MNGT5521
Special Topic: Financial Strategy

Course Outline
Session 4, 2017

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PART A: COURSE-SPECIFIC INFORMATION

1 STAFF CONTACT DETAILS
Course Coordinator: Professor Chris Adam
Room: Quad Building Level 1, Room 1038E
Phone: 9385 9695
Email: c.adam@unsw.edu.au
Consultation Times: By appointment

2 COURSE DETAILS

2.1 Teaching Times and Locations
Updated information about class times and locations can be found on the AGSM website and by logging in to the Google Calendar. Please note that changes to the teaching times and the class rooms may occur.

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

2.3 Summary of Course
The focus of the course is on corporate financing: that is, how organisations create and use strategies in the financial markets to obtain funding for their activities, how they structure the contracts for the supply of capital, and how they link these to internal contracts with assets within the organisation by means such as executive compensation. Additionally, we will explore the application of corporate finance theory in the business environment.

2.4 Course Aims and Relationship to Other Courses
Classical Finance takes the view that (i) the interests of the owners (equity holders) of an organisation and its management are aligned – so the management is working only for the owners – and (ii) the creditors of an organisation will be repaid their funds with an appropriate return for risk unless a system-wide catastrophe overtakes the organisation. Yet we observe in the capital markets organisations investing a great deal of time and real resources trying to protect the investments of the owners and of the creditors, as if the two views of Classical Finance do not hold. This observation suggests we need to modify our Classical Finance model.

The main modifications are to recognise that management and ownership are often separated, and that asymmetric information prevents all capital market participants being able to know fully about the risks they face so stopping them from insuring against them. The Financial Strategy course starts with these modifications to give a framework for empirical analysis. We then study a wide range of actual financial market activities adopted by organisations to meet the requirements of their worried investors, using a life-cycle approach to organisations from their inception to their death. We examine many examples of success and failure that financial investors have
encountered in organisations both in Australia and overseas; and we learn about the driving forces behind changes in financial markets such as credit crises. We also look at the optimal capital structures for various businesses.

This course can function as a capstone for Finance courses offered in the AGSM MBA Program, because it builds on existing knowledge that is drawn from those other courses and is offered in the final Session of the Program. The only prerequisite for this course, however, is the core Finance course or equivalent knowledge, and students do not need to have completed other Finance electives in the degree.

2.5 Course Learning Outcomes

Students who successfully complete MNGT5521 Financial Strategy will have an understanding of how corporations raise capital in developed capital markets, and the benefits and costs of their doing so.

At the successful completion of this course, students will be able to:

- understand how organisations raise capital at different phases of their life cycles, and in different market conditions
- analyse empirical data presented in cases and tables to provide cogent arguments for specific strategies to be adopted by organisations for their capital raising or executive compensation
- contribute to oral case discussions on what financial strategies organisations might adopt in specific circumstances of the cases
- exercise judgement on ethical principles involved with the development of financial strategies
- explain differences in corporate responses to financial strategic creation in the United States, the United Kingdom, Australia and China
- evaluate risk involved with competing corporate financial strategies at different stages of organisational life cycle.

The course is delivered as a general introduction to financial strategy. Students who do not plan to specialise in the area can take the course as a stand-alone course. The course also provides the platform for more advanced analysis in corporate finance for those who intend to pursue careers as corporate finance managers, portfolio managers, bankers, investment bankers or consultants. This course is complementary to the AGSM MBA elective Advanced Managerial Finance, but does not require you to have taken that elective.

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 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

