



## UNSW Course Outline

# PHCM9143 Internship - 2024

Published on the 25 Aug 2024

## General Course Information

Course Code : PHCM9143

Year : 2024

Term : Term 3

Teaching Period : T3

Is a multi-term course? : No

Faculty : Faculty of Medicine and Health

Academic Unit : School of Population Health

Delivery Mode : Multimodal

Delivery Format : Standard

Delivery Location : Kensington

Campus : Sydney

Study Level : Postgraduate

Units of Credit : 6

### Useful Links

[Handbook Class Timetable](#)

## Course Details & Outcomes

### Course Description

The internship course (6UOC) aims to provide students enrolled in the Master of Public Health, Master of Global Health, Master of Health Leadership and Management or the Master of Infectious Diseases Intelligence degree programs with the opportunity to gain real-world experience in a relevant health organisation through a workplace internship.

The activities and focus of the internship will be relevant to the partner/organisation and student and can be either project- or normal operations-based. Organisations are asked to provide a brief overview of the organisation and outline the types of activities that students will be involved with during the placement.

Examples of workplace activities that students may be involved with include:

- Analysis and/or interpretation of data
- Review of scientific evidence
- Data collection activities
- Program development activities
- Program management activities
- Program evaluation activities
- Policy development activities
- Advocacy activities

This is a merit based course and placements will be awarded based on the outcomes of a written application.

In order to be eligible to apply, students must:

- be enrolled in either Master of Public Health, Master of Global Health, Master of Infectious Diseases Intelligence or Master of Health Leadership and Management degree programs (or dual degrees)
- have completed at least 24 units of credit (UOC) by the start of the course\*
- have a minimum WAM 65, i.e. a credit average (65% or higher).

\* Single degree/full time students will be eligible to apply before completing 24 UoC

Prior to commencing on the placement, students will be required to meet with the course convener to discuss their placement, including timing, responsibilities, OHS and risk management etc. The student will also be required to complete the relevant paperwork before departure i.e. risk assessment forms. The following costs will be the student's responsibility: travel to and from the placement, accommodation (if applicable), visa/immunization (if applicable), food and other sundries etc. The organisation will bear items of expenditure connected with the completion of placement tasks. Interns will not receive any remuneration.

**If you are interested in undertaking an internship, you must contact the course conveners to indicate your interest in this course.**

Further Information: <https://www.unsw.edu.au/medicine-health/our-schools/population-health/>

## Course Aims

The Internship course (6UOC) aims to provide students with the opportunity to gain real-world experience in a relevant health organisation through a workplace internship. Students will be able to draw upon the knowledge and skills gained in their Master's program and contribute to the organisation, and in turn use the first-hand experience in the organisational settings to gain new high level integrated understanding as public health and health service practitioners.

## Relationship to Other Courses

If you are unsure how this course fits within your program, you can seek guidance on optimising your program structure from staff at the [Nucleus Student Hub](#).

Progression plans for UNSW Medicine and Health programs can be found on the [UNSW Medicine & Health website](#).

# Course Learning Outcomes

Course Learning Outcomes
CL01 : Demonstrate capacity to contribute to an organisation within the parameters of an agreed internship placement
CL02 : Identify and delineate a significant practice-based area for inquiry and focus, within the internship placement
CL03 : Systematically collect and synthesise relevant information about the practice-based area of inquiry drawing on relevant literature and workplace activities and experiences
CL04 : Analyse, interpret and evaluate the outcomes from engagement with the practice-based area of inquiry
CL05 : Demonstrate capacity for engaging in supervised practice-based activity within a professional workplace and ability for self - monitoring and reflection on own learning and development
CL06 : Provide a reflexive interpretation on the implications for future professional practice drawing upon the internship experience and relevant themes from within the Master's program

