MNGT 8620
Accounting & Financial Management

Course Outline
Session 3, 2015

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

1 STAFF CONTACT DETAILS

Lecturer-in-charge: Kevin Clarke  
Room: UNSW, Quad Building, Room 3157  
Contact Ph: 02 9385 4270  
Email: kevinc@agsm.edu.au  
Consultation Times: By appointment via email

2 COURSE DETAILS

2.1 Teaching Times and Locations

Class sessions are conducted from the 12th to 15th of September, 2015 and the from 17th to the 20th of September, 2015 at Cliftons, Level 5, Hutchison House, 10 Harcourt Road, Central, Hong Kong.

<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>12th September 2015</td>
<td>2:00pm – 8:00pm</td>
<td>Cliftons, HK</td>
</tr>
<tr>
<td>2</td>
<td>Sunday</td>
<td>13th September 2015</td>
<td>10:00am – 7:00pm</td>
<td>Cliftons, HK</td>
</tr>
<tr>
<td>3</td>
<td>Monday</td>
<td>14th September 2015</td>
<td>7:00pm – 10:15pm</td>
<td>Cliftons, HK</td>
</tr>
<tr>
<td>4</td>
<td>Tuesday</td>
<td>15th September 2015</td>
<td>7:00pm – 10:15pm</td>
<td>Cliftons, HK</td>
</tr>
<tr>
<td>5</td>
<td>Thursday</td>
<td>17th September 2015</td>
<td>7:00pm – 10:15pm</td>
<td>Cliftons, HK</td>
</tr>
<tr>
<td>6</td>
<td>Friday</td>
<td>18th September 2015</td>
<td>7:00pm – 10:15pm</td>
<td>Cliftons, HK</td>
</tr>
<tr>
<td>7</td>
<td>Saturday</td>
<td>19th September 2015</td>
<td>2:00pm – 8:00pm</td>
<td>Cliftons, HK</td>
</tr>
<tr>
<td>8</td>
<td>Sunday</td>
<td>20th September 2015</td>
<td>10:00am – 7:00pm</td>
<td>Cliftons, HK</td>
</tr>
</tbody>
</table>

2.2 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.

2.3 Units of Credit

The course is worth 6 units of credit.

2.4 Summary of Course

This course examines the design and operation of accounting systems. Users of accounting information are typically classified as either external users such as investors, or internal users, for example, managers. Different users have different interests and different decisions to make. Accordingly, their supporting accounting systems also differ. This course deals with the needs of both the external users and internal users of accounting.
2.5 Course Aims and Relationship to Other Courses

The aim of this course is to show how the effective use of financial information can improve organisational decision-making. The course provides a broad introduction to the accounting function. The language of financial accounting is exacting. Our aim is to increase your familiarity with key components of this language. Effective decision-making by investors and managers often depends on being able to determine what something is worth and/or what something costs, respectively. The overall aim of this course is to help you use financial information to improve your decisions as investors and/or as managers. Our central aim is to cut a path through a myriad of accounting techniques and terminology, equipping you with sufficient conceptual and practical skills to make you, and any professional who may advise you, confident in your ability to understand complex financial strategies.

MNGT8620 ‘Accounting & Financial Management’ is an introductory accounting course. It is a pre-requisite for the more advanced accounting subjects. There are no pre-requisites for studying MNGT8620 ‘Accounting & Financial Management’. Participants are assumed to have no prior knowledge of either financial or management accounting.

2.6 Student Learning Outcomes

By the end of this course, you should be able to:

1. Explain the objectives, concepts and relationships that underpin both internal and external financial reports;
2. Analyse the contents of both internal and external financial reports;
3. Apply analytical tools, techniques and frameworks to evaluate and critically examine the contents of both internal and external financial reports;
4. Research the performance and position of reporting entities;
5. Communicate financial information to interested stakeholders in an ethical and professional manner;
6. Effectively collaborate in both the construction and presentation of financial data pertaining to a reporting entity or unit;

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 ASB. Program Learning Goals are what we want you to BE or HAVE by the time you successfully complete your degree (e.g. ‘be an effective team player’). You demonstrate this by achieving specific Program Learning Outcomes - what you are able to DO by the end of your degree (e.g. ‘participate collaboratively and responsibly in teams’).
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 (they may also be practised in tutorials and other activities):
This course helps you to achieve the following learning goals for all ASB postgraduate coursework students:

On successful completion of the course, you should be able to:

This learning outcome will be assessed in the following items:

