



## UNSW Course Outline

# OPTM7218 Research Project - 2024

Published on the 12 May 2024

## General Course Information

**Course Code :** OPTM7218

**Year :** 2024

**Term :** Term 2

**Teaching Period :** T2

**Is a multi-term course? :** No

**Faculty :** Faculty of Medicine and Health

**Academic Unit :** School of Optometry and Vision Science

**Delivery Mode :** Multimodal

**Delivery Format :** Standard

**Delivery Location :** Kensington

**Campus :** Sydney

**Study Level :** Postgraduate

**Units of Credit :** 4

### Useful Links

[Handbook Class Timetable](#)

## Course Details & Outcomes

### Course Description

A directed research investigation into a topic in Optometry or Visual Science with a duration of one year. May be carried out either on campus or within the student's professional practice with primary supervision from the University.

# Course Aims

The aim of the course is to develop skills in the process of research, including an ability to search and critically read the literature, to consider ethical aspects of research, to analyse and interpret data, to communicate effectively your research findings and to identify ways in which your findings may change current thinking in your research area.

## Relationship to Other Courses

Assistance with progression checking:

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	Optometry Australia competency standards
CLO1 : Understand and apply skills in reviewing, analysing and understanding published literature	<ul style="list-style-type: none"><li>• OPT2 : Professional and Ethical Practitioner</li><li>• OPT3 : Communicator and Collaborator</li><li>• OPT4 : Scholar and Lifelong Learner</li></ul>
CLO2 : Demonstrate an understanding of the ethical considerations required in human research studies	<ul style="list-style-type: none"><li>• OPT1 : Clinical Care Provider</li><li>• OPT2 : Professional and Ethical Practitioner</li></ul>
CLO3 : Describe research methods and protocol development	<ul style="list-style-type: none"><li>• OPT3 : Communicator and Collaborator</li></ul>
CLO4 : Undertake basic data analysis, including a reasonable interpretation of the analysis outcomes	<ul style="list-style-type: none"><li>• OPT4 : Scholar and Lifelong Learner</li></ul>
CLO5 : Communicate high-level disciplinary knowledge and research findings in both written and oral form	<ul style="list-style-type: none"><li>• OPT1 : Clinical Care Provider</li><li>• OPT2 : Professional and Ethical Practitioner</li><li>• OPT3 : Communicator and Collaborator</li></ul>

Course Learning Outcomes	Assessment Item
CLO1 : Understand and apply skills in reviewing, analysing and understanding published literature	<ul style="list-style-type: none"><li>• Written report</li><li>• Supervisors Assessment</li><li>• Oral presentation</li></ul>
CLO2 : Demonstrate an understanding of the ethical considerations required in human research studies	<ul style="list-style-type: none"><li>• Written report</li><li>• Supervisors Assessment</li><li>• Oral presentation</li></ul>
CLO3 : Describe research methods and protocol development	<ul style="list-style-type: none"><li>• Written report</li><li>• Supervisors Assessment</li><li>• Oral presentation</li></ul>
CLO4 : Undertake basic data analysis, including a reasonable interpretation of the analysis outcomes	<ul style="list-style-type: none"><li>• Written report</li><li>• Supervisors Assessment</li><li>• Oral presentation</li></ul>
CLO5 : Communicate high-level disciplinary knowledge and research findings in both written and oral form	<ul style="list-style-type: none"><li>• Written report</li><li>• Supervisors Assessment</li><li>• Oral presentation</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 (or Open Access).

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.

## Additional Course Information

### SCHOOL OF OPTOMETRY AND VISION SCIENCE, UNSW SUPPLEMENTARY EXAMINATION INFORMATION, 2024

#### SPECIAL CONSIDERATION

On some occasions, sickness, misadventure or other circumstances beyond your control may prevent you from completing a course requirement, such as attending a formal end of semester examination. In these cases you may apply for Special Consideration. **UNSW operates under a Fit to Sit/ Submit rule for all assessments. If a student wishes to submit an application for special consideration for an exam or assessment, the application must be submitted prior to the start of the exam or before an assessment is submitted. If a student sits the exam/ submits an assignment, they are declaring themselves well enough to do so.** The application must be made via Online Services in myUNSW. Log into myUNSW and go to My Student Profile tab > My Student Services > Online Services > Special Consideration. Submit the application (including supporting documentation) to UNSW Student Central.