Course Learning Outcomes	Assessment Item
CL01 : Demonstrate capacity to contribute to an organisation within the parameters of an agreed internship placement	<ul style="list-style-type: none"> <li>• Workplace Assessment Report</li> <li>• Internship report</li> </ul>
CL02 : Identify and delineate a significant practice-based area for inquiry and focus, within the internship placement	<ul style="list-style-type: none"> <li>• Workplace Assessment Report</li> <li>• Internship report</li> </ul>
CL03 : Systematically collect and synthesise relevant information about the practice-based area of inquiry drawing on relevant literature and workplace activities and experiences	<ul style="list-style-type: none"> <li>• Internship report</li> </ul>
CL04 : Analyse, interpret and evaluate the outcomes from engagement with the practice-based area of inquiry	<ul style="list-style-type: none"> <li>• Critical Incident Analysis</li> <li>• Final internship reflection</li> <li>• Internship report</li> </ul>
CL05 : Demonstrate capacity for engaging in supervised practice-based activity within a professional workplace and ability for self - monitoring and reflection on own learning and development	<ul style="list-style-type: none"> <li>• Critical Incident Analysis</li> <li>• Final internship reflection</li> <li>• Internship report</li> </ul>
CL06 : Provide a reflexive interpretation on the implications for future professional practice drawing upon the internship experience and relevant themes from within the Master's program	<ul style="list-style-type: none"> <li>• Critical Incident Analysis</li> <li>• Final internship reflection</li> </ul>

# Learning and Teaching Technologies

Moodle - Learning Management System

## Learning and Teaching in this course

All course materials and course announcements are provided on the course learning management system, Moodle.

By accessing and using the ICT resources provided by UNSW, you are agreeing to abide by the '[Acceptable Use of UNSW ICT Resources](#)' policy particularly on respect for intellectual property and copyright, legal and ethical use of ICT resources and security and privacy.

## Assessments

### Assessment Structure

Assessment Item	Weight	Relevant Dates
Workplace Assessment Report Assessment Format: Individual Short Extension: Yes (2 days)	20%	Start Date: Not Applicable Due Date: At completion of placement Post Date: 12/12/2024 12:00 PM
Critical Incident Analysis Assessment Format: Individual Short Extension: Yes (2 days)	20%	Start Date: Not Applicable Due Date: Week 5: 07 October - 13 October Post Date: 12/12/2024 12:00 PM
Internship report Assessment Format: Individual Short Extension: Yes (2 days)	40%	Start Date: Not Applicable Due Date: Within the week following your placement Post Date: 12/12/2024 12:00 PM
Final internship reflection Assessment Format: Individual Short Extension: Yes (2 days)	20%	Start Date: Not Applicable Due Date: Within the week following your placement Post Date: 12/12/2024 12:00 PM

## Assessment Details

### Workplace Assessment Report

#### Assessment Overview

An assessment/evaluation of your performance in the workplace by your workplace supervisor based on a list of capabilities/activities developed in the initial stage of the placement.

More details on this task are provided on your course Moodle site.

### Course Learning Outcomes

- CL01 : Demonstrate capacity to contribute to an organisation within the parameters of an agreed internship placement
- CL02 : Identify and delineate a significant practice-based area for inquiry and focus, within the internship placement

### Detailed Assessment Description

Please see Moodle for detailed assessment information.

### Submission notes

Refer to Moodle for submission information

### Assignment submission Turnitin type

This is not a Turnitin assignment

### Generative AI Permission Level

**Not Applicable**

Generative AI is not considered to be of assistance to you in completing this assessment. If you do use generative AI in completing this assessment, you should attribute its use.

For more information on Generative AI and permitted use please see [here](#).

## **Critical Incident Analysis**

### Assessment Overview

In this report, you will reflect on a specific occurrence during the first part of your placement which has resulted in an example of professional learning. You will analyse the implications of the experience and how it has transformed their professional knowledge.

Written feedback will be based on course learning outcomes and the extent to which you respond to the task against specific assessment criteria provided in the course.

More details on this task are provided on your course Moodle site.

### Course Learning Outcomes

- CL04 : Analyse, interpret and evaluate the outcomes from engagement with the practice-based area of inquiry
- CL05 : Demonstrate capacity for engaging in supervised practice-based activity within a professional workplace and ability for self - monitoring and reflection on own learning and development
- CL06 : Provide a reflexive interpretation on the implications for future professional practice drawing upon the internship experience and relevant themes from within the Masterâ??s

program

### **Detailed Assessment Description**

Detailed information about this assessment will be provided on the course Moodle page

### **Assessment Length**

800 words

### **Submission notes**

Refer to Moodle for submission information

### **Assignment submission Turnitin type**

This assignment is submitted through Turnitin and students do not see Turnitin similarity reports.

