

FINS1612

Capital Markets and Institutions

Course Outline

Semester 1, 2017

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

Position	Name	Email	Location	Phone
Lecturer-in-charge	A/Prof Jason Zein	j.zein@unsw.edu.au	Room 310	x55875
Lecturer	Mr. Wallace Fan	wallace.fan@unsw.edu.au	TBA	TBA
Tutor-in-charge	TBA	TBA	TBA	TBA

Consultation times will be advised by the lecturers in class

2 COURSE DETAILS

2.1 Teaching Times and Locations

Lecture Stream	Day	Start	End	Location
Lecture A	Monday	15:00	17:00	Law Theatre G04
Lecture B	Wednesday	18:00	20:00	Rex Vowels Theatre
Lecture C	Monday	11:00	13:00	Law Theatre G04

These lectures are restricted in size by the number of seats in each theatre. For occupational health and safety reasons, any student without a seat will be asked to leave the lecture.

Online Lectures: Both the audio and video of every lecture in this course will be made available the day after the lecture through EchoCentre. Recordings can be accessed through the EchoCentre item on Moodle.

Tutorials start in Week 2 (to Week 13). A full list of tutorials, times and tutors will be on the Course Website.

2.2 Units of Credit

This course has 6 units of credit and 3 contact hours per week.

2.3 Summary of Course

This course will provide students with an introduction to Australian financial markets and an evaluation of the institutions, instruments and participants involved in the industry. The mainstream markets to be evaluated include the equity, money, bond, futures, options and exchange rate markets. The subject systematically reviews each of the mainstream financial markets and investigates the various institutional participants and the different types of financial instruments offered.

2.4 Course Aims and Relationship to Other Courses

This course is a gateway course to the electives in each of the finance streams. It provides some of the basic tools that you will need in our advanced finance classes, as well as to contribute as a finance professional upon graduation.

2.5 Student Learning Outcomes

By the end of this course you should:

- L01: Understand the Australian banking system and describe the role of regulatory bodies in regulating how banks manage their capital.
- L02: Describe the types of equity securities that companies can use to raise equity capital and how these securities can be listed and traded on the Australian Stock Exchange.
- L03: Understand different ways in which a company's valuation, and thus its share price, is determined and make forecasts of a company's future share price.
- L04: Describe the characteristics of different types of debt securities and be able to price them.
- L05: Describe different theories of how interest rates are determined and explain the relationship between the term to maturity, risk, and interest rates.
- L06: Understand the mechanics and conventions of the foreign exchange market and the motivation of different participants in trading foreign currencies. This involves:
 - Reading, interpreting and transposing FX quotations.
 - Calculating cross-rates.
 - Identifying the factors that determine the value of a currency
- L07: Gain an understanding of the characteristics of derivatives instruments (futures and options contracts), the different motivations for their use and how they are traded. Specifically you should
 - Recognise which types of futures / options contracts to use to hedge various risk exposures
 - Appreciate the various risks involved in trading derivative instruments
 - Describe the factors that determine the pricing of derivative instruments.
- L08: Posses the ability to discuss and write about the links between the theory of financial markets and the reports in the financial press

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 students in the 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').

For more information on the Undergraduate Program Learning Goals and Outcomes, see Part B of the course outline.

Business Undergraduate Program Learning Goals and Outcomes

1. Knowledge: Our graduates will have in-depth disciplinary knowledge applicable in local and global contexts.

You should be able to select and apply disciplinary knowledge to business situations in a local and global environment.

2. Critical thinking and problem solving: Our graduates will be critical thinkers and effective problem solvers.

You should be able to identify and research issues in business situations, analyse the issues, and propose appropriate and well-justified solutions.

3. Communication: Our graduates will be effective professional communicators.

You should be able to:

- a. Prepare written documents that are clear and concise, using appropriate style and presentation for the intended audience, purpose and context, and
- b. Prepare and deliver oral presentations that are clear, focused, well-structured, and delivered in a professional manner.

4. Teamwork: Our graduates will be effective team participants.

You should be able to participate collaboratively and responsibly in teams, and reflect on your own teamwork, and on the team's processes and ability to achieve outcomes.

5. Ethical, social and environmental responsibility: Our graduates will have a sound awareness of the ethical, social, cultural and environmental implications of business practice.

