MNGT8521
Financial Strategy

Course Outline
Session 1, 2015

Part A: Course-Specific Information

Part B: Key Policies, Student Responsibilities and Support
Table of Contents

PART A: COURSE-SPECIFIC INFORMATION 1
2. STAFF CONTACT DETAILS 1
3. COURSE DETAILS 1
   3.1 Teaching Times and Locations 1
   3.2 Bad Weather Policy 1
   3.3 Units of Credit 1
   3.4 Summary of Course 1
   3.5 Course Aims and Relationship to Other Courses 2
   3.6 Student Learning Outcomes 2
4. LEARNING AND TEACHING ACTIVITIES 5
   4.1 Approach to Learning and Teaching in the Course 5
   4.2 Learning Activities and Teaching Strategies 5
5. ASSESSMENT 6
   5.1 Formal Requirements 6
   5.2 Assessment Details 6
   5.3 Details of each assessment tasks 6
   5.4 Assessment Format 7
   5.5 Late Submission 7
6. COURSE RESOURCES 8
   6.1 eLearning information 8
7. COURSE EVALUATION AND DEVELOPMENT 8
8. COURSE SCHEDULE 8

PART B: KEY POLICIES, STUDENT RESPONSIBILITIES AND SUPPORT 10
PROGRAM LEARNING GOALS AND OUTCOMES 10
ACADEMIC HONESTY AND PLAGIARISM 11
STUDENT RESPONSIBILITIES AND CONDUCT 12
   1. Workload 12
   2. Attendance 12
   3. General Conduct and Behaviour 12
   4. Occupational Health and Safety 13
   5. Keeping Informed 13
SPECIAL CONSIDERATION AND SUPPLEMENTARY EXAMINATIONS 13
STUDENT RESOURCES AND SUPPORT 14
PART A: COURSE-SPECIFIC INFORMATION

2. STAFF CONTACT DETAILS

Lecturer-in-charge: Professor Chris Adam  
Room: Quadrangle Building, Level 1, Room 1038E  
Phone: (+61 2) 9385 9695  
Email: c.adam@unsw.edu.au  
Consultation Times: By appointment

3. COURSE DETAILS

3.1 Teaching Times and Locations

Classes start on Saturday 28 February 2015, and conclude on Sunday 8 March 2015.

<table>
<thead>
<tr>
<th>#</th>
<th>Day</th>
<th>Date</th>
<th>Lecture time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Saturday</td>
<td>28 February 2015</td>
<td>2:00pm – 8:00pm</td>
<td>Cliftons, HK</td>
</tr>
<tr>
<td>2</td>
<td>Sunday</td>
<td>1 March 2015</td>
<td>10:00pm – 7:00pm</td>
<td>Cliftons, HK</td>
</tr>
<tr>
<td>3</td>
<td>Monday</td>
<td>2 March 2015</td>
<td>7:00pm – 10:15pm</td>
<td>Cliftons, HK</td>
</tr>
<tr>
<td>4</td>
<td>Tuesday</td>
<td>3 March 2015</td>
<td>7:00pm – 10:15pm</td>
<td>Cliftons, HK</td>
</tr>
<tr>
<td>5</td>
<td>Thursday</td>
<td>5 March 2015</td>
<td>8:00pm – 10:15pm</td>
<td>Cliftons, HK</td>
</tr>
<tr>
<td>6</td>
<td>Friday</td>
<td>6 March 2015</td>
<td>7:00pm – 10:15pm</td>
<td>Cliftons, HK</td>
</tr>
<tr>
<td>7</td>
<td>Saturday</td>
<td>7 March 2015</td>
<td>2:00pm – 8:00pm</td>
<td>Cliftons, HK</td>
</tr>
<tr>
<td>8</td>
<td>Sunday</td>
<td>8 March 2015</td>
<td>10:00am – 7:00pm</td>
<td>Cliftons, HK</td>
</tr>
</tbody>
</table>

3.2 Bad Weather Policy

Classes will be cancelled if a No. 8 or higher tropical cyclone warning signal or black storm warning is raised at any time from 3 hours before the start of the class. In the event of cancellation due to bad weather, make up classes may or may not be held depending on room/lecturer availability.

3.3 Units of Credit

The course is worth 6 units of credit.

There is no parallel teaching in this course.

3.4 Summary of Course

The focus of the course is on corporate financing: that is, how organizations 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 organization by means such as executive compensation.
3.5 Course Aims and Relationship to Other Courses

Classical Finance takes the view that (i) the interests of the owners (equity holders) of an organization and its management are aligned – so the management is working only for the owners - and (ii) the creditors of an organization will be repaid their funds with an appropriate return for risk unless a system-wide catastrophe overtakes the organization. Yet we observe in the capital markets organizations 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 recognize 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 organizations to meet the requirements of their worried investors, using a life-cycle approach to organizations from their inception to their death. We examine many examples of success and failure that financial investors have encountered in organizations both in Australia and overseas; and we learn about the driving forces behind changes in financial markets such as credit crises.