### **Generative AI Permission Level**

#### **Simple Editing Assistance**

In completing this assessment, you are permitted to use standard editing and referencing functions in the software you use to complete your assessment. These functions are described below. You must not use any functions that generate or paraphrase passages of text or other media, whether based on your own work or not.

If your Convenor has concerns that your submission contains passages of AI-generated text or media, you may be asked to account for your work. If you are unable to satisfactorily demonstrate your understanding of your submission you may be referred to UNSW Conduct & Integrity Office for investigation for academic misconduct and possible penalties.

For more information on Generative AI and permitted use please see [here](#).

## **Internship report**

### **Assessment Overview**

The focus and objectives of the report will be negotiated and agreed upon at the beginning of the internship and will align with the required output of the internship for the partner organisation.

The focus of the internship report could be any of the following:

- An evaluation on a piece of work undertaken in the placement such as contributing to a policy
- A program evaluation
- A piece of a workplace report or policy that the student was involved with
- A small scale research-based study
- An in-depth literature review on the practice-based area of interest
- A collection of mini case studies of practice from the internship placement

Written feedback will be based on course learning outcomes and the extent to which you respond to the task against specific assessment criteria provided in the course.

More details on this task are provided on your course Moodle site.

### **Course Learning Outcomes**

- CL01 : Demonstrate capacity to contribute to an organisation within the parameters of an agreed internship placement
- CL02 : Identify and delineate a significant practice-based area for inquiry and focus, within the internship placement
- CL03 : Systematically collect and synthesise relevant information about the practice-based area of inquiry drawing on relevant literature and workplace activities and experiences
- CL04 : Analyse, interpret and evaluate the outcomes from engagement with the practice-based area of inquiry
- CL05 : Demonstrate capacity for engaging in supervised practice-based activity within a professional workplace and ability for self - monitoring and reflection on own learning and development

### **Detailed Assessment Description**

Detailed information about this assessment will be provided on the course Moodle page

### **Assessment Length**

2,500 words

### **Submission notes**

Refer to Moodle for submission information

### **Assignment submission Turnitin type**

This assignment is submitted through Turnitin and students do not see Turnitin similarity reports.

### **Generative AI Permission Level**

#### **Simple Editing Assistance**

In completing this assessment, you are permitted to use standard editing and referencing functions in the software you use to complete your assessment. These functions are described below. You must not use any functions that generate or paraphrase passages of text or other media, whether based on your own work or not.

If your Convenor has concerns that your submission contains passages of AI-generated text or media, you may be asked to account for your work. If you are unable to satisfactorily



demonstrate your understanding of your submission you may be referred to UNSW Conduct & Integrity Office for investigation for academic misconduct and possible penalties.  
For more information on Generative AI and permitted use please see [here](#).

## **Final internship reflection**

### **Assessment Overview**

In this report, you will reflect on your internship by analysing your experience in light of your Master's program learning and the implications for your future practice.

Written feedback will be based on course learning outcomes and how you respond to the task against specific assessment criteria provided in the course.

More details on this task are provided on your course Moodle site.

### **Course Learning Outcomes**

- CL04 : Analyse, interpret and evaluate the outcomes from engagement with the practice-based area of inquiry
- CL05 : Demonstrate capacity for engaging in supervised practice-based activity within a professional workplace and ability for self - monitoring and reflection on own learning and development
- CL06 : Provide a reflexive interpretation on the implications for future professional practice drawing upon the internship experience and relevant themes from within the Master's program

### **Detailed Assessment Description**

Detailed information about this assessment will be provided on the course Moodle page

### **Assessment Length**

1000 words

### **Submission notes**

"Refer to Moodle for submission information

### **Assignment submission Turnitin type**

This assignment is submitted through Turnitin and students do not see Turnitin similarity reports.

