

MGMT 2002

MANAGING BUSINESS COMMUNICATION

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-in-charge and Tutor: Ray Durham

Room 554- School of Management, UNSW Business School.

Phone No: 9385 9779

Email: raydurham@unsw.edu.au

Consultation Times – Tuesday 11am-12noon; Wednesday 10am-11am (or by appointment). Please make consultation appointments by email.

To meet with Ray for a consultation, go to Business School western foyer 5th floor. Next to the entrance to the School of Management is an intercom. Dial 59779 to speak with Ray.

2 COURSE DETAILS

2.1 Teaching Times and Locations

Lectures start in Week 1 and conclude in week 13 at the Macauley Theatre from 3pm to 5pm.

Tutorials start in Week 2 and conclude in week 13 at various times and locations (see myUNSW)

Please note: There will be no lectures or tutorials in week eight due to the Anzac Day public holiday.

2.2 Units of Credit

The course is worth 6 units of credit.

2.3 Summary of Course

Effective communication management at individual, group and organisational levels is crucial in business and professional contexts. This course facilitates understanding of how people manage their communication processes, considers 'best practice' for successful organisational communication and provides opportunities for communication skills development and enhancement. Topics include the foundations of communication theory; the dynamics of building relationships and networking through interpersonal communication; language and meaning; emotional intelligence & perception; the significance of intercultural communication; meanings created by body language and other nonverbal communication; managing communication in small groups and teams; digital and social media in organisations; critical thinking and argumentation; crisis communication; managerial ethics and corporate social responsibility; and strategies for improving organisational communication

2.4 Course Aims and Relationship to Other Courses

The aim of this course is to provide you with the skills and knowledge to achieve a standard of professional communication excellence in your interactions with others. The course is grounded in theory that has a very practical application in developing and maintaining professional relationships in contemporary organisations in a global context. Through exploration and application of theories and concepts, you will develop an understanding of how you and others manage communication processes when interacting with organisational stakeholders. You will consider 'best practice' for managing interpersonal interactions in organisational contexts and you will be provided with the opportunity to develop and enhance your professional, academic and personal communicative behaviours.

Because of the broad applications for this course, successful completion will build on knowledge from previous courses you have already undertaken. You will also develop skills and knowledge that you will use in the application of concepts learned in this and other disciplines.

There are no prerequisites for this course.

2.5 Student Learning Outcomes

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.

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

2.5.1 Select and apply appropriate ethical communication principles and theories in globalised business and social contexts

2.5.2 Develop the critical thinking skills to manage group and organisational communication in situations of crisis, change and uncertainty

2.5.3 Explain and selectively apply the range of communication styles practised by successful professionals

2.5.4 Evaluate and select appropriate communication strategies for developing and maintaining interpersonal relationships in a workplace context

2.5.5 Develop and apply the appropriate skills required to communicate effectively in writing in a professional context

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.

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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	Select and apply appropriate communication principles and theories in globalised business and social contexts.	<ul style="list-style-type: none"> • Case study assessment • Pop quizzes • Final exam
2	Critical thinking and problem solving	Develop the critical thinking skills to manage group and organisational communication in situations of crisis, change and uncertainty.	<ul style="list-style-type: none"> • Case study assessment • Group presentations assessment
3a	Written communication	Construct written work which is logically and professionally presented	<ul style="list-style-type: none"> • Case study assessment

3b	Oral communication	Evaluate and select appropriate communication strategies for developing and maintaining interpersonal relationships.	<ul style="list-style-type: none"> • Group presentation assessment • Case study assessment
4	Teamwork	Not specifically assessed in this course, but experienced in group presentation assessment	
5a.	Ethical, social and environmental responsibility	Select and apply appropriate ethical communication principles and theories in globalised business and social contexts.	<ul style="list-style-type: none"> • Case study assessment
5b.	Social and cultural awareness	Select appropriate communication strategies to develop and maintain interpersonal relationships in domestic and globalised contexts	<ul style="list-style-type: none"> • Group presentation assessment • Case study assessment

3 LEARNING AND TEACHING ACTIVITIES

3.1 Approach to Learning and Teaching in the Course

The course comprises four key elements: a two hour lecture; a one hour tutorial; group study and participation and individual study and participation. There is an expectation that you will attend both lectures and tutorials and that you review the relevant readings for each weekly topic prior to attending classes.