You should be able to:

- a. Identify and assess ethical, environmental and/or sustainability considerations in business decision-making and practice, and
- b. Identify social and cultural implications of business situations.

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 developed in tutorials and other activities):

Program Learning Goals and Outcomes		Course Learning Outcomes	Course Assessment Item
<i>This course helps you to achieve the following learning goals for all Business undergraduate students:</i>		<i>On successful completion of the course, you should be able to:</i>	<i>This learning outcome will be assessed in the following items:</i>
1	Knowledge	Explain the role of markets, institutions and instruments in the Australian financial industry	<ul style="list-style-type: none"> • Tutorial Problems • Quiz • Exams
2	Critical thinking and problem solving	Use standard models to interpret and analyse problems in the financial industry	<ul style="list-style-type: none"> • Tutorial Problems • Quiz • Exams
3a	Written communication	Construct written work which is presented in a logical, profession and convincing manner, with the aim of persuading a venture capitalist to provide funding.	<ul style="list-style-type: none"> • Tutorial Problems and part of participation mark
3b	Oral communication	Communicate ideas in a succinct and clear manner.	Part of tutorial participation mark

5a.	Ethical, social and environmental responsibility	Understand some of the ethical issues present in the financial sector and how to recognise and address conflicts of interest	<ul style="list-style-type: none"> • Tutorial on Ethics • Quiz question on Ethics
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3 LEARNING AND TEACHING ACTIVITIES

3.1 Approach to Learning and Teaching in the Course

There is a lot of material to cover in this class and we want to ensure that it will be relevant and meaningful to you in class and after your graduate. To promote and help achieve this objective we have a number of teaching aims.

- Create a climate of engagement, dialogue and ongoing feedback between students and teaching staff regarding the course content, teaching strategies, learning experiences and outcomes (Guidelines on Learning that Inform Teaching at UNSW (GLIT) numbers 2,7,10);
- Cater for a variety of learning preferences and abilities by providing a range of learning activities and teaching methods (GLIT number 9);
- Develop independent learning skills and create an environment that both provides structure and guidance as well as encouraging students to extend their learning (GLIT numbers 2,11);
- Develop skills in collaboration and teamwork, which is directly relevant to the skills required of a Finance professional (GLIT numbers 6, 14).

We employ a number of strategies to help us achieve, including:

- Discussions are designed to be interactive to allow feedback
- Discussion questions are developed to be independent sessions that allow the students to focus their understanding.
- Discussions will often be sectioned into team based learning to develop skills in collaboration

3.2 Learning Activities and Teaching Strategies

This course consists of weekly three-hour sessions. These sessions will be divided into two parts. The first part will be delivered as a lecture. This session include a periodic media focus where students may participate by asking questions and leading discussion. Obviously this may be difficult in a lecture format, thus the second part of the session will consist of a tutorial-style class designed to have high levels of interaction. Consequently students need to be fully prepared for this part of the class.

Students are given continuous feedback about their progress throughout the term. Each student is graded on their individual performance.

When possible we will bring current research to class. We do this through discussion, referring to topical papers and showing footage of current events

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

Assessment Task	Weighting	Learning Outcomes Assessed	Length	Due Date
Quiz 1	20%	L01, L02, L03	45 minutes	Week 5
Quiz 2	30%	L04, L05	60 minutes	Week 9
Tutorial Participation	5%	L06	-	-
Final Exam	45%	L04, L05, L06 L07, L08	2 hours	TBA

In Class Quizzes

Quiz 1 Weight: 20%, Quiz 2: 30%, (50% in total)

In Class Quizzes will be set 2 times throughout the semester to ensure students have a solid grasp of the material at regular intervals. The quizzes will commence 10 minutes after the hour during the lecture assigned lecture. The quiz questions will be similar in nature to the discussion questions. The quiz questions will be drawn from material in the preceding few weeks.

The timing and coverage of the quizzes is as follows:

Quiz	Held in week beginning	Coverage
1	May 27 th (Week 5)	Introduction, Banking System, Equity Markets I
2	1 st May (Week 9)	Equity Markets II & III, CFA Ethics & Debt Markets

You must sit your quiz in your assigned lecture time. If you are unable to sit a quiz for any reason you need to contact lecturer in charge who may direct you to apply for special consideration. Students who miss a quiz will receive a grade of 0 for that quiz unless they are granted special consideration via the normal process, in which case they may be offered a supplementary quiz.