#### CHRONIC ISSUES AND PRE-EXISTING CONDITIONS

If you have chronic issues and pre-existing conditions, we recommend you apply for Educational adjustments for disability support through Disability Services.

Register for Disability Services at <https://student.unsw.edu.au/disability-registration>

Absence from a final examination is a serious matter, normally resulting in a Fail (FL) grade. **If you are medically unfit to attend an examination, YOU MUST CONTACT THE SCHOOL DIRECTLY ON THE DAY OF THE EXAMINATION TO ADVISE OF THIS** (telephone 02 9385 4639,

email: [optometry@unsw.edu.au](mailto:optometry@unsw.edu.au)). You must also submit a Request for Special Consideration application as detailed on the UNSW website: <https://student.unsw.edu.au/special-consideration>.

It is the responsibility of the student to consult the web site or noticeboard to ascertain whether they have supplementary examinations. This information WILL NOT be conveyed in ANY other manner. Interstate, overseas or any other absence cannot be used as an excuse.

This information will be available on the School web site at <http://www.optometry.unsw.edu.au> (do not confuse the School website with the myUNSW website) and posted on the notice board on Level 3. This information will be available as soon as possible after the School Examination Committee meeting.

SUPPLEMENTARY EXAMINATIONS FOR 2024 WILL BE HELD AS FOLLOWS: FOR TERM 1:

- **WEDNESDAY, 15 MAY 2024 – FRIDAY, 17 MAY 2024**

**FOR TERM 2:**

- **WEDNESDAY, 28 AUGUST 2024 - FRIDAY, 30 AUGUST 2024**

**FOR TERM 3:**

- **WEDNESDAY, 11 DECEMBER 2024 - FRIDAY, 13 DECEMBER 2024**

Supplementary examinations will be held at the scheduled time only. If students who are granted supplementary examinations do not attend, a failure will be recorded for that course. Students should not make travel arrangements, or any other commitments, before establishing whether or not they have supplementary examinations. Ignorance of these procedures, interstate, overseas or any other absence will not be accepted as an excuse. But usual Special Consideration still applies.

If additional assessment is not scheduled, this does NOT indicate whether or not a student has passed or failed the course. Results will be received in the usual way. Please do not contact the School in this regard.

Please note the above applies to OPTM and VISN courses only. Any information on supplementary examinations for servicing courses (e.g. CHEM\*\*\*\*) is the responsibility of the School conducting the course.

School of Optometry and Vision Science, UNSW, 3 August 2023

# Assessments

## Assessment Structure

Assessment Item	Weight	Relevant Dates
Written report	50%	Start Date: Not Applicable Due Date: 15/11/2024 12:00 AM
Supervisors Assessment	25%	Start Date: Not Applicable Due Date: 22/11/2024 05:00 PM
Oral presentation	25%	Start Date: Not Applicable Due Date: 06/12/2024 09:00 AM

## Assessment Details

### Written report

#### Assessment Overview

This major assessment will be comprised of a written report submitted at end of the course encompassing a literature review and the student's research including results, discussion and conclusions. The report should be no longer than 10,000 words, and can be prepared as a journal submission in this field of research (the format will be discussed with supervisor) and variations are allowed based on how the type of research is usually reported. The report should generally be presented with an abstract, introduction, methods, results and discussion and references.

This report will be marked by two independent assessors in the school or elsewhere (when expertise is needed). This assessment is based on the following components.

- a. Literature review showing knowledge of the topic area, rationale for the research aims and question
- b. Comprehensive details of the methods and techniques applied for the research (this will reflect level of understanding of the research methodology)
- c. Content and organisation of the report, coverage of key issues
- d. Overall discussion and conclusions, including key issues in the context of existing literature and any limitations of the research conducted
- e. Correctness and appropriate use of references

f. Appropriate use of figures and tables, including complete legends and details; overall organisation, logic and clarity of the report

### **Course Learning Outcomes**

- CLO1 : Understand and apply skills in reviewing, analysing and understanding published literature
- CLO2 : Demonstrate an understanding of the ethical considerations required in human research studies
- CLO3 : Describe research methods and protocol development
- CLO4 : Undertake basic data analysis, including a reasonable interpretation of the analysis outcomes
- CLO5 : Communicate high-level disciplinary knowledge and research findings in both written and oral form

### **Detailed Assessment Description**

Please refer to the Moodle for more details.