### **Generative AI Permission Level**

### **Simple Editing Assistance**

In completing this assessment, you are permitted to use standard editing and referencing functions in the software you use to complete your assessment. These functions are described below. You must not use any functions that generate or paraphrase passages of text or other media, whether based on your own work or not.

If your Convenor has concerns that your submission contains passages of AI-generated text or media, you may be asked to account for your work. If you are unable to satisfactorily demonstrate your understanding of your submission you may be referred to UNSW Conduct & Integrity Office for investigation for academic misconduct and possible penalties.

For more information on Generative AI and permitted use please see [here](#).

## General Assessment Information

Detailed instructions regarding assessments for this course are provided on the course Moodle page.

For student information on results, grades, and guides to assessment see: <https://student.unsw.edu.au/assessment>

### Adopting a critical approach to your assignments

It is important that you adopt a critical approach to the material that you source for assignments, to the required readings, and to other resources you are presented with during the course. Think about and evaluate the material which you are reading and which you are presenting in assignments. Attempt to cast aside your assumptions and biases and attempt to assess the logic and consistency of the material in light of the supporting evidence. Wide reading on a topic facilitates this.

### Referencing

School of Population Health requires students to use either APA or Vancouver referencing styles for all assignments for this course.

It is your responsibility to learn either APA or Vancouver referencing and use it consistently to acknowledge sources of information (citing references). Failure to reference correctly may limit marks to PS or below. Guidelines for acknowledging sources of information can be found on the following websites:

- UNSW Library: <http://subjectguides.library.unsw.edu.au/elise>
- UNSW Academic Skills and Support: <https://student.unsw.edu.au/skills>

## Word limits

All word limits are to be strictly adhered to (i.e. there is no 10% leeway). Word limits include all text (e.g. headings, title, main text) and exclude tables and figures, in-text citations (if you are using APA) and reference lists. Exceptions may apply. Please refer to your individual task description for exceptions..

## Turnitin

All written assessment tasks in courses in the School of Population Health use Turnitin. Turnitin is a similarity and generative AI detection software that enables assignments to be checked against the submitted assignments of other students using Turnitin, as well as the internet. If you are unfamiliar with the Turnitin software, a demonstration can be found at: <https://student.unsw.edu.au/turnitin>

### Originality and Generative AI reports

In School of Population Health courses, access to the originality report of your submission through Turnitin is available to you. Students do not have access to the Generative AI report.

In School of Population Health courses, you are permitted to resubmit until the assignment due date (each file uploaded overwrites the previous version). This will help you in self-reviewing and revising your submission until the due date. **No resubmissions will be allowed after the due date and time of the assignment.** Therefore, draft assignments submitted in this way will be regarded as the final version at the due date if you have not uploaded a subsequent, finalised version. **IMPORTANT:** there are delays in the availability of subsequent Originality reports. For more details, see <https://www.student.unsw.edu.au/turnitin>

Detailed instructions regarding assessments for this course are provided on the course Moodle page.

For student information on results, grades, and guides to assessment see: <https://student.unsw.edu.au/assessment>

## Adopting a critical approach to your assignments

It is important that you adopt a critical approach to the material that you source for assignments, to the required readings, and to other resources you are presented with during the course. Think about and evaluate the material which you are reading and which you are presenting in

assignments. Attempt to cast aside your assumptions and biases and attempt to assess the logic and consistency of the material in light of the supporting evidence. Wide reading on a topic facilitates this.

## Referencing

School of Population Health requires students to use either APA or Vancouver referencing styles for all assignments for this course.

It is your responsibility to learn either APA or Vancouver referencing and use it consistently to acknowledge sources of information (citing references). Failure to reference correctly may limit marks to PS or below. Guidelines for acknowledging sources of information can be found on the following websites:

- UNSW Library: <http://subjectguides.library.unsw.edu.au/elise>
- UNSW Academic Skills and Support: <https://student.unsw.edu.au/skills>

## Word limits

All word limits are to be strictly adhered to (i.e. there is no 10% leeway). Word limits include all text (e.g. headings, title, main text) and exclude tables and figures, in-text citations (if you are using APA) and reference lists. Exceptions may apply. Please refer to your individual task description for exceptions..