<table>
<thead>
<tr>
<th>Learning Goal</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Learning Goal 1:</strong> Business Management Knowledge</td>
<td>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.</td>
</tr>
<tr>
<td><strong>Learning Goal 2:</strong> Critical Thinking</td>
<td>Students should understand and be able to identify, research and analyse complex issues and problems in business and develop appropriate solutions.</td>
</tr>
<tr>
<td><strong>Learning Goal 3:</strong> Communication</td>
<td>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.</td>
</tr>
<tr>
<td><strong>Learning Goal 4:</strong> Teamwork</td>
<td>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.</td>
</tr>
<tr>
<td><strong>Learning Goal 5:</strong> Responsible Business</td>
<td>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.</td>
</tr>
<tr>
<td><strong>Learning Goal 6:</strong> Leadership</td>
<td>Students should be able to reflect upon their own personal leadership style and the leadership needs of business and of teams.</td>
</tr>
<tr>
<td><strong>Learning Goal 7:</strong> International Perspective</td>
<td>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.</td>
</tr>
<tr>
<td><strong>Learning Goal 8:</strong> Risk Management</td>
<td>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.</td>
</tr>
</tbody>
</table>
The following table shows how your Course Learning Outcomes relate to the overall Program Learning Goals and Outcomes, and indicates where these are assessed (they may also be practised 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><strong>This course helps you to achieve the following MBA Program Learning Goals</strong></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>Understand how organisations raise capital at different phases of their life cycles, and in different market conditions.</td>
<td>Mid-session exam (part of content assessed) Final Exam (part of content assessed)</td>
</tr>
<tr>
<td>2 Critical Thinking</td>
<td>Analyse empirical data presented in cases and tables to provide cogent arguments for specific strategies to be adopted by organisations for their capital raising or executive compensation.</td>
<td>In-class case discussions (assessed as part of 20% of course grade); and Group Case Development assignment (assessed for 25% of course grade).</td>
</tr>
<tr>
<td>3 Communication</td>
<td>Contribute to oral case discussions on what financial strategies organisations might adopt in specific circumstances of the cases.</td>
<td>In-class oral case discussions (assessed as part of 20% of course grade)</td>
</tr>
<tr>
<td>4 Teamwork</td>
<td>Not specifically addressed in this course.</td>
<td>Not specifically addressed in this course.</td>
</tr>
<tr>
<td>5 Responsible Business</td>
<td>Exercise judgement on ethical principles involved with the development of financial strategies.</td>
<td>Specific topics assessed in oral case discussions of executive compensation; and evaluation of corporate financial behaviour in turbulent capital markets.</td>
</tr>
<tr>
<td>6 Leadership</td>
<td>Not specifically addressed in this course.</td>
<td>Not specifically addressed in this course.</td>
</tr>
<tr>
<td>7 International Perspective</td>
<td>Explain differences in corporate responses to financial strategic creation in the United States, the United Kingdom, Australia and China.</td>
<td>In-class case discussions (assessed as part of 20% of course grade).</td>
</tr>
<tr>
<td>8 Risk Management</td>
<td>Evaluate risk involved with competing corporate financial strategies at different stages of organisational life cycle.</td>
<td>Mid-session exam (part of content assessed) Final Exam (part of content assessed)</td>
</tr>
</tbody>
</table>
3 LEARNING AND TEACHING ACTIVITIES

3.1 Approach to Learning and Teaching in the Course

Courses in the AGSM MBA Programs have been designed using the action learning approach. The action learning approach is based on the assumption that to achieve change we need to practise new behaviours and skills, receive feedback, see the consequences of new ways of behaving and thereby integrate new skills into our way of thinking and behaving.

The experiential approach to learning forms the starting point of the action learning cycle. The action learning cycle can be represented as follows:

From our own experience, we observe and reflect so that we can formulate new concepts, principles and strategies for action. Finally, we experiment and practise them in new situations.

We encourage you to start the learning cycle for yourself by working through the course materials, to formulate new understanding by active participation in the weekly sessions (e.g. discussions with the Course Coordinator and Facilitator and other students), and to enhance your learning through additional exercises and practice in real-life situations.

3.2 Learning Activities and Teaching Strategies

You have several major resources to help you learn:

- The class sessions with your Course Coordinator and Facilitator. The Course Coordinator and Facilitator's job is to facilitate your learning by teaching key concepts, conducting class discussions, answering questions that might arise for you after you have done the week’s work, providing insights from his own experience and understanding of theory, providing you with feedback on your assignments.
- The written course materials included in the textbook and other readings posted on the course Moodle website.
- Your fellow students. Your classmates are an invaluable potential source of learning for you. Their experiences in similar and different jobs and industries represent a great learning opportunity for you.
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 Task</th>
<th>Weighting</th>
<th>Length</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid-session in-class</td>
<td>20%</td>
<td>70 minutes</td>
<td>Week 5</td>
</tr>
<tr>
<td>quiz</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Case Development</td>
<td>25%</td>
<td>4,000 words</td>
<td>Week 10</td>
</tr>
<tr>
<td>In-Class Case Analysis</td>
<td>20%</td>
<td>Discussion of set</td>
<td>Weeks 4–12 of</td>
</tr>
<tr>
<td></td>
<td></td>
<td>cases in class</td>
<td>session</td>
</tr>
<tr>
<td>Final Exam</td>
<td>35%</td>
<td>2 hours</td>
<td>Week 13</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4.2.1 Details of each assessment task:

Mid-session Quiz

Weighting: 20%
• A 70 minute quiz comprising several multiple-choice questions (all to be answered) plus problem-oriented questions will be held in Week 5. The coverage of the quiz is material related to the first four weeks of learning in the course. The quiz is open-book and will be written under exam conditions in the teaching classroom using standard issued examination answer booklets.