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. The only pre-requisite 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.

3.6 Student Learning Outcomes

Students who successfully complete MNGT8521 Financial Strategy will have an understanding of how corporations raise capital in developed capital markets, and the benefits and costs of them doing so.

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

- explain the difference between models of perfect capital markets and imperfect capital markets;
- understand foundation analytical concepts such as moral hazard, adverse selection, and asymmetric information as they relate to capital markets;
- know how and why the capital provisions for corporations change over the lifecycle of the corporation;
- grasp the nature of the empirical evidence, both statistical and case-based, that supports analysts’ views about the evolving role of private equity and venture capital;
- recognise the market signals that are leading indicators of financial distress in corporations;
appreciate the financial choices available to corporations for supporting operational restructuring;

elucidate the critical elements of when and how financial risk management can enhance corporate value, and when it damages corporate value; and

be able to see how financial crises can emerge that can, despite financial risk management, disrupt financial strategies developed by organizations.

The course is delivered as a general introduction to financial strategy. Students who do not plan to specialize 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.

### MBA Program Learning Goals and Outcomes

<table>
<thead>
<tr>
<th>Learning Goal 1: Business Management Knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<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>
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<table>
<thead>
<tr>
<th>Learning Goal 2: Critical Thinking</th>
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</thead>
<tbody>
<tr>
<td>Students should understand and be able to identify, research and analyse complex issues and problems in business and develop appropriate solutions</td>
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</table>

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<thead>
<tr>
<th>Learning Goal 3: Communication</th>
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</thead>
<tbody>
<tr>
<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>
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<thead>
<tr>
<th>Learning Goal 4: Teamwork</th>
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<tbody>
<tr>
<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>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Learning Goal 5: Responsible Business</th>
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<tbody>
<tr>
<td>Students should be able to appraise ethical, environmental and sustainability considerations in decision making and in practice in business</td>
</tr>
<tr>
<td>Students should be able to consider the social and cultural implications of management practices and of business activities</td>
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</table>

<table>
<thead>
<tr>
<th>Learning Goal 6: Leadership</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students should be able to reflect upon their own personal leadership style and the leadership needs of business and of teams</td>
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<table>
<thead>
<tr>
<th>Learning Goal 7: International Perspective</th>
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</thead>
<tbody>
<tr>
<td>Students should understand the needs of undertaking business within a global context</td>
</tr>
<tr>
<td>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>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Learning Goal 8: Risk Management</th>
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</thead>
<tbody>
<tr>
<td>Students should be able to demonstrate an understanding of the limits in precision and the risks associated with business models</td>
</tr>
<tr>
<td>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>
For more information on the Postgraduate Coursework Program Learning Goals and Outcomes, see Part B of the course outline.
The following table shows how your Course Learning Outcomes relate to the overall Program Learning Goals and Outcomes, and indicates where these are assessed (they may also be 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 organizations raise capital at different phases of their life cycles, and in different market conditions.</td>
<td>Final Exam (all 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 organizations for their capital raising or executive compensation.</td>
<td>Group Assignment; Final Exam</td>
</tr>
<tr>
<td>3 Communication</td>
<td></td>
<td>Not specifically addressed in this course.</td>
</tr>
<tr>
<td>4 Teamwork</td>
<td></td>
<td>Not specifically addressed in this course.</td>
</tr>
<tr>
<td>5 Responsible Business</td>
<td>Exercise judgment on ethical principles involved with the development of financial strategies.</td>
<td>Group Assignment; Final Exam.</td>
</tr>
<tr>
<td>6 Leadership</td>
<td></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 US, the UK, Australia, and China.</td>
<td>Group Assignment; Final Exam.</td>
</tr>
<tr>
<td>8 Risk Management</td>
<td>Evaluate risk involved with competing corporate financial strategies at different stages of organizational life cycle.</td>
<td>Group Assignment; Final Exam.</td>
</tr>
</tbody>
</table>
4. LEARNING AND TEACHING ACTIVITIES

4.1 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:

- Concrete experience
- Observe and reflect
- Formulate new understanding, principles and strategies for action
- Experiment and practise


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 class sessions (e.g., discussions with the lecturer and other students), and to enhance your learning through additional exercises and practice in real-life situations.

4.2 Learning Activities and Teaching Strategies

You have several major resources to help you learn:

- The class sessions with your lecturer. The lecturer’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 made available in the course manual.

- 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.
5. ASSESSMENT

5.1 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).

