

# **GENC3004 Personal Finance**

## **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

Lecturer: Andrew Hingston  
Office: Business School Building, Level 3, School of Banking & Finance  
Email: andrew.hingston@unsw.edu.au  
Consultation: Wednesday 16:00 – 17:00 (by appointment)

Andrew works full-time in his own business providing financial education, consulting and software services to both universities and industry (since 2000). He has taught Personal Finance for the Business School (UNSW) since 2004. He has also taught the Master of Business Administration (MBA) Program at the Australian Graduate School of Management (UNSW) since 2001. He has a Bachelor of Commerce (Finance [Hons] and Marketing) from UNSW, a Graduate Diploma in Financial Planning from Deakin University, a Master of Economics (Financial Economics and Econometrics) from the University of Sydney and a Masters of Business Administration (MBA) from the Australian Graduate School of Management (UNSW).

#### 1.1 Communication with Staff

Please use the online discussion board for any questions about the course content and assessments. You should check to see whether your question has already been asked by another student before posting a question. Please note that it can take me up to three working days to answer questions posted on the course website so please be patient.

Please try to avoid sending me emails. You should generally post your questions on the forums. If you email me a question of a general nature that should have been posted on the forums, then your email will be ignored. If you query is about special consideration for an assessment or it is not appropriate for posting in a public forum, you may email at the address listed above. If I don't respond within 3 working days, feel free to send me a follow-up email (I get a lot of emails sorry!).

For e-mail communication with staff, University regulations indicate that you must use a valid UNSW student account. Always include a contact number to facilitate reply. E-mail is best suited for asking simple questions on course administration that require a short reply. E-mail is neither an appropriate nor an effective medium of learning. Do not expect me to reply to an e-mail that requests extensive or substantive answers. These questions are best raised in class or during consultation times. Do not send emails to me via the course website.

You should make sure that you have setup your UNSW student email address to automatically forward your email messages to the email address that you regularly use (Gmail or otherwise). You can setup email forwarding at the UNSW Identity Manager website: <https://idm.unsw.edu.au/>

## 2 COURSE DETAILS

### 2.1 Teaching Times and Locations

Stream	Teaching time	Location
LEC	Weeks 1-12 Wed 13:00 - 16:00	ChemSc M18
WEB	Online (web)	

There are two streams for this course. The **first stream (LEC)** uses a ‘flipped classroom’ approach to learning. You should attend class in week 1 but all subsequent lectures will be available online (information about accessing the lectures is on the course website). The face-to-face class time will be run more like a tutorial. They will highlight particular areas of difficulty, discuss problems and answer questions. You should watch the prescribed online lecture before attending class.

The **second stream (WEB)** is online. You may **not** attend class in week 1 as there are not enough seats at the venue. Instead, you should watch the recorded session on Echo360. However, you are welcome to attend the face-to-face classes from week 2 onwards if you would like to do so.

### 2.2 Units of Credit

The course is worth 6 units of credit. There are no perquisites.

### 2.3 Summary of Course

The course introduces students from a non-financial background to the principles of accumulating, managing and protecting wealth. The course covers the topics of tracking expenses and preparing budgets, savings, buying on credit, securing a good job, buying a home, paying off mortgages faster, protecting yourself through using insurance, building wealth using superannuation, paying appropriate levels of tax and avoiding investment mistakes.

### 2.4 Course Aims and Relationship to Other Courses

The aim of this course is to equip you with the knowledge and skills to make wise, lifelong financial decisions including:

- analysing your current situation and needs;
- establishing your own financial goals;
- developing a plan for the future; and
- choosing appropriate strategies and products to achieve that plan.

This course introduces you to the concepts of managing wealth and it forms part of the General Education program.

## 2.5 Student Learning Outcomes

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

1. Make a financial plan that provides you with direction for your future;
2. Regularly track your living expenses and make a budget;
3. Purchase a home or investment property with greater confidence and then identify and implement strategies to quickly pay off your home loan;
4. Use insurance correctly to protect yourself against significant risks;
5. Plan your financial independence at age 60 through superannuation;
6. Increase your after-tax net income using some basic tax-effective strategies; and
7. Identify and avoid some common investment mistakes.