<table>
<thead>
<tr>
<th>Program Learning Goals and Outcomes</th>
<th>Course Learning Outcomes</th>
<th>Course Assessment Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>This course helps you to achieve the following learning goals for all ASB postgraduate coursework students:</td>
<td>On successful completion of the course, you should be able to:</td>
<td>This learning outcome will be assessed in the following items:</td>
</tr>
<tr>
<td>1 Business Management Knowledge</td>
<td>Learning outcomes: 1, 2, 3 &amp; 4;</td>
<td>Mid-term examination; Assignment; Final examination;</td>
</tr>
<tr>
<td>2 Critical Thinking</td>
<td>Learning outcomes: 2, 3 &amp; 4;</td>
<td>Assignment; Final examination;</td>
</tr>
<tr>
<td>3 Communication</td>
<td>Learning outcomes: 1, 2, 5 &amp; 6;</td>
<td>Assignment</td>
</tr>
<tr>
<td>4 Teamwork</td>
<td>Learning outcome: 6;</td>
<td>Not specifically addressed in this course.</td>
</tr>
<tr>
<td>5 Responsible Business</td>
<td>Learning outcomes: 3, 4 &amp; 5;</td>
<td>Assignment</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>Not specifically addressed in this course.</td>
<td>Not specifically addressed in this course.</td>
</tr>
<tr>
<td>8 Risk Management</td>
<td>Learning outcomes: 3, 4 &amp; 6;</td>
<td>Final examination;</td>
</tr>
</tbody>
</table>

3 LEARNING AND TEACHING ACTIVITIES

3.1 Learning Activities and Teaching Strategies

This course will be conducted over teaching 10 day period. Each of the 8 class sessions will focus on a series of issues, problems and small case studies. [Recommended readings should be completed prior to the commencement of the class].

This course uses a combination of lectures and interactive class sessions structured around case-study based materials. The analysis of problems and actual financial statements will be employed to apply the key concepts, theories and models to the practice of accounting.

4 ASSESSMENT

4.1 Formal Requirements

In order to pass this course, you must:

- achieve a composite mark of at least 50 percent; 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>Class Quiz (individual)</td>
<td>20%</td>
<td>1 hour</td>
<td>18th of September, 2015</td>
</tr>
<tr>
<td>Assignment (group or individual)</td>
<td>30%</td>
<td>As per guidelines</td>
<td>16th of October, 2015</td>
</tr>
<tr>
<td>Final exam (individual)</td>
<td>50%</td>
<td>2 hours + 10 minutes reading time</td>
<td>24th of October, 2015</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Class Quiz**
- **Weight:** 20 %
- **Duration:** 1 hours (plus 5 minutes reading time)
- **Date:** 18th of September, 2014

The mid semester class test will be an open book exam. The exam will contain only multiple-choice questions.

**Assignment**
- **Weight:** 30%
- **Due:** 16th of October, 2015

The assignment requirements will be handed out in class. The assignment must be submitted in order to satisfy the course requirements. For guidelines on formatting and presenting your assignment, see [MBA Policies and Procedures/ Assessment and Examinations](http://www.asb.unsw.edu.au/currentstudents/agsmmba/academicinformation/assessmentsandexaminations/Pages/default.aspx).

**Final exam**
- **Weight:** 50%
- **Duration:** 2 hours (plus 10 minutes reading time)
- **Date:** 24th of October, 2015

The final exam will be open book. There will be a variety of questions, both discursive and practical. The final exam may contain multiple-choice questions, calculation based questions and/or essay style questions. Copies of a sample exam and solutions will be distributed to assist you in your preparation for this assessment.

4.3 Assessment Format

For guidelines on formatting and presenting your assignment, see [http://www.asb.unsw.edu.au/currentstudents/agsmmba/academicinformation/assessmentsandexaminations/Pages/default.aspx](http://www.asb.unsw.edu.au/currentstudents/agsmmba/academicinformation/assessmentsandexaminations/Pages/default.aspx)
4.4 Assignment Submission Procedure
Assignment should be emailed to both the Hong Kong office and the lecture by the close of business on 16th of October, 2015.

4.5 Late Submission
AGSM MBA Programs applies a daily penalty of 5% to late assignments. This policy was reviewed recently 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

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 COURSE RESOURCES
- The learning materials for this course comprise a folder containing the 12 study units corresponding to the 12 topics covered during the session. A copy of the Woolworths Limited Annual Report has also been supplied on Blackboard. You will be referred to this report at various points throughout the course materials.

- **The problems for class discussion** will be used during the class sessions. You should ensure that you are familiar with the questions and have attempted an answer prior to each class session.

- **The problems for self-study** are designed to give you further practice in the types of problems set out in the units. You need not do all of the problems for self-study. However, you should do enough to satisfy yourself that you understand the material covered by the course so far. Detailed solutions are provided in order to assist those of you who are new to the discipline. Your solutions to many of the problems need not be in writing, and you can save time by using abbreviations.

- **Recommended texts:** The written instructional material is designed to be largely self-contained. However, as the material is introductory, students may wish to extend their understanding by consulting other material. The following text is recommended for further study although it is not required to successfully complete the course. It does provide an alternative way of presenting some of the material as well as providing additional information.

• UNSW Library information link is at: [http://info.library.unsw.edu.au/web/services/services.html](http://info.library.unsw.edu.au/web/services/services.html)

6 COURSE EVALUATION AND DEVELOPMENT

Mid and end of session feedback is sought from all MBA students about all courses offered by the School and continual improvements are made based on this feedback. Significant changes to courses and programs within the School are communicated to subsequent cohorts to students. For this year specific change have been made, based on student feedback, with regard the materials and the subject's website.