5.2 Assessment Details
Assessment plays two roles. Firstly, it provides feedback to students on their progress. Assignments are designed to determine how well you are coming to grips with the concepts and how well you are able to apply the statistical tools to a range of situations. Secondly, assessment is a means of testing and grading performance.

Your performance in this course will depend on how well you do in the exams, exercises and assignments as well as on how effectively you participate in class sessions.

<table>
<thead>
<tr>
<th>Assessment Task</th>
<th>Weight</th>
<th>Learning Outcomes assessed</th>
<th>Length</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Analysis</td>
<td>45%</td>
<td>1, 2, 3, 4, 5</td>
<td>20 pages</td>
<td>Final Exam time</td>
</tr>
<tr>
<td>Final Exam</td>
<td>55%</td>
<td>1, 3, 4</td>
<td>3 hours</td>
<td>Final Exam time</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5.3 Details of each assessment tasks

5.3.1 Case Analysis:

- **Brief description of the Case Analysis:** The class members will form teams of 3-5 members, and will prepare a written analysis of a case in Financial Strategy.

- **Rationale/purpose for the assessment task:** the Case Analysis provides you with the opportunity to explore in depth a particular area of the course by studying a real world case designed to show a particular model or process in Financial Strategy. The work is done in a self-selected group of 3 to 5 members, 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.

- **Assessment requirements:** the Case Analysis will be submitted in electronic form to the course instructor (email c.adam@unsw.edu.au). The Case Analysis is worth 45 per cent of the course mark.

- **Presentation and format guidelines/requirements for Case Analysis:** The details of this task are given in a separate document available by email from the instructor by 1 February 2015.

- **Marking criteria/grade descriptors against which assessments and participation will be evaluated:** a copy of the marking grid for this task will be given as a separate document available by email from the instructor by 1 February 2015.
5.3.2 Final Examination:

- **Assignment submission procedure**: The Case Analysis is due no later than the time of the Final Examination in the course. The Case Analysis should be sent as an electronic copy to the course instructor at e-mail address c.adam@unsw.edu.au.

**5.3.2 Final Examination:**

- **Brief description of Final Examination**: a 3-hour written Final Examination comprising several multiple choice questions (all to be answered) plus five problem-oriented questions of which four need to be completed. The coverage of the Final Exam is material addressed in all the teaching weeks of the course. The Final Exam is open-book.

- **Rationale/purpose 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.

- **Assessment requirements**: the Final Exam will be written under exam conditions in a classroom. The Final Exam is worth 55 per cent of the course mark.

- **Presentation and format guidelines/requirements**: students will write their answers in standard issued examination answer booklets. Please refer to MBA website if desired.

- **Marking criteria/grade descriptors against which assessments and participation will be evaluated**: the instructor will provide feedback to any enquiring student once the marking has been completed and the results for the course compiled.

- **Assignment Submission Procedure**: students will take the Final Examination at a specified date.

Further information on assessment policies and guidelines can be found on the [MBA website/Policies and Procedures/Assessment-Examinations](#).

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**Quality Assurance**

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

**5.4 Assessment Format**

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

**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 on [http://www.asb.unsw.edu.au/currentstudents/agsmmba/academicinformation/assessmentsandexaminations/Pages/default.aspx#penalties](http://www.asb.unsw.edu.au/currentstudents/agsmmba/academicinformation/assessmentsandexaminations/Pages/default.aspx#penalties)

6. COURSE RESOURCES

- Readings and cases will also be available for this course, issued during the course ahead of need.
- UNSW Library information link to: [http://info.library.unsw.edu.au/web/services/services.html](http://info.library.unsw.edu.au/web/services/services.html)

6.1 eLearning information

In addition to your blue binder (course pack), soft copies of your course materials are also available online on eLearning.

To access eLearning@AGSM MBA, go to [http://telt.unsw.edu.au](http://telt.unsw.edu.au) and select Login to UNSW Blackboard.

Login to the web Single Sign On (wSSO) using these details:
Username: zNumber
Password: zPass

The website for this course is on UNSW Blackboard at: [http://lms-blackboard.telt.unsw.edu.au/webapps/portal/frameset.jsp](http://lms-blackboard.telt.unsw.edu.au/webapps/portal/frameset.jsp)

7. COURSE EVALUATION AND DEVELOPMENT

Each year feedback is sought from students and other stakeholders about the courses offered in the School and continual improvements are made based on this feedback. UNSW's Course and Teaching Evaluation and Improvement (CATEI) Process is one of the ways in which student evaluative feedback is gathered. In this course, we will seek your feedback through end of semester CATEI evaluations.

