leadership style and the leadership needs of business and of teams

Learning Goal 7: International Perspective
Students should understand the needs of undertaking business within a global context
Students should be able to apply business management knowledge to business situations within global markets with due recognition for differences in cultural, legal, commercial and other issues

Learning Goal 8: Risk Management
Students should be able to demonstrate an understanding of the limits in precision and the risks associated with business models
Students should be able to appraise risk and to develop risk mitigation strategies applicable to business undertaken within uncertain and volatile environments

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:

<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 MBA Program Learning Goals</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 Business Management Knowledge</td>
<td>1,2,3,4,5</td>
<td>Group Assignments and Individual Examinations</td>
</tr>
<tr>
<td>2 Critical Thinking</td>
<td>1,2,6</td>
<td>Group Assignments and Individual Examinations</td>
</tr>
<tr>
<td>3 Communication</td>
<td>6,7</td>
<td>Group Assignments and Individual Examinations</td>
</tr>
<tr>
<td>4 Teamwork</td>
<td>7</td>
<td>Group Assignments and Individual Examinations</td>
</tr>
<tr>
<td>5 Responsible Business</td>
<td>1,2,4,6</td>
<td>Group Assignments and Individual Examinations</td>
</tr>
<tr>
<td>6 Leadership</td>
<td>7</td>
<td>Group Assignments and Individual Examinations</td>
</tr>
<tr>
<td>7 International Perspective</td>
<td>Not specifically addressed in this course</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>8 Risk Management</td>
<td>1,6</td>
<td>Group Assignments and Individual Examinations</td>
</tr>
</tbody>
</table>

4. LEARNING AND TEACHING ACTIVITIES

4.1 Approach to Learning and Teaching in the Course

This course will be conducted over 12 weeks. Each week will contain one (1) x 3 hour lecture session each week.

The lecture sessions will focus on explaining the course notes and going through examples. The role of the lecture is to help you understand the context of the topic as well as work through the difficult points.
You are expected to prepare for each session by reading the relevant unit and doing those unit exercises which have solutions.

Each unit contains an “Exercises with Downloadable Solution” at the end of the unit. This exercise is done during class in small groups. There is no need to prepare this special exercise prior to class.

5. ASSESSMENT

5.1 Formal Requirements

In order to pass this course, you must:

- attend at least 80% of the class hours;
- achieve a composite mark of at least 50; and
- make a satisfactory attempt at all assessment tasks.

5.2 Assessment Summary

<table>
<thead>
<tr>
<th>Assessment Task</th>
<th>Weighting</th>
<th>Learning Outcomes assessed</th>
<th>UNSW Business School Graduate Attributes assessed</th>
<th>Length</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignment 1 (group)</td>
<td>15%</td>
<td>2, 5, 6</td>
<td>1, 3, 6</td>
<td>See below</td>
<td>In class, Week 6</td>
</tr>
<tr>
<td>Mid-session exam (individual)</td>
<td>25%</td>
<td>6, 7</td>
<td>1, 2</td>
<td>120 minutes (plus 15 minutes reading time)</td>
<td>Week 7</td>
</tr>
<tr>
<td>Assignment 2 (group)</td>
<td>15%</td>
<td>2, 3, 4, 5, 6</td>
<td>1, 3, 6</td>
<td>See Below</td>
<td>In class, Week 12</td>
</tr>
<tr>
<td>Final exam (individual)</td>
<td>45%</td>
<td>6, 7</td>
<td>1, 2</td>
<td>120 minutes (plus 15 minutes reading time)</td>
<td>Week 13</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5.3 Assessment Details

ASSIGNMENT 1

Weight: 15%
Due: In class – Week 6
Group Work: The assignment will be completed in groups

The assignment requirements will be distribute in Week 1. The assignment must be submitted in order to satisfy the course requirements. See formatting requirements for assignments in section 4.6 below.

MID-SESSION EXAM

Weight: 25%
Duration: 2 hours (plus 15 minutes reading time)
Date: Week 7
The mid-session exam will be open book. The exam will cover Units 1 to 5. The exam may contain true/false questions, calculation based questions and/or discussion style questions. Past exam questions are included in Unit 12 Q1-Q10.

ASSIGNMENT 2
Weight: 15%
Due: In Class – Week 12
Group Work: The assignment will be completed in groups

The assignment requirements will be handed out in class. The assignment must be submitted in order to satisfy the course requirements. See formatting requirements for assignments in section 4.6 below.