3.2 Learning Activities and Teaching Strategies

The topics displayed in this course outline are best explored through active participation and experiential learning, so that participating in this course will be an interesting, challenging and fun experience. Classes therefore, will involve workshop activities, which include discussion groups, debates, simulation exercises, role-play, interviews, seminar presentations and analyses of case studies. The activities will involve large and small group teamwork. Core topics will be discussed in an integrated lecture environment, where you are encouraged to question and comment on aspects of each topic.

Your prior academic, workplace and life experiences are valued. Therefore, to make this an optimal (and enjoyable) learning experience, it is expected you will actively participate in tutorial and lecture discussions, so that we might establish a community of learners in a cooperative learning environment. You are expected to individually and collectively reflect on the content and relevant discussions of weekly topics prior to attending classes and take responsibility for your own learning.

Tutorial discussions will be based on lecture content, any additional readings and the text chapters relevant to the scheduled weekly topics. The rationale for these learning and teaching strategies is to provide you with the opportunity of dealing with a range of both expected and unexpected communicative behaviours of people with whom you will interact in an organisational context and to provide you with the necessary skills and knowledge to successfully complete this course.

3.3 Lectures

Lectures will be interactive and involve individual and group discussion of scenarios presented during the lecture. As lectures will involve group discussions, you are required to sit with and interact with a group. Additionally, assessable pop quizzes will be conducted randomly during lectures.

3.4 Tutorials

Tutorial activities will be based on the topic from the lecture of the previous week. Materials will be uploaded to Moodle and you are expected to download them and familiarise yourself with them prior to attending the tutorial.

While participation is not assessed in this course, it is necessary for you to actively participate in tutorial discussions and debates in order to optimise your own learning experience and the learning experiences of your fellow students.

4 ASSESSMENT

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).

4.1 Assessment Details

Assessment Task	Weighting	Length	Due Date
a) Pop quizzes (4 X 5 marks each)	20% Total	5 minutes each	Random, weeks 2-13 in lectures
b) Case analysis report	25%	2,500 words	Week 10
c) Group presentation	20%	15 minutes	Tutorials, Weeks 10-13
d) Final Exam	35%	2 hours	University Exam Period
Total	100%		

4.1.1 Assessment One – Four Multiple Choice Pop Quizzes – Value 5% each.

Rationale for this assessment

- To reward students who start and maintain good study habits by regularly reviewing course content
- To provide students with progressive feedback on their understanding and knowledge of the course topics

Each quiz will consist of five multiple choice questions based on the content of previous lectures. The quizzes will be conducted without notice four times over the semester during lectures. Each question has a value of one mark and the quizzes will be conducted under exam conditions. Results of each quiz will be entered in the Grade book on Moodle.

There will be no makeup quizzes except in extenuating circumstances.

4.1.2 Assessment Two – Case Analysis Report (2500 Words plus or minus 10%) - Value 25%

DUE: Must be uploaded to Turnitin by 5pm Friday, 12 May, 2017, week 10.

Rationale for this assessment

- To test your critical thinking and analysis skills
- To test your understanding of the theoretical concepts taught in the course and your ability to apply them to a case study organisation

The case study for analysis this semester can be found on the course website on Moodle.

For the purpose of this assessment, you are to assume the role of a qualified communication professional. As such, you are to submit the report from this perspective, not from the perspective of a student submitting to academic staff. This will be further explained in the report writing workshop.

You are to undertake a critical analysis of the case from a communication perspective and submit the results of your analysis in a business report format. You are encouraged to identify as many ethical and communication issues as possible and link them to relevant theoretical concepts taught in the course. Your writing style should be in the passive voice. You will find helpful information on report writing and case analysis on the course website. Additionally, the course requirements for structuring a business report will be addressed in a workshop in week five.