Following the quiz, the normal lecture will proceed.

Students must provide their own scientific calculator in accordance with the University's regulations

Tutorial Participation

Weight: 5%

You must enrol in a tutorial class and attend the class in which you are enrolled. You may make changes to your tutorial class during the first two weeks by accessing the online system. No changes will be permitted after this time. If you have any questions about your tutorial enrolment you should contact the tutor in charge.

The tutorial questions are the end of chapter problems in your prescribed text. In order to keep current with the financial press these questions will be updated when necessary. Please check the website in the week prior to the tutorial to ensure you have the full set of questions.

Active participation is **STRONGLY** encouraged in class. By discussing and preparing formal written answers, ample opportunity is provided to allow you to develop your written and oral skills. You should look upon tutorials as a way in which you can (1) extend your understanding and knowledge of basic finance principles and (2) develop problem solving techniques particular to the discipline. You are expected to regularly attend your assigned tutorial classes as they contribute to the understanding of lecture material through a small group setting.

If you turn up every week but you rarely answered any questions you would most likely get 2.5. Disruptive students should expect a zero mark. Please note that no credit will be given for attendance at tutorials other than your official tutorial. You are expected to prepare detailed answers to the problems **BEFORE** attending tutorials. You will be called upon on a random basis throughout the tutorial stream to present answers to the class. You will be assessed on these presentations and the clarity of your discussion.

Solutions to key problems will be discussed in class and the final answers will be posted to Moodle in the week following the tutorials. Note also that not all of the set problems will be fully discussed in tutorials. However, the questions are indicative of the breadth, style and level of difficulty of the questions and problems asked in the examinations.

Final Exam

Weight 45%

Date: The final exam is centrally administered and will be scheduled during the university examination period. Details will be available later in the semester.
Duration: 2 hours plus 10 minutes reading time
Calculators: UNSW approved calculators are permitted for use by students.

More details relating to the final exam will be given closer to the time.

The final course grades will be given in accordance with UNSW guidelines:

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.

5 COURSE RESOURCES

The prescribed textbook for this course is **Christopher Viney and Peter Phillips, *Financial Institutions, Instruments and Markets (2015), 8th Edition*** published by McGraw Hill and available at the university Bookshop.

The 7th edition of the text is available second hand. If you chose to use the 6th or 7th edition then you should do so at your own risk. The content is about 95 percent the same.

Weekly lecture notes and tutorial materials will be available for download through Moodle.

6 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 myExperience survey is one of the ways in which student evaluative feedback is gathered. In this course, we will seek your feedback through end of semester myExperience responses. Significant changes to courses and programs within the School are communicated to subsequent cohorts of students.

This course has evolved over the past few years directly due to feedback from students. For example, a larger number of derivative instruments were examined in a shorter number of weeks. Student feedback indicated that this was too overwhelming especially given that this is an introductory finance course. As results only two broad kinds of derivative instruments are examined in the course.

Another important feature of this course which has evolved from student feedback is relating the concepts and theories discussed in class with real life examples. Student feedback from the past has been that when a theory is applied to a real life economic or financial issue covered in the media, learning is much more effective.

Finally the use of supplementary audio visual materials such as documentaries, comic strips, and power point shows used in this course have also come about from student feedback pointing to the effectiveness of such materials in enhancing the learning experience.

7 COURSE SCHEDULE

Week	Week Beg.	Lecturer	Topic	Viney Chapter Ref.	Quiz
1	27 Feb	WF	Introduction to Financial System	1	
2	6 Mar	WF	The Banking System	2	
3	13 Mar	WF	Equity Markets I	4 & 5	
4	20 Mar	WF	Equity Markets II	6	
5	27 Mar	WF	Equity Markets III	7	Q1
6	3 Apr	WF	CFA Ethics and Standards of Practice	TBA	
7	10 Apr	WF	Debt Markets	9 & 10	
Mid-Session Break					
8	24 Apr	WF	Foreign Exchange Markets	15 & 16	
9	1 May	JZ	Interest Rate Determination	13	Q2
10	8 May	JZ	Futures and Forwards	19	
11	15 May	JZ	Options	20	
12	22 May	JZ	Review	-	-

Note: This course includes a unit which covers the code of ethics used by the Chartered Financial Analysts (CFA) Institute. This unit is a key requirement for finance majors to be accredited under the CFA Institute's University Recognition Program. The CFA Code of Ethics and Standards of Professional Conduct promote ethical behaviour in finance and banking industry. The unit will examine the basis of Ethics and how it impacts investment and capital markets as well as heighten awareness to recognise ethical dilemmas and respond to ethical dilemmas in an appropriate manner.