## Turnitin

All written assessment tasks in courses in the School of Population Health use Turnitin. Turnitin is a similarity and generative AI detection software that enables assignments to be checked against the submitted assignments of other students using Turnitin, as well as the internet. If you are unfamiliar with the Turnitin software, a demonstration can be found at: <https://student.unsw.edu.au/turnitin>

## Originality and Generative AI reports

In School of Population Health courses, access to the originality report of your submission through Turnitin is available to you. Students do not have access to the Generative AI report.

In School of Population Health courses, you are permitted to resubmit until the assignment due date (each file uploaded overwrites the previous version). This will help you in self-reviewing and

revising your submission until the due date. **No resubmissions will be allowed after the due date and time of the assignment.** Therefore, draft assignments submitted in this way will be regarded as the final version at the due date if you have not uploaded a subsequent, finalised version. **IMPORTANT:** there are delays in the availability of subsequent Originality reports. For more details, see <https://www.student.unsw.edu.au/turnitin>

## Feedback on assessment and review of results

If you believe the mark you've received for an assessment task doesn't reflect your performance you should first check you have grounds to seek a review: <https://student.unsw.edu.au/results>

In the first instance, you should discuss your performance with your Course Convenor. In your communication, you should clearly outline the reasons you are seeking clarification and do so against the marking criteria for the assessment.

Students may also formally apply to have their results reviewed. An application, which includes a justification for the review must be submitted through The Nucleus (<https://student.unsw.edu.au/results>) **within 5 days** of receiving the result. A review of results may result in an increase or decrease in marks.

## Grading Basis

Standard

## Requirements to pass course

In order to pass this course students must:

- Attempt all assessments
- Achieve a composite grade of at least 50 out of 100

Meet any additional requirements specified in the assessment details section and on Moodle.

# Course Schedule

## Attendance Requirements

It is highly recommended that students attend and participate in all scheduled activities, whether in-person or online, and review class recordings for comprehensive learning. See: <https://www.student.unsw.edu.au/attendance>

Students must meet regularly with the Course Authority throughout term as required.

# Course Resources

## Prescribed Resources

Learning resources for this course consist of the following and are available on Moodle:

1. Course notes
2. Other (as required).

There are no set text books for this course.

## Recommended Resources

Recommended resources for this course are provided on the course Moodle page.

## Course Evaluation and Development

Student feedback is taken seriously, and continual improvements are made to the course based, in part, on such feedback.

## Staff Details

Position	Name	Email	Location	Phone	Availability	Equitable Learning Services Contact	Primary Contact
Lecturer	Suzanne Schibeci		John Goodsell, Kensington Campus		Via email appointment	Yes	Yes

## Other Useful Information

### Academic Information

As a student of UNSW Medicine & Health you are expected to familiarise yourself with the contents of this course outline and the UNSW Student Code and policies and procedures related to your studies.

### Student Code of Conduct

Throughout your time studying at UNSW Medicine & Health, you share a responsibility with us for maintaining a safe, harmonious and tolerant University environment. This includes within the courses you undertake during your degree and your interactions with the UNSW community, both on campus and online.

The [UNSW Student Code of Conduct](#) website provides a framework for the standard of conduct expected of UNSW students with respect to both academic integrity and your responsibility as a UNSW citizen.

Where the University believes a student may have breached the code, the University may take disciplinary action in accordance with the [Student Misconduct Procedure](#).

The [Student Conduct and Integrity Office](#) provides further resources to assist you to understand your conduct obligations as a student at UNSW.

## Academic Honesty and Plagiarism

### Academic integrity

UNSW has an ongoing commitment to fostering a culture of learning informed by academic integrity. All UNSW staff and students have a responsibility to adhere to the principle of academic integrity, and ethical scholarship of learning is fundamental to your success at UNSW Medicine & Health.

Plagiarism, contract cheating, and inappropriate use of generative AI undermine academic integrity and are not tolerated at UNSW. For more information see the [Academic Integrity and Plagiarism toolkit](#).

In addition to the information you are required to review in your [ELISE training](#), UNSW Medicine & Health strongly recommends that you complete the [Working with Academic Integrity](#) module before submitting your first assessment task.