### **Submission notes**

Short extensions (not more than 1 week) for written reports may be requested prior to end of term, with discussion and agreement from supervisor and course convenor

### **Assessment information**

#### **Use of Generative Artificial Intelligence (AI) in the assessment**

UNSW Pro-Vice Chancellor Education and Student Experience (PVCESE) provides guidance on the [use of generative Artificial Intelligence](#) in assessments.

For this assessment task, you may use AI-based software to research and prepare prior to completing your assessment. You are permitted to use standard editing and referencing functions in word processing software in the creation of your submission. You must not use any functions that generate or paraphrase [or translate] passages of text, whether based on your own work or not. Please note that your submission will be passed through an AI-generated text detection tool. If your marker has concerns that your answer contains passages of AI-generated text you may be asked to explain 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.

#### **Assignment submission Turnitin type**

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

# **Supervisors Assessment**

## **Assessment Overview**

Overall participation mark including regular meetings with supervisor, independent research of literature and effort during the course. The supervisor will provide feedback of participation during and at the end of the course

Each student will be assessed by the supervisor on the following:

- a. Quality of involvement and level of engagement in the research project
- b. Communication and clarity of ideas in oral and written communications and during meetings across the terms.
- c. Demonstrated comprehension of the research topic and questions
- d. Evidence of preparation for each meeting with the supervisor and
- e. Willingness to take initiative in meetings/written communication; frequency of contributions to the project
- f. Willingness to raise relevant questions and ideas, discuss areas of lack of understanding, consider alternative viewpoints

## **Course Learning Outcomes**

- CLO1 : Understand and apply skills in reviewing, analysing and understanding published literature
- CLO2 : Demonstrate an understanding of the ethical considerations required in human research studies
- CLO3 : Describe research methods and protocol development
- CLO4 : Undertake basic data analysis, including a reasonable interpretation of the analysis outcomes
- CLO5 : Communicate high-level disciplinary knowledge and research findings in both written and oral form

## **Detailed Assessment Description**

Please refer to Moodle for more details.

## **Assignment submission Turnitin type**

Not Applicable

# Oral presentation

## Assessment Overview

Oral presentations will be assessed by academics attending the presentations. Feedback to the student and supervisor will be provided by the convenor.

Academic staff will assess the quality of the scientific work and presentation using the following scheme:

Excellent (3)	Good (2)	Acceptable (1)	Not attended (0)	Presentation Style	Super organised effort, interesting, logical presentation, very easy to follow	Well organised, interesting, easy to follow	Mostly clear and organised, No presentation	Communication	Clear, engaging, easy to follow, interesting, excellent engagement with audience	Clear and understandable, good audience engagement	Clear and understandable, limited audience engagement	No communication	Q&A
All questions understood and well answered with no difficulties at all	Most questions understood, attempted to answers all questions	Limited understanding of questions and Not presnet for questions	Content	Detailed, critically reviewed, accurate	Detailed information, relevant, accurate	Most areas covered, some details lmissing or inaccurate	No content References	Excellent and extensive evidence of resources and references in all areas	Good evidence of resources used in research	Limited evidence of resources used for research	No resources used		

## Course Learning Outcomes

- CLO1 : Understand and apply skills in reviewing, analysing and understanding published literature
- CLO2 : Demonstrate an understanding of the ethical considerations required in human research studies
- CLO3 : Describe research methods and protocol development
- CLO4 : Undertake basic data analysis, including a reasonable interpretation of the analysis outcomes
- CLO5 : Communicate high-level disciplinary knowledge and research findings in both written and oral form

## Detailed Assessment Description

Please refer to Moodle for more details.

## Assessment information

### Use of Generative Artificial Intelligence (AI) in the assessment

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For this assessment task, you may use AI-based software to research and prepare prior to completing your assessment. You are permitted to use standard editing and referencing functions in word processing software in the creation of your submission. You must not use any

functions that generate or paraphrase [or translate] passages of text, whether based on your own work or not. Please note that your submission will be passed through an AI-generated text detection tool. If your marker has concerns that your answer contains passages of AI-generated text you may be asked to explain 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.

**Assignment submission Turnitin type**

Not Applicable

## General Assessment Information

Detailed instructions regarding assessments for this course are provided on the course Moodle page (or Open Learning).