• Rationale/purpose for the assessment task: to allow students to assess their engagement with the disciplinary knowledge and their critical and analytical thinking and problem-solving abilities in Financial Strategy.

• Marking criteria: answers to the multiple-choice questions and problem-oriented questions will be provided to the students when the marked quizzes are returned.

Case Development

Submission: 5pm on the day of the Week 10 class.

Submission Format: The Case Development will be composed for submission in hard copy and electronic form.

Weighting: 25%
• Details of this task are given in a separate document to be sent via email in November.

• Rationale/purpose for the assessment task: the Case Development provides you with the opportunity to explore in depth a particular area of the course by collating materials for, and creating a first write-up of, a real-world case designed to
show a particular model or process in Financial Strategy. The case would be used in an MBA course in Financial Strategy, for students with a good understanding of basic finance theory and some applications. The work is done in a self-selected group so you are given a clear opportunity to share your learning, and learn from others, about the area. This exercise is intended to allow students to assess their engagement with the disciplinary knowledge and their critical and analytical thinking in a team environment.

• **Marking criteria**

A copy of the marking grid will be provided in the November email.

The facilitator will provide a summary mark for each Case Development to the submitting group prior to the Final Examination. More detailed feedback to each submitting group will be available in discussions with the facilitator following the completion of the course assessment.

In-Class Case Analysis and Exercises: (ICCA&E)

**Weighting: 20%**

In Weeks 4 to 12, students will prepare oral analyses of a set of cases or exercises provided by the facilitator.

• **Rationale for the assessment task:** to allow students to assess their engagement with applications of the disciplinary knowledge of the course.

• **Marking criteria/grade descriptors against which assessments and participation will be evaluated:**

Performance of students in the case or exercise discussions will be assessed by the facilitator using three criteria:

1. evidence of preparation
2. quality of response to direct questions
3. effort in extending analyses of other students.

• **Presentation requirements for ICCA&E:** students will be present in class and willing and able to participate in the case discussions.

**Final Examination**

**Weighting: 35%**

**Date: TBC**

• **Brief description of Final Examination:** a two-hour written Final Examination comprising several multiple-choice questions (all to be answered) plus problem-oriented questions. The coverage of the Final Exam is material addressed in all the teaching weeks of the course. The Final Exam is open book.

• **Rationale for the assessment task:** to allow students to assess their understanding of the disciplinary knowledge and their critical and analytical thinking and problem-solving abilities over the whole of the content of Financial Strategy.
• The facilitator will provide oral feedback to any enquiring student once the marking has been completed and the results for the course compiled.

• **Exam submission procedure:** students will take the Final Examination during the AGSM MBA Program examination period at the end of session, and hand in their answers at the end of the allotted time for the Final Examination.

Further information on assessment policies and guidelines can be found at: https://www.business.unsw.edu.au/agsm/students/resources/assessments-and-examinations

### 4.3 Assessment Format

Details of these are contained in the individual assignment descriptions to be made available to the class during the Session.

### 4.4 Assignment Preparation and Submission

Unless otherwise stipulated in the specific details for each of your assignments (excluding handwritten quizzes and examinations), please prepare and submit your assignments in accordance with the following.

#### Assignment length

What is **included** in the word count?

- Executive Summary (if required), all text, tables, figures, diagrams and charts, appendices and table of contents (if required)

What is **excluded** from the word count?

- Reference list or bibliography

Any text (including appendices) that goes beyond the word count will not be read in grading the assignment.

#### Assignment format

For consistency across all assignments, students are required to supply assignments in a standard format, which is detailed below. Assignments should always be submitted in Word format.

<table>
<thead>
<tr>
<th>Headings</th>
<th>Body text</th>
<th>Page setup</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Font: Times New Roman&lt;br&gt;• Font size: 12 points&lt;br&gt;• Line spacing: Double&lt;br&gt;• Text style: Bold</td>
<td>• Font: Times New Roman&lt;br&gt;• Font size: 12 point&lt;br&gt;• Line spacing: Double&lt;br&gt;• Text style: Normal</td>
<td>• Top: 2.54 cm&lt;br&gt;• Bottom: 2.54 cm&lt;br&gt;• Left: 3.17 cm&lt;br&gt;• Right: 3.17 cm&lt;br&gt;• Header: 1.25 cm&lt;br&gt;• Footer: 1.25 cm</td>
</tr>
</tbody>
</table>

**Note:** The left and right margins are wider than the default margins in Word.
Paragraph breaks
First line indent: 1.27cm

Diagrams and tables
Students are encouraged to include diagrams and tables in their assessments, but must ensure they do not take up more than 20% of the assignment.