FINAL EXAM
Weight: 45%
Duration: 2 hours (plus 15 minutes reading time)
Date: Week 13, Date TBC

The final exam will be open book. The exam will cover Units 6 to 11. The final exam may contain true/false questions, calculation based questions and/or discussion style questions. Past exam questions are included in Unit 12 Q11-Q19.

5.4 Assignment Submission Procedure
You should be reminded to keep a copy of all work submitted for assessment and to keep your returned marked assignments.

5.5 Late Submission
AGSM MBA Programs applies a daily penalty of 5% to late assignments. This policy was reviewed in October 2009 in light of the fact that certain schools within the Australian School of Business apply a 10% penalty. The decision of AGSM MBA Programs following this review was that current 5% penalty is appropriate to all of our programs and will remain unchanged.

Refer to policy at: http://www.asb.unsw.edu.au/currentstudents/agsmmba/academicinformation/assessmentsandexaminations/Pages/default.aspx

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

5.6 Assignment Page count
Please note that the page limits are to be strictly observed, any remaining pages will not be read. All diagrams, text boxes, footers, tables, captions in the text and headers are included in the page count. The only part of your assessment which is not included
in the page count is the cover page and the reference list at the end of your submission. **No appendices are to be used in the assignments.**

5.7 **Assessment Format**

The required length of assignments is stated as number of pages per assignment. For consistency across all assignments students are required to supply assignments in a standard format. The format is described below and the page setup is the default setting in Microsoft Word – check the Page Setup when you open a new document to ensure the margin settings adhere to these default settings. Do not add any text in the margins.

The **equation editor and symbol features in Microsoft Word can be used to write mathematical expressions.**

The assessment should be submitted on A4 pages using the format and page setup prescribed below.

**Exception: In our statistics course, a 1.5 line space is allowed and the Body text font size can be 11 point.**

Subheadings should be used, and may make your presentation more readable. We suggest using a subheading order of 12 point bold for first order headings, 12 point bold italics for second order headings and 12 point italics for third order headings. You should use one line for the heading and start the text on the next line.

**Standard format:**
6. COURSE RESOURCES

There is no prescribed text book.

All materials will be provided through the course’s Moodle website. Go to https://moodle.telt.unsw.edu.au to find the Moodle Login page.

Enter your UserID (your zNumber) and Password (your zPass) and click Sign On.

The learning materials for this course comprise a comprehensive study guide.

Throughout this course, we shall use an Excel add-in, StatTools™ to perform statistical calculations. This will enable us to work with relatively large data sets like those typically seen in business settings.

You will need to use Excel and StatTools™ in order to complete Assignments 1 and 2. You will need knowledge of StatTools™ for the exams.

Most students will have some experience of Excel. Those with little previous experience may need to allocate more time outside class to improving their Excel skills.

Data for the examples and exercises is supplied on the course web site.

Instructions for obtaining the StatTools™ software will be posted on the course web site in the file Software Installation Instructions.pdf. The developers of StatTools™, Palisade www.palisade.com.au, are not obligated to provide phone support for students. Instead students can access the knowledge base of problems if they have issues installing or running StatTools™.

http://helpdesk.palisade.com/kb/

Additional material support: The study guide is designed to cover all the required concepts and exercises. Additional resources are suggested below. These are optional and provide extra support beyond the study guide for those seeking more assistance.

Earlier parts of the course:


Comprehensive reference covering more than the course


Other references on mathematics:

• http://mathcentre.ac.uk/

• Watson J, 2002, Managing Mathematics, 2nd ed, School of Economics, University of New South Wales

• Zegarelli M, 2007, Basic Math and Pre-Algebra for Dummies, Wiley Publishing Inc
7. COURSE EVALUATION AND DEVELOPMENT

Mid- and end-of-Session feedback is sought from students about the courses offered in the AGSM MBA Program, and continual improvements are made based on this feedback. The mid-Session feedback is collected in weeks 3 or 4, and communicated to students in the class following its collection. Significant changes to courses and programs within the Program based on end-of-Session feedback are communicated to subsequent cohorts of students.