PART B: KEY POLICIES, STUDENT RESPONSIBILITIES AND SUPPORT

8 PROGRAM LEARNING GOALS AND OUTCOMES

The Business School 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 and are sought by employers.

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 Business 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.

Business Undergraduate Program Learning Goals and Outcomes

1. Knowledge: Our graduates will have in-depth disciplinary knowledge applicable in local and global contexts.

You should be able to select and apply disciplinary knowledge to business situations in a local and global environment.

2. Critical thinking and problem solving: Our graduates will be critical thinkers and effective problem solvers.

You should be able to identify and research issues in business situations, analyse the issues, and propose appropriate and well-justified solutions.

3. Communication: Our graduates will be effective professional communicators.

You should be able to:

- a. Prepare written documents that are clear and concise, using appropriate style and presentation for the intended audience, purpose and context, and
- b. Prepare and deliver oral presentations that are clear, focused, well-structured, and delivered in a professional manner.

4. Teamwork: Our graduates will be effective team participants.

You should be able to participate collaboratively and responsibly in teams, and reflect on your own teamwork, and on the team's processes and ability to achieve outcomes.

5. Ethical, social and environmental responsibility: Our graduates will have a sound awareness of the ethical, social, cultural and environmental implications of business practice.

You will be able to:

- a. Identify and assess ethical, environmental and/or sustainability considerations in business decision-making and practice, and
- b. Identify social and cultural implications of business situations.

Business Postgraduate Coursework Program Learning Goals and Outcomes

1. Knowledge: Our graduates will have current disciplinary or interdisciplinary knowledge applicable in local and global contexts.

You should be able to identify and apply current knowledge of disciplinary or interdisciplinary theory and professional practice to business in local and global environments.

2. Critical thinking and problem solving: Our graduates will have critical thinking and problem solving skills applicable to business and management practice or issues.

You should be able to identify, research and analyse complex issues and problems in business and/or management, and propose appropriate and well-justified solutions.

3. Communication: Our graduates will be effective communicators in professional contexts.

You should be able to:

- a. Produce written documents that communicate complex disciplinary ideas and information effectively for the intended audience and purpose, and
- b. Produce oral presentations that communicate complex disciplinary ideas and information effectively for the intended audience and purpose.

4. Teamwork: Our graduates will be effective team participants.

You should be able to participate collaboratively and responsibly in teams, and reflect on your own teamwork, and on the team's processes and ability to achieve outcomes.

5. Ethical, social and environmental responsibility: Our graduates will have a sound awareness of ethical, social, cultural and environmental implications of business issues and practice.

You should be able to:

- a. Identify and assess ethical, environmental and/or sustainability considerations in business decision-making and practice, and
- b. Consider social and cultural implications of business and /or management practice.

9 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 tutorials for all new UNSW students: <http://subjectguides.library.unsw.edu.au/elise>.

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>

For the *Business School Harvard Referencing Guide*, see the [Business Referencing and Plagiarism](#) webpage (Students>Learning support>Resources>Referencing and plagiarism).

10 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.

Information and policies on these topics can be found in UNSW Current Students 'Managing your Program' webpages: <https://student.unsw.edu.au/program>.

10.1 Workload

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

Information on expected workload: <https://student.unsw.edu.au/uoc>

10.2 Attendance

Your regular and punctual attendance at lectures and seminars or in online learning activities is expected in this course. University regulations indicate that if students attend less than 80% of scheduled classes they may be refused final assessment. For more information, see: <https://student.unsw.edu.au/attendance>

10.3 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/conduct>

10.4 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/>.

10.5 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.