Diagrams and tables must:
• be formatted with single line spacing
• be formatted with a minimum font size of 8 points
• be positioned vertically in between paragraphs.

Assignment file name
Please use the following naming convention for each assignment.
z9999999_surname_[XXXX1111]_17s4_Ass1

where:
• z9999999 is your student ID – please insert your surname
• XXXX1111 is the course code
• 17s4 is the session name (2017, Session 4)
• Ass1 is the Assignment number (Ass2 for Assignment 2)

Assignment submission
1. You must submit your assignment through your online classroom as per the instructions in your LMS User Manual.

2. Assignment submission in your LMS is performed via Turnitin, the similarity detection software used by UNSW students and teaching staff to prevent plagiarism by ensuring referencing is correct and that work has not been inadvertently copied from elsewhere. You can access Turnitin under the 'Assessments' section in your Moodle course site.

3. You are able to submit a draft version of your assignment prior to the due date. This enables you to view the Turnitin similarity report on your work and decide whether it complies with the guidelines regarding referencing and plagiarism, before you submit your final version for marking. More information about plagiarism can be found here: https://student.unsw.edu.au/plagiarism

4. Please note that draft assignments submitted in this way will be regarded as the final version at the due date if you have not uploaded a subsequent, finalised version (each file uploaded overwrites the previous version).

5. Late submissions are possible but will be marked as such and will be subject to late penalties of 5% of the assignment weighting for each day late. If for any reason you are unable to submit a late submission via Turnitin please contact your Facilitator or AGSM Student Experience.

6. Extensions to assignment deadlines will be granted only in exceptional circumstances, and where adequate supporting documentation can be provided.
Please note that work commitments do not constitute grounds for an extension. Requests must be made through the special consideration process. For details about this process, see: https://student.unsw.edu.au/special-consideration

7. You will be advised of your mark by your Facilitator within 14 days of assignment submission date.

8. Please keep a copy of your assignment.

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 and will not be related to course grades.

5 COURSE RESOURCES
• Textbook required for purchase: Bender, R 2013, Corporate financial strategy, 4th edn, Taylor & Francis.
• Readings and cases will also be available for this course and issued during the course ahead of need and located on the AGSM MBA Program Moodle site.
• UNSW Library information link to: http://info.library.unsw.edu.au/web/services/services.html

6 OTHER RESOURCES
BusinessThink is UNSW’s free, online business publication. It is a platform for business research, analysis and opinion. If you would like to subscribe to BusinessThink, and receive the free monthly e-newsletter with the latest in research, opinion and business, go to http://www.businessthink.unsw.edu.au.

7 COURSE EVALUATION AND DEVELOPMENT
Feedback is sought from students about the courses offered in the AGSM MBA Program, and continual improvements are made based on this feedback. Feedback is generally collected in Weeks 3 or 4, and subsequently communicated to students. Significant changes to courses and programs within the Program based on formal end-of-session feedback are communicated to subsequent cohorts of students.
## 8 COURSE SCHEDULE