8. COURSE SCHEDULE

<table>
<thead>
<tr>
<th>Week</th>
<th>Week commencing</th>
<th>Lecture Topic</th>
<th>Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>8 February</td>
<td>Describing and Visualising Data Assignment 1 Distributed</td>
<td>Unit 1</td>
</tr>
<tr>
<td>2</td>
<td>15 February</td>
<td>The Normal Distribution</td>
<td>Unit 2</td>
</tr>
<tr>
<td>3</td>
<td>22 February</td>
<td>Monitoring Business Processes: Part 1</td>
<td>Unit 3/4</td>
</tr>
<tr>
<td>4</td>
<td>29 February</td>
<td>Monitoring Business Processes: Part 2 <strong>Case Study: McMurrays Stores</strong></td>
<td>Unit 4</td>
</tr>
<tr>
<td>5</td>
<td>7 March</td>
<td>Hypothesis testing and confidence intervals</td>
<td>Unit 5</td>
</tr>
<tr>
<td>6</td>
<td>14 March</td>
<td>Simple linear regression: Part 1 Revision : Unit 12 Q1-Q10 <strong>Assignment 1 Collected</strong> Assignment 2 Distributed</td>
<td>Unit 6 Unit 12</td>
</tr>
<tr>
<td>7</td>
<td>21 March</td>
<td>Mid-session exam <em>(In-class Exam 2.0 Hrs.)</em></td>
<td>Units 1-5</td>
</tr>
<tr>
<td>8</td>
<td>28 March</td>
<td>Simple linear regression: Part 1 and 2</td>
<td>Unit 6/7</td>
</tr>
<tr>
<td>9</td>
<td>4 April</td>
<td>Multiple linear regression: Part 1</td>
<td>Unit 8</td>
</tr>
<tr>
<td>10</td>
<td>11 April</td>
<td>Multiple linear regression: Part 2 <strong>Case Study: Store 24</strong></td>
<td>Unit 9</td>
</tr>
<tr>
<td>11</td>
<td>18 April</td>
<td>Time Series Models: Part 1 and Part 2</td>
<td>Unit 10/11</td>
</tr>
<tr>
<td>12</td>
<td>25 April</td>
<td>Revision Units 6 – 12 Assignment 2 Collected</td>
<td>Unit 12</td>
</tr>
<tr>
<td>13</td>
<td>2 May</td>
<td><strong>Assignment 2 Returned</strong> Final Exam Week Final Exam Date: TBC</td>
<td>Units 6-12</td>
</tr>
</tbody>
</table>
1. PROGRAM LEARNING GOALS AND OUTCOMES

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

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

Program Learning Goals for undergraduate and postgraduate students cover the same key areas (application of business knowledge, critical thinking, communication and teamwork, ethical, social and environmental responsibility), which are key goals for all ASB 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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**MBA Program Learning Goals and Outcomes**

**Learning Goal 1: Business Management Knowledge**
Students should be able to identify and apply current knowledge of disciplinary and interdisciplinary theory and professional practice to general management and business within diverse situations

**Learning Goal 2: Critical Thinking**
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Students should be able to produce written documents and oral presentations that communicate effectively complex disciplinary ideas and information for the intended audience and purpose

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Learning Goal 7: International Perspective
Students should understand the needs of undertaking business within a global context

Students should be able to apply business management knowledge to business situations within global markets with due recognition for differences in cultural, legal, commercial and other issues

Learning Goal 8: Risk Management
Students should be able to demonstrate an understanding of the limits in precision and the risks associated with business models

Students should be able to appraise risk and to develop risk mitigation strategies applicable to business undertaken within uncertain and volatile environments

2. ACADEMIC HONESTY AND PLAGIARISM

The University regards plagiarism as a form of academic misconduct, and has very strict rules regarding plagiarism. For UNSW policies, penalties, and information to help you avoid plagiarism see: http://www.lc.unsw.edu.au/plagiarism/index.html as well as the guidelines in the online ELISE and ELISE Plus tutorials for all new UNSW students: http://info.library.unsw.edu.au/skills/tutorials/InfoSkills/index.htm.

To see if you understand plagiarism, do this short quiz: http://www.lc.unsw.edu.au/plagiarism/plagquiz.html

For information on how to acknowledge your sources and reference correctly, see: http://www.lc.unsw.edu.au/onlib/ref.html

For the ASB Harvard Referencing Guide, see the ASB Referencing and Plagiarism webpage (ASB >Learning and Teaching>Student services> Referencing and plagiarism)

3. STUDENT RESPONSIBILITIES AND CONDUCT

Students are expected to be familiar with and adhere to university policies in relation to class attendance and general conduct and behaviour, including maintaining a safe, respectful environment; and to understand their obligations in relation to workload, assessment and keeping informed.