The required referencing system for this report is Harvard author-date, with a Harvard style Reference List. No other referencing system should be used.

It is not expected that you include references/links to relevant course topics after week ten; however, you are free to do so.

Please note that you are required to supply a Reference List, not a Bibliography. That is, your Reference List must show the sources of your in text citations only and should not exceed one page.

Both the Reference List and Executive Summary are included in the word count.

Marking criteria

CRITERIA	INDICATORS	MARK 100%	% MARK AWARDED
Correct business report structure	<ul style="list-style-type: none">• Contains all the stipulated sections of a business report with relevant information• Adherence to word count• Conforms with assignment submission procedures	10%	
Ability to identify & discuss relevant communication & ethical issues	<ul style="list-style-type: none">• Key issues of case identified• Discussion of issues linked to relevant course content and other relevant literature• Demonstrated understanding of course	35%	

	content & the ability to apply it to the case		
Depth & breadth of analysis	<ul style="list-style-type: none"> Evidence of critical reflection Conceptualising & evaluating information 	20%	
Well developed & well supported argument	<ul style="list-style-type: none"> Well defined premises supported by credible sources A logical conclusion based on premises 	15%	
Written expression	<ul style="list-style-type: none"> Well constructed sentences, correct grammar, spelling and punctuation Synthesised and coherent discussion 	10%	
Acknowledgement of sources	<ul style="list-style-type: none"> Using Harvard in-text citations, with a minimum of six separate academic and other sources from course materials and a minimum of two sources from other relevant literature Harvard style reference list 	10%	
FINAL MARK			/25

4.1.3 Assignment Submission Procedure

- Use size 12 font and 1.5 line spacing
- Each page must have a header or footer with your name and the name of your virtual organisation
- The maximum number of direct quotes allowable is three and each quote should be no longer than three lines of text. Quotes from case study are excluded
- Your assignment must be uploaded to Turnitin by 5pm on Friday 12 May, 2017
- Do not upload an assignment cover sheet

4.1.4 Assessment Three – Group Presentation – Value 20%

DUE – weeks 10-13

Rationale for this assessment

- To develop your skills in team building and group dynamics
- To develop your professional presentation skills in a business context

In week five, you will be asked to form teams of three or four, depending on class numbers and your team will be allocated a communication topic together with the week of your presentation. For the purpose of your presentation, your team will assume the role of management consultants specialising in business communication. You are to develop a business name, mission statement, logo and slogan for your consultancy business. Your class will represent a group of senior

business executives who are potential clients and have attended to hear you persuade them of the significance of delivering training programs in communication to their organisations. You are to choose which (real) specific organisation the class will represent as your potential clients and announce that prior to your presentation commencing. You are to assume that senior management from the organisation have approached you with a communication problem and have asked you to conduct a communication audit of the organisation and present a strategy to overcome identified problems. Your presentation content should be tailored specifically to meet the needs and problems of the organisation you identified in your communication audit.

The team should present for 12 to 15 minutes (maximum), with each member presenting for an equal amount of time. You are encouraged to use appropriate visual and/or audio aids to enhance your presentation. You will create a virtual context for your presentation, that is, the class will take on the roles of your potential client organisation and you should plan your presentation strategies around this virtual context.

Please note that when presenting, you are not to read from a prepared script. If you wish, you may use small 'cue' cards with just key headings or a smart phone with just key headings. Week six lecture will provide advice and guidelines on delivering a professional presentation. Additionally, week seven tutorial will comprise of a workshop on presentation planning and provide you with an opportunity to discuss your plan with your tutor.