<table>
<thead>
<tr>
<th>Week</th>
<th>Lecture Topic</th>
<th>Other Activities/ Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>Introduction to Financial Strategy&lt;br&gt;Framework for Analysis: Separating Ownership and Control</td>
<td></td>
</tr>
<tr>
<td>Week 2</td>
<td>Framework for Analysis: Information Asymmetries</td>
<td></td>
</tr>
<tr>
<td>Week 3</td>
<td>Corporate Life Cycle and Financial Strategy</td>
<td></td>
</tr>
<tr>
<td>Week 4</td>
<td>Analysing optimal capital structures / Financing Growth</td>
<td><strong>Class exercise 1:</strong> Industry matrix and metrics</td>
</tr>
<tr>
<td>Week 5</td>
<td>Financing Growth</td>
<td><strong>Mid-Session Quiz</strong>&lt;br&gt;(Chapters 1, 3, 4, 5, 6, 7 + Readings to end Week 4)</td>
</tr>
<tr>
<td>Week 6</td>
<td>Financing Growth; Mature Companies</td>
<td>Case for in-class discussion</td>
</tr>
<tr>
<td>Week 7</td>
<td>Declining Business &amp; Financial Restructuring</td>
<td><strong>Class exercise 2:</strong> Challenging Times</td>
</tr>
<tr>
<td>Week 8</td>
<td>Operational Issues &amp; intro into M&amp;A</td>
<td>Case for in-class discussion</td>
</tr>
<tr>
<td>Week 9</td>
<td>Mergers and Acquisition</td>
<td><strong>Class exercise 3:</strong> The M&amp;A bid</td>
</tr>
<tr>
<td>Week 10</td>
<td>New Frontiers in Financial Strategy I</td>
<td><strong>Case Development due</strong>&lt;br&gt;Case for in-class discussion</td>
</tr>
<tr>
<td>Week 11</td>
<td>New Frontiers in Financial Strategy II</td>
<td>Case for in-class discussion</td>
</tr>
<tr>
<td>Week 12</td>
<td>Review case</td>
<td>Case for in-class discussion</td>
</tr>
<tr>
<td>Week 13</td>
<td></td>
<td><strong>Final Exam</strong>&lt;br&gt;(Chaps 1, 3, 4, 5, 6, 7, 8, 9, 10, 17, 18 + Readings to end Week 12)</td>
</tr>
</tbody>
</table>

Please note that the topics may change subject to the availability of potential guest speakers.
PART B: KEY POLICIES, STUDENT RESPONSIBILITIES AND SUPPORT

1. 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 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: https://student.unsw.edu.au/plagiarism-quiz

For information on how to acknowledge your sources and reference correctly, see: https://student.unsw.edu.au/referencing


2. 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:
https://www.business.unsw.edu.au/agsm/students/resources/students-rights-responsibilities

If students are in doubt about the policy or procedure relating to a particular matter they should seek advice from the Student Experience.

Information and policies on these topics can be found in the ‘A-Z Student Guide’: https://student.unsw.edu.au/guide

See, especially, information on ‘Attendance and Absence’, ‘Assessment Information’, ‘Examinations’, ‘Workload’ and policies such as ‘Occupational Health and Safety’.

2.1 Workload

It is expected that you will spend at least 10 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.
2.2 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.
https://www.business.unsw.edu.au/agsm/students/student-enrolment-information#attendance-participation

2.3 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/guide

2.4 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://safety.unsw.edu.au/

2.5 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.

3. STUDENT RESOURCES AND SUPPORT

eLearning
To access Moodle, go to: https://moodle.telt.unsw.edu.au/login/index.php
Login with your student zID (username) and zPass (password).

Moodle eLearning support
Should you have any difficulties accessing your course online, please contact the eLearning support below:
For login issues:

UNSW IT Service Centre
Hours: Monday to Friday: 8.00am – 8.00pm
Saturday and Sunday: 11.00am – 2.00pm
Email: ITServiceCentre@unsw.edu.au
Phone: Internal: x51333
External: 02 9385 1333
International: +61 2 9385 1333

For assistance in using Moodle, including how to upload assessments:
The AGSM eLearning Coordinator
Hours: Monday to Friday: 9.00am – 5.00pm
Email: elearning@agsm.edu.au
Phone: Internal: x19541
       External: 02 9931 9541
       International: +61 2 9931 9541

For help with technical issues and problems:

External TELT Support
Hours: Monday to Friday: 7.30am – 9.30pm
       Saturdays and Sundays: 8.30am – 4.30pm
Email: externalteltsupport@unsw.edu.au
Phone: Internal: x53331
       External: 02 9385 3331
       International: +61 2 9385 3331

Administrative support

Student Experience
If you have any administrative queries, they should be addressed to Student Experience.

Student Experience
AGSM MBA Programs
UNSW Business School
SYDNEY NSW 2052
Tel: +61 2 9931 9400
Email: studentexperience@agsm.edu.au

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

- **Business School Education Development Unit (EDU)**
  [https://www.business.unsw.edu.au/students/resources/learning-support](https://www.business.unsw.edu.au/students/resources/learning-support)

  The EDU provides academic writing, study skills and maths support specifically for Business students. Services include workshops, online resources, and individual consultations.

  EDU Office: Level 1, Room 1033, Quadrangle Building.
  Phone: +61 2 9385 5584; Email: edu@unsw.edu.au

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

  Provides academic skills support services, including workshops and resources, for all UNSW students. See website for details.
• Library training and search support services
  http://info.library.unsw.edu.au/web/services/services.html

• 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: +61 2 9385 5418.

• 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: +61 2 9385 4734; Email: seadu@unsw.edu.au