### Referencing

Referencing is a way of acknowledging the sources of information that you use to research your assignments. Preferred referencing styles vary among UNSW Medicine & Health disciplines, so check your course Learning Management System (e.g. Moodle or Open Learning) page for information on preferred referencing styles.

For further information on referencing support and styles, see the Current Student [Referencing page](#).

### Academic misconduct and plagiarism

At UNSW, academic misconduct is managed in accordance with the [Student Misconduct Procedure](#). Allegations of plagiarism are generally handled according to the [UNSW Plagiarism Management Procedure](#). Plagiarism is defined in the [UNSW Plagiarism Policy](#) and is not tolerated at UNSW.

## **Use of Generative AI and other tools in your assessment**

UNSW has provided guiding statements for the [use of Generative AI in assessments](#). This will differ, depending on the individual assessment task, your course requirements, and the course stage within your program.

Your course convenor will outline if and how you can use Generative AI in each of your assessment tasks. Inappropriate use of generative AI is considered academic misconduct.

Options for the use of generative AI include: (1) no assistance (for invigilated assessments); (2) simple editing assistance; (3) drafting assistance; and (4) full assistance with attribution; and (5) Generative AI software-based assessments. See your individual assessment descriptions for the level of permitted use of generative AI for each task and see your course Moodle (or Open Learning) page for the full instructions on permitted use of generative AI in your assessment tasks for this course.

Instructions may include a requirement to submit the original generative AI responses, or drafts of your original work, or provide on request.

## **Submission of Assessment Tasks**

### **Short extensions and special consideration**

#### Short extension

UNSW has a short extension procedure for submission of assessment tasks. Not all tasks are eligible, and eligible tasks have a predetermined extension length. UNSW Medicine and Health have set School-level extension lengths for eligible assessment tasks. See your course assessment descriptions for more information.

Students must check the availability of a short extension in the individual assessment task information for their courses.

Short extensions do not require supporting documentation. They must be submitted through



[Special Consideration](#) before the assessment task deadline. No late applications will be accepted.

Late penalties apply to submission of assessment tasks without approved extension.

### Special consideration

In cases where illness, misadventure or other circumstances beyond your control will prevent you from submitting your assessment by the due date and you require an extension, you need to formally apply for [Special Consideration](#) through myUNSW.

UNSW has a **Fit to Sit/Submit rule**, which means that by sitting or submitting an assessment on the scheduled assessment date, you are declaring that you are fit to do so and cannot later apply for Special Consideration. Examinations include centrally timetabled examinations and scheduled, timed examinations and tests managed by your School.

Important information relating to Short Extension and Special Consideration is available [here](#), including eligibility for Special Consideration, circumstances where students with Equitable Learning Plans can apply for Short Extensions and Special Consideration, and the appeals process.

### **Examinations**

Information about the conduct of examinations in your course is provided on your course Moodle page.

### **Timed online assessment tasks**

If you experience a technical or connection problem during a timed online assessment, such as a timed quiz, you can apply for Special Consideration. To be eligible to apply you need to contact the Course Convenor and advise them of the issue immediately. You will need to submit an application for Special Consideration immediately, and upload screenshots, error messages or other evidence of the technical issue as supporting documentation. Additional information can be found on: <https://student.unsw.edu.au/special-consideration>

### **Other assessment tasks**

### **Late submission of assessment tasks**

UNSW has standard late submission penalties as outlined in the [UNSW Assessment Implementation Procedure](#), with no permitted variation. All late assignments (unless extension or exemption previously agreed) will be penalised by 5% of the maximum mark per calendar day (including Saturday, Sunday and public holidays).

Late submissions penalties are capped at five calendar days (120 hours). This means that a student is not permitted to submit an assessment more than 5 calendar days (120 hours) after the due date for that assessment (unless extension or exemption previously agreed).

### **Failure to complete an assessment task**

You are expected to complete all assessment tasks for your courses. In some courses, there will be a minimum pass mark required on a specific assessment task (a “hurdle task”) due to the need to assure clinical competency.

Where a hurdle task is applicable, additional information is provided in the assessment information on your course Moodle page.