AGSM MBA Programs and UNSW policies

In general, UNSW policies apply to staff and students of AGSM MBA Programs. Where there are additional points or procedures which apply specifically to AGSM MBA Programs they are set out on the AGSM website:
If students are in doubt about the policy or procedure relating to a particular matter they should seek advice from the Student Experience.


3.1 Workload

It is expected that you will spend at least ten hours per week studying this course. This time should be made up of reading, research, working on exercises and problems, 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.

3.2 Attendance

Your regular and punctual attendance at lectures and seminars is expected in this course. University regulations indicate that if students attend less than 80% of scheduled classes they may be refused final assessment. 

3.3 General Conduct and Behaviour

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

3.4 Occupational Health and Safety

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

3.5 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.
4. SPECIAL CONSIDERATION AND SUPPLEMENTARY EXAMINATIONS

You must submit all assignments and attend all examinations scheduled for your course. You should seek assistance early if you suffer illness or misadventure which affects your course progress. For both general and specific information on ‘special considerations’ contact Student Experience and the lecturer-in-charge: Also see http://www.asb.unsw.edu.au/currentstudents/agsmmba/academicinformation/assessmentsandexaminations/Pages/default.aspx#exams

and myUNSW


General Information on Special Consideration:

1. All applications for special consideration must be lodged online through myUNSW within 3 working days of the assessment due date (Log into myUNSW and go to My Student Profile tab > My Student Services channel > 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 the instructions and conditions at: https://my.unsw.edu.au/student/atoz/SpecialConsideration.html.

2. Please note that documentation may be checked for authenticity and the submission of false documentation will be treated as academic misconduct.

3. Applications will not be accepted by teaching staff. Student Experience will be automatically notified when you lodge an online application for special consideration.

4. Decisions and recommendations are only made by Student Experience, not by tutors.

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

Special Consideration and the Final Exam:

Applications for special consideration in relation to the final exam are considered by an AGSM Student Experience panel to which lecturers-in-charge provide their recommendations for each request.

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.
5. STUDENT RESOURCES AND SUPPORT

The University and the ASB provide a wide range of support services for students:

- **AGSM Student Experience**
  Advice and direction on all aspects of enrolment, timetables and graduation.
  Ground Floor – Blue Counter, AGSM Building (G27),
  Ph: 9931 9400
  E: studentexperience@agsm.edu.au

- **eLearning Support**: For online help using Moodle, follow the links from [http://teaching.unsw.edu.au/moodle-students](http://teaching.unsw.edu.au/moodle-students)

*For login issues*
Contact the **UNSW IT Service Centre**:
Hours: Monday–Friday 8am – 8pm
Saturday–Sunday 11am – 2pm
Email: ITServiceCentre@unsw.edu.au
Phone: (02) 9385 1333; International: +61 2 9385 1333

*For assistance in using Moodle, including how to upload assessments*
Contact the **AGSM Elearning Coordinator**:
Hours: Monday – Friday, 9am – 5pm
Email: elearning@agsm.edu.au
Phone: (02) 9931 9541; International: +61 2 9931 9541

*For help with technical issues and problems*
Contact the **External TELT Service Centre**:
Hours: Monday–Friday 7.30am – 9.30pm
Saturday–Sunday 8.30am – 4.30pm
Email: externalteltsupport@unsw.edu.au
Phone: (02) 9385 3331; International: +61 2 9385 3331

- **ASB Education Development Unit (EDU)**
  Academic writing, study skills and maths support specifically for ASB students.
  Services include workshops, online and printed resources, and individual consultations. EDU Office: Room GO7, Ground Floor, ASB Building (opposite Student Centre); Ph: +61 2 9385 5584; Email: edu@unsw.edu.au

- **UNSW Learning Centre** [www.lc.unsw.edu.au](http://www.lc.unsw.edu.au)
  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**: 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)
  UNSW Library Annexe (Ground floor)

- **UNSW Counselling and Psychological Services**
  [http://www.counselling.unsw.edu.au](http://www.counselling.unsw.edu.au)
  Free, confidential service for problems of a personal or academic nature; and workshops on study issues such as ‘Coping With Stress’ and ‘Procrastination’.
  Office: Level 2, Quadrangle East Wing; Ph: +61 2 9385 5418

- **Student Equity & Disabilities Unit**  [http://www.studentequity.unsw.edu.au](http://www.studentequity.unsw.edu.au)  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; Ph: +61 2 9385 4734