Marking Criteria

CRITERIA	INDICATORS	MARK 100%	% MARK AWARDED
Overall structure	<ul style="list-style-type: none"> • Appropriate introduction, discussion and conclusion • Organisation of ideas • Logical transitions to major points • Adherence to time frame 	15%	
Quality of argument and persuasive strategies	<ul style="list-style-type: none"> • Addresses the needs of the client organisation • Application of course content • Demonstrated knowledge of topic and client • Use of ethical, persuasive strategies 	40%	
Quality of visual & other aids	<ul style="list-style-type: none"> • Design of slide show – legible and error free • Visually supports key points 	15%	
Overall presentation skills	<ul style="list-style-type: none"> • Audience engagement • Impression management • Coordinated team approach 	20%	
Complies with assignment submission procedures	<ul style="list-style-type: none"> • Title page/slide including logo, slogan, mission statement, name of your consultancy and name of client organisation 	10%	
FINAL MARK			/20

4.1.5 Assignment submission procedure

You must upload a copy of all visual aids to the link provided on Moodle at least twenty four hours prior to your presentation. This should include a completed group assignment covering sheet and a slide/s setting out the name of your consultancy, logo, slogan and mission statement.

4.1.6 Assessment Four – Final Examination – Value 40%

Rationale for this assessment

- To encourage you to reflect on the overall course content
- To test your understanding of the theoretical concepts taught during classes

The exam will be conducted over two hours and will include case studies & short answer questions.

4.2 Assessment Format

See above for required formats for each assessment.

4.3 Assignment Submission Procedure

See above for relevant procedure for each assessment task

4.4 Late Submission

Requests for late submission of assignments must be made in writing to the Lecturer in Charge at least three days before the assignment is due and must be supported by credible documentation. In the interests of fairness, requests for late submission will only be granted in extenuating circumstances. Otherwise, late submission of assignments will incur a penalty of 10% of the assignment mark per day (note that a weekend represents 2 days). Assignments submitted later than five days from due date will not be assessed unless supported by credible documentation.

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 UNSW Moodle

Weekly lecture slides and tutorial resources will be uploaded by the Monday preceding the lecture. Please note that lecture slides will provide an outline of the weekly topic but will not contain all the material discussed in the lecture. Other resources, including additional readings, may be uploaded from time to time and you are advised to monitor the website regularly.

5.2 Prescribed Text

The prescribed text for this course is a custom text with multiple authors compiled by Ray Durham:

Durham, Ray, 2016, *Managing Business Communication*, Pearson

You are required to obtain a copy of the textbook, which is available from the UNSW Bookshop or purchase an e copy from the publishers. You are expected to read the relevant chapters of the text before classes. A knowledge and understanding of the text material is essential in you achieving an overall passing grade and will inform your class participation and discussion.

5.3 Recommended Readings

Other texts that you may find useful in studying this course include:

Archee, Raymond, Gurney, Myra, & Mohan, Terry, 2013, *Communicating as professionals*, (3rd edition), Cengage Learning Australia Pty. Limited

Argenti, Paul A., 2009, *Corporate communication*, (5th edition), McGraw Hill Irwin, Boston

Cardon, Peter, 2015, *Business communication: developing leaders for a networked world*, McGraw-Hill Irwin, Boston

Chayney, Lillian H. & Martin, Jeanette S., 2004, *Intercultural business communication*, (3rd edition), Pearson Prentice Hall, Upper Saddle River, New Jersey

Conrad, Charles & Poole, Marshal Scott, 2009, *Strategic organisational communication*, (6th edition), Thomson Wadsworth, Australia

DeVito, Joseph A., 2015, *Human communication: the basic course*, (13th edition), Pearson, Boston.

DiSanza, James R. & Legge, Nancy J., 2005, *Business & professional communication*, Pearson, Boston.

Downs, Cal & Adrian, Allison, 2002, *Assessing organisational communication*, The Guilford Press, New York

Eunson, Baden, 2011, *Communicating in the 21st century*, (2nd edition), John Wiley & Sons, Australia

Grace, Damian. & Cohen Grace, 2013, *Business ethics*, (5th edition), Oxford University Press

Griffin, Em, 2007, *A first look at communication theory*, McGraw Hill, Boston

Kossen, Christopher, Kiernan, Eleanor & Lawrence, Jill, 2013, *Communicating for success*, Pearson Australia

Lane, Shelley D., 2010, *Interpersonal communication competence and contexts*, (2nd edition) Pearson, Boston

Lewis, Glen & Slade, Christina, 2007, *Critical Communication*, 2nd edition, Prentice Hall, Australia

O'Rourke IV, James S., 2010, *Management communication: a case analysis approach*, (4th edition), Pearson Prentice Hall, Upper Saddle River, New Jersey.