7 COURSE SCHEDULE

Day 1: Saturday, 12th September 2015  (2.00pm – 8.00pm)

**Topic: Nature and Objectives of External Financial Reporting**

- Nature of accounting
- Principal Financial Statements
- The objective of financial reporting
- The regulatory environment
- Development of accounting principles and standards

Readings/references:

- AGSM: Accounting & Financial Management, Unit 1

**Topic 2: The Basic Financial Statements**

- The accounting equation
- Assets: nature and recognition
- Liabilities: nature and recognition
- Shareholders' equity
- Determination of profit
- Difference between profit and cash
- Relationship between the major financial statements
- The Annual report: a more detailed analysis
- Transaction analysis

Readings/references:

- AGSM: Accounting & Financial Management, Unit 2
- Woolworths Limited Annual Reports
- Activities/Assessment Due:
- Kershaw case study; Sounds of Silence case study (Part 1)
Day 2: Sunday, 13th September 2015 (10.00am – 7.00pm)

Topic 3: The Accounting Cycle
• What are accounting transactions
• Journal entries
• Posting to the general ledger
• Trial balance
• Financial statements
• Conceptual foundation of accrual accounting
• Accrual accounting adjustments
• Accounting for inventory
• Depreciation
• Contra accounts
• Accounts receivable

Readings/references:
• AGSM: Accounting & Financial Management, Unit 3
• Woolworths Limited Annual Reports

Activities/Assessment Due:
• Sounds of Silence case study (Part 2)
• Workshop questions (supplied)

Day 3: Monday, 14th September 2015 (7.00pm – 10:15pm)

Topic 4: Cash Flow Statement
• Structure and purpose of the Cash Flow Statement
• Understanding cash flow from operations
• Cash flow statement procedures
• Liquidity and solvency issues

Reading:
• AGSM: Accounting & Financial Management, Unit 4

Activities/Assessment Due:
• AAA Ltd exercise; One.Tel Limited case study
Day 4: Tuesday, 15th September 2015 (7.00pm – 10:15pm)

**Topic 5: Financial Statement Analysis**
- Purpose and framework for financial analysis
- Ratio analysis
- Risk analysis
- Common size financial statements
- Effective cash management

**Reading:**
- AGSM: Accounting & Financial Management, Unit 5

**Activities/Assessment Due:**
- Food & Household Ltd case study; Alpha Technology case study

Day 5: Thursday, 17th September 2015 (7.00pm – 10:15pm)

**Topic: Financial accounting review**
- Accrual accounting and cash flows

**Reading:**
- AGSM: Accounting & Financial Management, Units 1 to 4.

**Activities/Assessment Due:**
- Class practice questions

Day 6: Friday, 18th September 2015 (7.00pm – 10:15pm)

**Topic 6: Accounting policy choices**
- Implication of accounting policy choices

**Reading:**
- AGSM: Accounting & Financial Management, Unit 6

**Activities/Assessment Due:**
- Class quiz
- Willowood Case study
Day 7: Saturday, 19th September 2015 (2.00pm – 8:00pm)

Topic 7: Cost volume-profit analysis
- Introduction to management accounting
- Cost behaviour
- Cost volume-profit analysis

Reading:
- AGSM: Accounting & Financial Management, Unit 7

Activities/Assessment Due:
- T Shirt; PW Corporation; Stonedone Corporation

Topic 8: Product and Service Costing
- Use of product and service costs
- Cost types: product versus period
- Types of costing systems
- Job Costing
- Plant wide v. department overhead costs
- Activity based costing
- Segment profitability analysis

Reading:
- AGSM: Accounting & Financial Management, Unit 8

Activities/Assessment Due:
- Kadok case study; Purefoods Products case study; Tappa & Co case study

Day 8: Sunday, 20th September 2015 (10:00am – 7:00pm)

Topic 9: Budgeting (part 1: planning)
- Purpose of budgeting
- Profit planning
- Master budget
- Cash budgets and liquidity planning

Reading:
- AGSM: Accounting & Financial Management, Unit 9

Activities/Assessment Due:
- The Brewing Company case study
Topic 10: Budgeting (part 2: Control)
- Flexible budgeting
- Variance analysis

Reading:
- AGSM: Accounting & Financial Management, Unit 10

Activities/Assessment Due:
- Brisbane Electrical Components case study

Topic 11: Capital Budgeting
- Capital budgeting

Reading:
- AGSM: Accounting & Financial Management, Unit 11

Activities/Assessment Due:
- Crisis Couriers case study

Topic 12: Performance Reports/subject review
- Performance reports (including) 'Balanced scorecard'

Reading:
- AGSM: Accounting & Financial Management, Unit 12
PART B: KEY POLICIES, STUDENT RESPONSIBILITIES AND SUPPORT

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.

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

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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.

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 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.


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.

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) 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.

5 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

  **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

• ASB Education Development Unit (EDU)
  http://www.asb.unsw.edu.au/learningandteaching
  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
  Academic skills support services, including workshops and resources, for all UNSW students. See website for details.

• Library training and search support services:
  http://info.library.unsw.edu.au/web/services/services.html

• IT Service Centre: Technical support for problems logging in to websites, downloading documents etc.  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
  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 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.