11 SPECIAL CONSIDERATION

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 for undergraduate and postgraduate courses:

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 > Online Services > Special Consideration). You will then need to submit the originals or certified copies of your completed Professional Authority form (pdf - download here) and other supporting documentation to Student Central. **For more information, please study carefully in advance the instructions and conditions at:**
<https://student.unsw.edu.au/special-consideration>
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. Decisions are made by lecturers-in-charge for all other assessment items aside from the final exam, **not** by tutors.
5. Applying for special consideration **does not** automatically mean that you will be granted a supplementary exam or other concession.
6. Special consideration requests **do not allow** lecturers-in-charge to award students additional marks.

Business School Protocol on requests for Special Consideration for Final Exams:

The Business School Faculty panel will need to be satisfied on each of the following before supporting a request for special consideration:

1. Does the medical certificate contain all relevant information? For a medical certificate to be accepted, the degree of illness, and impact on the student, must be stated by the medical practitioner (severe, moderate, mild). A certificate without this will not be valid.
2. Has the student performed satisfactorily in the other assessment items? Satisfactory performance and attempted all other assessment items and meeting the obligation to have **attended 80% of tutorials**.
3. Does the student have a history of previous applications for special consideration? A history of previous applications may preclude a student from being granted special consideration.

Special Consideration and the Final Exam in undergraduate and postgraduate courses:

Applications for special consideration in relation to the final exam are considered by a Business School Faculty panel to which lecturers-in-charge provide their recommendations for each request. If the Faculty panel grants a special consideration request, this will entitle the student to sit a supplementary examination. No other form of consideration will be granted. The following procedures will apply:

1. Supplementary exams will be scheduled centrally and will be held approximately two weeks after the formal examination period. The dates for Business School supplementary exams for Semester 1, 2017 are:

Wednesday 12 July 2017 School of Banking and Finance, Management, Risk and Actuarial Studies

If a student lodges a special consideration for the final exam, they are stating they will be available on the above dates. **Supplementary exams will not be held at any other time.**

2. Where a student is granted a supplementary examination as a result of a request for special consideration, the student's original exam (if completed) will be ignored and only the mark achieved in the supplementary examination will count towards the final grade. Absence from a supplementary exam without prior notification does not entitle the student to have the original exam paper marked, and may result in a zero mark for the final exam.

The Supplementary Exam Protocol for Business School students is available at:
<http://www.business.unsw.edu.au/suppexamprotocol>

Special Consideration and assessments other than the Final Exam in undergraduate and postgraduate courses:

Special considerations in assessments other than for final exams, e.g. mid-semester exams, projects, **lodged online through myUNSW within 3 working days of the assessment** (Log into myUNSW and go to My Student Profile tab > My Student Services > Online Services > Special Consideration) The LIC will review and decide the outcome deciding how to grant extensions and special consideration and update your application with the arrangements of the Supplementary assessment. For mid-session exams and quiz's they will be scheduled approximately 7 working days after the original assessment, which will be required to make yourself available.

12 STUDENT RESOURCES AND SUPPORT

The University and the 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>
The EDU offers 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: 9385 7577 or 9385 4508; Email: edu@unsw.edu.au.
- **Business Student Centre**
<https://www.business.unsw.edu.au/students/resources/student-centre>
Provides advice and direction on all aspects of admission, enrolment and graduation. Office: Level 1, Room 1028 in the Quadrangle Building; Phone: 9385 3189.
- **Moodle eLearning Support**
For online help using Moodle, go to: <https://student.unsw.edu.au/moodle-support>. For technical support, email: itservicecentre@unsw.edu.au; Phone: 9385 1333.
- **UNSW Learning Centre**
www.lc.unsw.edu.au

Provides academic skills support services, including workshops and resources, for all UNSW students. See website for details.

- **Library services and facilities for students**

<https://www.library.unsw.edu.au/study/services-for-students>

- **IT Service Centre:**

<https://www.it.unsw.edu.au/students/index.html>

Provides technical support to troubleshoot problems with logging into websites, downloading documents, etc. Office: UNSW Library Annexe (Ground floor). Phone: 9385 1333.

- **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: 9385 5418; Email: counselling@unsw.edu.au

- **Disability Support Services**

<https://student.unsw.edu.au/disability>

Provides assistance to students who are trying to manage the demands of university as well as a health condition, learning disability or have personal circumstances that are having an impact on their studies. Office: Ground Floor, John Goodsell Building; Phone: 9385 4734; Email: disabilities@unsw.edu.au