### **Feedback on assessments**

Feedback on your performance in assessment tasks will be provided to you in a timely manner. For assessment tasks completed within the teaching period of a course, other than a final assessment, feedback will be provided within 10 working days of submission, under normal circumstances.

Feedback on continuous assessment tasks (e.g. laboratory and studio-based, workplace-based, weekly quizzes) will be provided prior to the midpoint of the course.

**Any variation from the above information that is specific to an assessment task will be clearly indicated in the course and assessment information provided to you on your course Moodle (or Open Learning) page.**

## **Faculty-specific Information**

### **Additional support for students**

The university offers a wide range of support services that are available for students. Here are some links for you to explore.

- The Current Students Gateway: <https://student.unsw.edu.au>
- Academic Skills and Support: <https://student.unsw.edu.au/academic-skills>
- Student support: <https://www.student.unsw.edu.au/support>
- Student Wellbeing, Health and Safety: <https://student.unsw.edu.au/wellbeing>

Mind Smart Guides are a series of mental health self-help resources designed to give you the psychological flexibility, resilience and self-management skills you need to thrive at university and at work.

- Mind Smart Guides: <https://student.unsw.edu.au/mindsmart>
- Equitable Learning Services: <https://student.unsw.edu.au/els>
- Guide to studying online: <https://www.student.unsw.edu.au/online-study>

Most courses in UNSW Medicine & Health use Moodle as your Learning Management System. Guidance for using UNSW Moodle can be found on the Current Student page. Difficulties with Moodle should be logged with the IT Service Centre.

- Moodle Support: <https://student.unsw.edu.au/moodle-support>

The IT Service Desk is your central point of contact for assistance and support with remote and on-campus study.

- UNSW IT Service Centre: <https://www.myit.unsw.edu.au/services/students>

## Course evaluation and development

At UNSW Medicine & Health, students take an active role in designing their courses and their overall student experience. We regularly seek feedback from students, and continuous improvements are made based on your input. Towards the end of the term, you will be asked to participate in the [myExperience survey](#), which serves as a source of evaluative feedback from students. Your input to this quality enhancement process is valuable in helping us meet your learning needs and deliver an effective and enriching learning experience. Student responses are

carefully considered, and the action taken to enhance educational quality is documented in the myFeedback Matters section of your Moodle (or Open Learning) course page.

## School-specific Information

### Additional Resources

Additional resources are available on the SPH website: <https://sph.med.unsw.edu.au/current-students/student-resources>

### Subject guides

Use these guides as a quick and easy pathway to locating resources in your subject area. These excellent guides bring together the core web and print resources in one place and provide a one click portal into the online resources.

UNSW Library Subject Guides: <http://subjectguides.library.unsw.edu.au/subjectguides>

Public Health Subject Guide: <http://subjectguides.library.unsw.edu.au/publichealth>

### Recording of lectures, tutorials and other teaching activities

Lectures, tutorials and other teaching activities *may* be recorded. Students should be advised that they are consenting to the recording by their enrolment in the course or participation in the activity. The purpose of audio and video recordings is to enhance the student experience by supporting engaged learning in an online teaching environment and ensure equitable access to all course resources for our students. If you have concerns about accessing course recordings, or being recorded, please contact the Course Convenor.

## School Contact Information

School guidelines on contacting staff:

### Course questions

All questions related to course content should be posted on Moodle or as directed by your Course Convenor.

In cases where email communication with course convenors is necessary, we kindly request the

following:

- Use your official email address for any correspondence with teaching staff.
- We expect a high standard of communication. All communication should avoid using short-hand or texting language.
- Include your full name, student ID, and your course code and name in all communication.

Our course convenors are expected to respond to emails during standard working hours of Monday to Friday, 9am-5pm.

### **Administrative questions**

If you have an administrative question about your program of study at the School please submit your enquiry online at [UNSW Ask Us](#).

### **Complaints and appeals**

Student complaints and appeals: <https://student.unsw.edu.au/complaints>

If you have any grievances about your studies, we invite you to address these initially to the Course Convenor. If the response does not meet your expectations, you may then contact the School Grievance Officer, A/Prof Timothy Dobbins ([t.dobbins@unsw.edu.au](mailto:t.dobbins@unsw.edu.au)).