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	1 to 7	Online Quizzes Money Assignment
2	Critical thinking and problem solving	1 to 7	Online Quizzes Money Assignment
3a	Written communication	1	Financial Plan Assignment
3b	Oral communication	<i>Not specifically addressed in this course</i>	
4	Teamwork	<i>Not specifically addressed in this course</i>	
5a.	Ethical, social and environmental responsibility	<i>Not specifically addressed in this course</i>	
5b.	Social and cultural awareness	<i>Not specifically addressed in this course</i>	

## 3 LEARNING AND TEACHING ACTIVITIES

### 3.1 Approach to Learning and Teaching in the Course

The course uses a 'flipped classroom' approach to learning. Links to the online lectures are available on the course website. You should watch the online lectures before attending class. The class time will be spent reviewing key points and discussion questions.

The main objective of the online lectures is to make personal finance interesting, engaging and relevant for life both now and after graduation and to allow you to learn the material at a convenient time and location. The objective of the face-to-face class time is to discuss the key concepts at a deeper level, to discuss problems and answer questions. There are detailed instructions for each assessment on the course website and I have attempted to provide a thorough course outline for you so the goals, learning outcomes and course requirements are clear and unambiguous. However, you are ultimately responsible for your own learning and must watch the online lectures, ask questions in class, get involved in discussions and personally reflect on the material to get the most out of the course.

I use 'think and discuss' questions to promote deep thinking, collaborative learning and to help me better understand current financial perceptions and challenges from your perspective ... and also to have a bit of fun! I encourage you to try to meet someone new in each class by sitting next to different people. This will help you to develop your inter-personal communication skills and will also expose you to more diversity in the class discussion questions. I'm also available for one-to-one discussions during the break and also after class to encourage dialogue and a better 'community' learning experience.

For more information about the philosophy underpinning the learning and teaching in this course, please visit the Guidelines on Learning available at the following website: <http://www.guidelinesonlearning.unsw.edu.au/overview.cfm>

### 3.2 Learning Activities and Teaching Strategies

The course uses a 'flipped classroom' approach to learning that involves three elements: (i) your private viewing of the online lecture materials before attending class, (ii) the face-to-face teaching and tutorial (optional), (iii) testing your knowledge and skills through the assessment program (described in section 4 following).

The role of the online lecture is to introduce you to the concepts and explain how to apply them in different situations. The optional face-to-face sessions then allow you to discuss these concepts and ask questions as part of a larger group. You should watch the online lectures before attending class for the relevant unit. The assessment for this course has been designed to help you to consolidate and test your knowledge of key concepts and to practically apply them to both your current and post-graduate situation.

## 4 ASSESSMENT

### 4.1 Formal Requirements

In order to pass this course, you must:

- achieve a composite mark of at least 50%; and
- achieve a pass mark (50%) in the Financial Plan Assignment (see below).

### 4.2 Assessment Details

Please put these dates in your calendar now (with reminders)!

Assessment	Due*	Weight	Learning Outcomes assessed	Graduate Attributes assessed
Quiz 1 Start	9.30am* Fri 7 Apr 2017	15%	1 to 3	1 and 5
End	9.30am* Mon 10 Apr 2017			
Quiz 2 Start	9.30am* Fri 19 May 2017	15%	5 to 7	1 and 5
End	9.30am* Mon 22 May 2017			
Money Start	9.30am* Fri 3 Mar 2017	10%	2	6
Checkpt	9.30am* Mon 10 Apr 2017			
Due	9.30am* Mon 22 May 2017			
Financial Plan	9.30am* Mon 29 May 2017	60%	1	1, 2, 6

\* Sydney time

\*\* A penalty applies for not submitting the Money Checkpoint by the assigned date.

More information for each assessment are included below.

### 4.3 Late submission

**Special consideration** applications related to pre-existing conditions must be submitted to the university by the end of week 3 via a formal special consideration application (more details are provided below under 'Special Consideration'). You should also notify me by email that you have made the special consideration application. Special consideration applications for a pre-existing condition is unlikely to be accepted immediately before (or after) an assessment due date.

The penalty for late submission of an **Online Quiz** is a mark of zero for that quiz. If Special Consideration is applied for and granted then you may be entitled to a supplementary quiz or the assessment weight of your other quiz may be adjusted.

The penalty for late submission of the **Money Assignment Checkpoint** is 20% of the maximum marks for that assignment.



The **Money Assignment** final submission cannot be submitted late since your mark will be based on the dates that transactions are entered into the software (see details under the assignment instructions on the course website).

The penalty for late submission of the **Financial Plan Assignment** is 5 marks per day (out of 100) for each day (or part day) it is submitted after the deadline. Any assignment submitted more than 14 days late will be awarded a score of zero.