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

**Grading Basis**

Standard

**Requirements to pass course**

In order to pass this course students must:

- 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

Teaching Week/Module	Activity Type	Content
Week 1 : 27 May - 2 June	Project	Performing research for your project - reading, literature searches, writing. Includes tutorial on "The research process"
Week 2 : 3 June - 9 June	Project	Performing research for your project - reading, literature searches, writing. Includes tutorial on "Designing a study"
Week 3 : 10 June - 16 June	Project	Performing research for your project - reading, literature searches, writing. Includes tutorial on "Thinking about data"
Week 4 : 17 June - 23 June	Project	Performing research for your project - reading, literature searches, writing. Includes tutorial on "The National Statement on Ethical Conduct in Human Research"
Week 5 : 24 June - 30 June	Project	Performing research for your project - reading, literature searches, writing. Includes 1 hour tutorial on "Writing an ethics application"
Week 6 : 1 July - 7 July	Project	Performing research for your project - reading, literature searches, writing. Includes tutorial on "Methods in data collection"
Week 7 : 8 July - 14 July	Project	Performing research for your project - reading, literature searches, writing. Includes tutorial on "Data analysis and presentation"
Week 8 : 15 July - 21 July	Project	Performing research for your project - reading, literature searches, writing. Includes tutorial on "How to write a research report 1"
Week 9 : 22 July - 28 July	Project	Performing research for your project - reading, literature searches, writing. Includes tutorial on "How to write a research report 2"
Week 10 : 29 July - 4 August	Project	Performing research for your project - reading, literature searches, writing. Includes tutorial on "How to write a research report 3"

## Attendance Requirements

*Students are expected to attend all scheduled clinical, laboratory and tutorial classes. An Unsatisfactory Fail (UF) may be recorded as the final grade for the course if students fail to meet the minimum requirement of 80% attendance for clinical, laboratory and tutorial classes (unless otherwise specified on Moodle). Course attendance expectations are determined by the requirements of the program accrediting body, OCANZ. Where a student is unable to attend, they are advised to inform the course convenor as soon as possible but no later than 3 days after the scheduled class and, where possible, provide written documentation (e.g. medical certificate) to support their absence. Students may submit a request for special consideration in the case of prolonged or multiple absences. Please note that there are severe consequences for submitting fraudulent documents such as false medical certificates. Such cases will be referred to the Student Conduct and Integrity Unit (SCIU) for investigation.*

## General Schedule Information

The times and locations of classes can be found on [myUNSW](#) under Class Timetable.

The expected engagement for all UNSW 6UOC courses is 150 hours per term. This includes lectures, tutorials, readings, and completion of assessments and exam preparation (if relevant).

## **Swapping practicals**

Swapping between practical groups, including practicals that involve cycloplegia or dilation, is not permitted.

## **Additional attendance requirements for practical classes**

All practical classes are compulsory because they act to reinforce theoretical components of the course, while teaching critical practical clinical skills prior to use in the clinic in the final years of the program and are linked to clinical competencies.

Attendance will be monitored by taking the roll. Any absences due to illness must be accounted for by a medical certificate presented to your Course Convenor. Submission to Special Consideration may be required pending the number of absences.

Punctuality is expected. Lateness for practical classes may be recorded as an absence.

Contact the Laboratory Supervisor Dale Larden [d.larden@unsw.edu.au](mailto:d.larden@unsw.edu.au) if you are running late so your partner can be allocated to alternate work.

# **Course Resources**

## **Recommended Resources**

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

## **Additional Costs**

Some SOVS courses have additional costs. Please check the course Moodle page for information about additional costs for this course.

# **Course Evaluation and Development**

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

We use student feedback from myExperience surveys to develop and make improvements to the course each year. We do this by identifying areas of the course that require development from both the rating responses and written comments. Please spare a few minutes to complete the myExperience surveys for this course posted at the top of the Moodle page at the end of term.

# Staff Details

Position	Name	Email	Location	Phone	Availability	Equitable Learning Services Contact	Primary Contact
Convenor	Mark Willcox		3.054	90655394	9am to 5pm Monday to Friday	Yes	Yes
Head lecturer	Juno Kim			9065 1218	9am to 5pm Monday to Friday	No	No

## 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 your assessment tasks. Options for the use of generative AI include: (1) no assistance; (2) simple editing assistance; (3) planning assistance; and (4) full assistance with attribution.

You may be required to submit the original generative AI responses, or drafts of your original

work. Inappropriate use of generative AI is considered academic misconduct.

See your course Moodle (or Open Learning) page for the full instructions for individual assessment tasks for your course.

## Submission of Assessment Tasks

### 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.

### 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>

### Examinations

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

### 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 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 Sieu Khuu ([s.khuu@unsw.edu.au](mailto:s.khuu@unsw.edu.au)).