

**Assessment:**

Weighting	Nature of assessment	Learning Outcomes
40%	Practical experience assignments including a visit to a commercial site	1, 2
20%	Maintenance of Help Desk file with an emphasis on the tracking of actual problems	2, 3
40%	Final exam	All

**Learning and teaching approaches:**

Practical exercises, group activities, research activities, industry experience and interactive discussions

**Learning resources required:**

Student access to Moodle

**Learning resources recommended:**