If you submit your financial plan assignment late then you should do so by submitting it online at the course website (if the link is no longer active then you can email it to me). The above late penalties apply to all late submissions.

#### 4.4 Online Quiz

**Please put these dates in your calendar now (with reminders)!**

Quiz	Available*	Due*	Units Assessed	Questions
1	9.30am Fri 7 Apr 2017	9.30am Mon 10 Apr 2017	1 to 9	15
2	9.30am Fri 19 May 2017	9.30am Mon 22 May 2017	10 to 13	15

\* All times are Sydney time

- Detailed instructions can be found on the course website under 'Assessments'.

#### 4.5 Money Assignment

**Please put these dates in your calendar now (with reminders)!**

<i>Start recording transactions:</i>	9.30am* Fri 3 Mar 2017
<i>Money Assignment Checkpoint:</i>	9.30am* Mon 10 Apr 2017
<i>Finish recording transactions:</i>	9.30am* Mon 22 May 2017
<i>Money Assignment Due:</i>	9.30am* Mon 22 May 2017
<i>Course code to enter into software:</i>	PF17S1

\* All times are Sydney time

- Detailed instructions can be found on the course website under 'Assessments'.

#### 4.6 Financial Plan Assignment

**Please put these dates in your calendar now (with reminders)!**

<i>Financial Plan Assignment due date:</i>	9.30am* Mon 29 May 2017
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\* All times are Sydney time

- Detailed instructions can be found on the course website under 'Assessments'.

### 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

### 5.1 Textbook

There is **no prescribed textbook** for this course. Only the lecture slides are assessable.

Further reading: Paul Clitheroe, *Making Money – The Keys To Financial Success 2011 Edition*, 9th Edition, Penguin, 2011.

### 5.2 Lecture recordings

Lecture recordings for the entire session will be available from week 1 using the free Eden A.I. software developed by the course leader. You will need a Mac or a Windows PC to access this software (sorry Linux users). Information on how to access the software and download the lecture recordings will be made available on the course website (Moodle).

The recordings of the actual live lecture sessions will be available through UNSW's Echo 360 lecture recording system. The content covered in class will be a subset of the lecture recordings available in the Eden A.I. software and so it is recommended that you use the Eden A.I. software instead of Echo 360.

### 5.3 Course website

The course assessments include a significant online component using the course website. You can access this website using your student number and Unipass by visiting: <https://moodle.telt.unsw.edu.au>

If you have outstanding course fees and library fines then your access to the website may be disabled. It is your responsibility to resolve these issues with the university promptly so that you can submit assessments on time. You should also note that it can take three or more working days before access is granted.

## 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 [e.g. end of semester myExperience responses]

## 7 COURSE SCHEDULE

Week	Unit
1	1. The Snowball Effect they don't teach at school 2. The secret to mastering your money is ...
<b>Money Assignment starts 9.30am Fri 3 Mar 2017</b>	
2	3. How to get more happiness from your money
3	4. Dreaming big
4	5. Leveling up MIQ to achieve your dreams
5	6. How to increase the value of your brain 7. Securing the job and income that you deserve
6	8. Moving out of home without breaking the bank account 9. The secret to escaping from slavery to a bank
<b>Quiz 1 starts 9.30am Fri 7 Apr 2017</b>	
<b>Quiz 1 due 9.30am Mon 10 Apr 2017</b>	
<b>Money checkpoint due 9.30am Mon 10 Apr 2017</b>	
7	10. Defending your snowball
<b>Mid-semester break: Friday 14 – Saturday 22 April inclusive</b>	
8	11. The mistakes people make with tax
9	12. The mistakes people make pursuing financial independence
10	13. The mistakes people make with investing
11	14. The Snowballing Money Strategy
<b>Quiz 2 starts 9.30am Fri 19 May 2017</b>	
<b>Quiz 2 due 9.30am Mon 22 May 2017</b>	
<b>Money assignment due 9.30am Mon 22 May 2017</b>	
12	15. Review
<b>Financial Plan due 9.30am Mon 29 May 2017</b>	

## 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](mailto: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](mailto:itservicecentre@unsw.edu.au); Phone: 9385 1333.
- **UNSW Learning Centre**  
[www.lc.unsw.edu.au](http://www.lc.unsw.edu.au)



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

- **Library 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](mailto: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](mailto:disabilities@unsw.edu.au)