8. COURSE SCHEDULE

<table>
<thead>
<tr>
<th>Day 1</th>
<th>Saturday, 28 February 2015</th>
<th>(2.00pm – 8.00pm)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Introduction to Financial Strategy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Framework for Analysis: Separating Ownership and Control</td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Day 2</th>
<th>Sunday, 1 March 2015</th>
<th>(10.00am – 7.00pm)</th>
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</thead>
<tbody>
<tr>
<td>• Framework for Analysis: Information Asymmetries</td>
<td></td>
<td></td>
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</tbody>
</table>
- Corporate Life Cycle and Financial Strategy: Start-ups, VC and Private Equity

<table>
<thead>
<tr>
<th>Day 3: Monday, 2 March 2015</th>
<th>7.00pm – 10:15pm</th>
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<tbody>
<tr>
<td>Financing Corporate Growth</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Day 4: Tuesday, 3 March 2015</th>
<th>7.00pm – 10:15pm</th>
</tr>
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<tbody>
<tr>
<td>Mature Companies</td>
<td></td>
</tr>
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<table>
<thead>
<tr>
<th>Day 5: Thursday, 5 March 2015</th>
<th>8.00pm – 10:15pm</th>
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<tbody>
<tr>
<td>Mature Companies</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Day 6: Friday, 6 March 2015</th>
<th>7.00pm – 10:15pm</th>
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<tbody>
<tr>
<td>Financial Restructuring and Exit</td>
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<table>
<thead>
<tr>
<th>Day 7: Saturday, 7 March 2015</th>
<th>2.00pm – 8:00pm</th>
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<tbody>
<tr>
<td>Operational Issues: Leveraged buyouts</td>
<td></td>
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<tr>
<td>Operational Issues: Executive compensation</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Day 8: Sunday, 8 March 2015</th>
<th>10:00am – 7:00pm</th>
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</thead>
<tbody>
<tr>
<td>Understanding Financial Crises</td>
<td></td>
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<tr>
<td>Review</td>
<td></td>
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</table>
PART B: KEY POLICIES, STUDENT RESPONSIBILITIES AND SUPPORT

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.
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.

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](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](http://www.lc.unsw.edu.au/onlib/ref.html)

For the *ASB Harvard Referencing Guide*, see [ASB Referencing and Plagiarism webpage](http://www.lc.unsw.edu.au/ASB/Learning_and_Teaching/Student_services/Referencing_and_plagiarism)

**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.


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.

   We strongly encourage you to connect with your Blackboard or 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.

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. **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](https://my.unsw.edu.au/student/atoz/BehaviourOfStudents.html)
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/](http://www.ohs.unsw.edu.au/)

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.

**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.

**General Information on Special Consideration:**

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 channel > Online Services > Special Consideration). Please contact the AGSM Hong Kong Office to make formal application for Special Consideration for the course/s affected as soon as practicable after the problem occurs. You will need to submit the originals or certified copies of your completed [Professional Authority form (pdf - download here)](http://www.ohs.unsw.edu.au/) and other supporting documentation.

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

5. Special consideration requests **do not allow** lecturers-in-charge to award students additional marks.
STUDENT RESOURCES AND SUPPORT

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

- **AGSM MBA Hong Kong Office**
  Hong Kong students please contact the office directly for immediate support:
  
  **Address:**
  Unit 2005-06, 20/F, Kinwick Centre,
  32 Hollywood Road, Central, Hong Kong,
  T: +852 2841 2802
  E: contact@agsm.com.hk
  
  **Office Hours:**
  Mon-Wed, Fri 9:00am – 6:00pm
  Thursday(s) 9:00am – 7:30pm

- **Moodle eLearning Support:** For online help using Moodle, follow the links from [https://student.unsw.edu.au/moodle](https://student.unsw.edu.au/moodle)
  
  **For login issues:**
  Contact the UNSW IT Service Centre.
  
  Hours:  Monday to Friday: 8.00 a.m. to 8.00 p.m.
  Saturday and Sunday: 11 a.m. to 2.00 p.m.
  
  Email: ITServiceCentre@unsw.edu.au
  Phone: Internal – extension 51333
  External - +61 2 9385 1333

  **For assistance in using Moodle, including how to upload assessments:**
  Contact the AGSM eLearning Coordinator
  
  Hours:  Monday-Friday, 9.00 a.m. to 5.00 p.m.
  
  Email: elearning@agsm.edu.au
  Phone: Internal - x19541
  External - 02 9931 9541
  International - +61 2 9931 9541

  **For help with technical issues and problems:**
  Contact the External TELT Service Centre
  
  Hours:  Monday to Friday: 7.30 a.m. to 9.30 p.m.
  Saturday and Sunday: 8.30 a.m. to 4.30 p.m.
  
  Email: externalteltsupport@unsw.edu.au
  Phone: Internal - x53331
  External - 02 9385 3331
  International - +61 2 9385 3331
• **Education Development Unit (EDU)**
  https://www.business.unsw.edu.au/
  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 Visit us on Facebook: www.facebook.com/educationdevelopmentunit

• **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.