Passer, Michael & Smith, Ronald, 2013, Psychology – the science of mind and behaviour, The McGraw Hill Companies.

Robbins, Stephen P., DeCenzo David A, Coulter, Mary, Woods, Megan, 2016, Management the essentials, (3rd edition), Pearson Australia

Thompson, Leigh L., 2004, Making the team: a guide for managers, Pearson Prentice Hall, Upper Saddle River NJ

Wood, Julia T, 2011, *Communication Mosaics*, Cengage Learning, Australia

5.4 Recommended Journals

Journal of Communication

Communication Quarterly

Australian Journal of Communication

Harvard Business Review

International Journal of Management

Management Communication Quarterly

Journal of Management Development

Journal of Business Communication

Additionally, you will find helpful library information and other course resources at:

<http://subjectguides.library.unsw.edu.au/business>

The website for this course is on Moodle at:

<http://moodle.telt.unsw.edu.au>

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. Feedback from previous students indicated they preferred a greater value in individual assessments. One of the results of this feedback is that the individual marks for this course have been increased from 65% to 80%.

7 COURSE SCHEDULE

Week	Lecture Topic	Tutorial Topic	References	Other Activities/ Assessment
Week 1 27 February	Foundations of Communication	<i>NO TUTORIALS</i>	Text Topic 1	
Week 2 6 March	Ethical Communication & Corporate Responsibility	<ul style="list-style-type: none"> Testing the models 	Text Topic 2	Induction
Week 3 13 March	Interpersonal Communication	<ul style="list-style-type: none"> Video case study Costs/benefits of ethics 	Text Topic 3	
Week 4 20 March	Persuasion & Argumentation	<ul style="list-style-type: none"> Individual & organisational values Self awareness 	Text Topic 6	
Week 5 27 March	Nonverbal Communication	<ul style="list-style-type: none"> Report writing workshop 	Text Topic 5	Form presentation teams
Week 6 03 April	Presenting Professionally	<ul style="list-style-type: none"> Creating meaning in context 	Text Topic 7	
Week 7 10 April	Intercultural Communication	<ul style="list-style-type: none"> Presentation planning workshop 	Text Topic 8	
Mid-semester break: Friday 14 – Saturday 22 April inclusive				
Week 8 24 April	<i>(Tuesday 25 April is Anzac Day public holiday)</i>	NO LECTURES OR TUTORIALS		
Week 9 1 May	Communicating in Teams	<ul style="list-style-type: none"> Intercultural business negotiations 	Text Topic 9	
Week 10 8 May	Perception & Emotional Intelligence	<ul style="list-style-type: none"> Group decision making 	Text Topic 4	Group presentations
Week 11 15 May	Language & Meaning	<ul style="list-style-type: none"> Context & managing emotions 	Moodle reading	Group presentations
Week 12 22 May	Organisational Communication	<ul style="list-style-type: none"> Words & meaning 	Text Topic 10	Group presentations
Week 13 29 May	Crisis Communication	<ul style="list-style-type: none"> Organisational Culture & acculturation 	Text Topic 11	Group presentations

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 after 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.

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/harvard-referencing>

For the *Business School Harvard Referencing Guide*, see the [Business Referencing and Plagiarism](#) webpage (Business >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 and recommendations are only made by lecturers-in-charge (or by the Faculty Panel in the case of final exam special considerations), **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 lecturer-in-charge 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 would require at least a pass mark in attempted assessments and meeting the obligation of having attended 80% of classes.
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:

Tuesday 11 July 2017	Exams for the School of Accounting, Marketing
Wednesday 12 July 2017	Exams for the School of Banking and Finance, Management, Risk and Actuarial Studies
Thursday 13 July 2017	Exams for the School of Economics, Taxation and Business Law, Information Systems

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:

See part A, 4.4

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