



## UNSW Course Outline

# MGMT5800 Technology, Management and Innovation - 2024

Published on the 12 May 2024

## General Course Information

**Course Code :** MGMT5800

**Year :** 2024

**Term :** Term 2

**Teaching Period :** T2

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

**Faculty :** UNSW Business School

**Academic Unit :** School of Management and Governance

**Delivery Mode :** In Person

**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 goal of this subject is to teach you about the strategic management of technology and innovation from a general manager's perspective. This subject views technology, broadly defined, as the process by which an organisation transforms all of its organisational inputs (i.e., labour,

capital, materials, and information - NOT just ITC) into products and/or services. Innovation is defined as a significant change in an organisation's underlying technology. Because technology is a critical resource for each organisation, it must be managed by the general manager for comparative advantage. To do so necessitates aligning the technology strategy with the business strategy of the firm. The subject is organised around three (3) major themes: (1) The strategic management process; (2) Strategy and competitive advantage in a technology environment; (3) Evaluating business models and technology strategies. Attention will be focused upon the major theoretical and empirical contributions to the field and their implications for practitioners. Experiential work and case studies will be used to assist you in relating the content material to your own experience and practice. When you have completed this subject, you will be expected to have: 1) A working understanding of the concepts and techniques of strategy technology management; 2) An ability to critically analyse the behaviour of organizations and organisational members in developing, implementing, and managing technology from a strategic perspective; and 3) The capacity to critically evaluate the strategic management of technology within diversified companies.

## Course Aims

Business organisations today face unprecedented challenges. Across virtually every industry, managers are confronted with new conditions of rapid technological change, intense global competition, and growing demands for social responsibility. As traditional sources of competitive advantage are being eroded, managing change and innovation is becoming a crucial factor in the survival and performance of organisations. This course aims to assist you in thinking about how the separate pieces of and themes on the strategic management of change, technology and innovation fit together. At the foundation of this focus is building the skills to develop your ability to make clear judgements about changing, to learn about business risk, and to improve your capacity in making sound business level decisions. The course is organised around three (3) major themes: 1) integrating technology and strategy; 2) enactment of an integrated technology and business strategy; and 3) managing the development and deployment of innovation and its challenges. Attention will be focused upon the major theoretical and empirical contributions to the field and their implications for practitioners. Experiential work and case studies will be used to assist you in relating the content material to your own experience and practice. You will be expected to demonstrate innovation in your thinking and approach to solving the issues raised in the case studies.

## Relationship to Other Courses

This is one of the core elective courses in the strategy and innovation specialisation. It builds on

the knowledge and skills learned from courses such as MGMT5803 and ECON5103.

## Course Learning Outcomes

| Course Learning Outcomes   |
|--|
| CLO1 : Assess and unlock the potential market value of innovation and new technologies                                       |
| CLO2 : Identify the prominent theories, models and empirical research related to the management of technology and innovation |
| CLO3 : Present the TIM strategy in a precise and concise manner  |
| CLO4 : Collaborate within an innovation team   |

| Course Learning Outcomes   | Assessment Item   |
|--|---|
| CLO1 : Assess and unlock the potential market value of innovation and new technologies                                       | <ul style="list-style-type: none"><li>• Quiz</li><li>• Case Study Analysis Two (2) Draft Papers</li><li>• Major Case Study Analysis</li><li>• Participation</li></ul> |
| CLO2 : Identify the prominent theories, models and empirical research related to the management of technology and innovation | <ul style="list-style-type: none"><li>• Quiz</li><li>• Case Study Analysis Two (2) Draft Papers</li><li>• Major Case Study Analysis</li><li>• Participation</li></ul> |
| CLO3 : Present the TIM strategy in a precise and concise manner  | <ul style="list-style-type: none"><li>• Quiz</li><li>• Case Study Analysis Two (2) Draft Papers</li><li>• Major Case Study Analysis</li><li>• Participation</li></ul> |
| CLO4 : Collaborate within an innovation team   | <ul style="list-style-type: none"><li>• Participation</li></ul>   |

## Learning and Teaching Technologies

Moodle - Learning Management System

## Learning and Teaching in this course

This course is taught as an applied, graduate level strategy activity. It is taught as a means for you to develop or embedded or already embedded critical thinking and application skills that your degree has already imbued you with. Consequently, the primary approach to teaching is one of independent learning alongside academic rigor and application. Its separate teaching parts (lecture and seminar) along with its assessment tasks specifically orient you to draw on your personal or work experiences and to then align these with the lessons learned. For instance, rather than simply encourage you to read articles or case studies and then to discuss these broadly, you will need to leverage the CASE Methodology to develop your application and

thinking. We do this by developing your critical insights so that you can problem solve, argue solutions, and convince colleagues or combatants. In this regard, the separate parts of the course are meant to give you solid, transportable analytical skills that will stay with you for the duration of your career.

The course is therefore taught (1) with an expectation that you are open to learning, (2) that you are willing to be challenged, and (3) that you are enthusiastic about participating. In order to benefit from the course as fully as possible, you will need to embrace an understanding of these three items. The best way to prepare for this approach is to

- Participate in discussion in Lectures and Seminars, check the Lecture Powerpoint slides before the lecture; and read the Seminar Cases/Articles before the Seminar
- Be involved - challenge, argue, agree, contribute & discuss
- Read and think about items outside of core class materials i.e. relevant business events and patterns outside of the textbook
- Be willing to challenge your preconceived beliefs - this will help to facilitate your analytical and applied development.

## Additional Course Information

Experiential work and case studies will be used to assist you in relating the content material to your own experience and practice. You will be expected to demonstrate innovation in your thinking and approach to solving the issues raised in the case studies.

# Assessments

## Assessment Structure

| Assessment Item   | Weight | Relevant Dates   |
|---|--------|--|
| Quiz<br>Assessment Format: Individual                                     | 20%    | Start Date: 19/06/2024 12:00 AM<br>Due Date: 20/06/2024 03:59 PM |
| Case Study Analysis Two (2) Draft Papers<br>Assessment Format: Individual | 30%    | Start Date: Not Applicable<br>Due Date: 18/07/2024 03:00 PM      |
| Major Case Study Analysis<br>Assessment Format: Individual                | 35%    | Start Date: Not Applicable<br>Due Date: 02/08/2024 03:00 PM      |
| Participation<br>Assessment Format: Individual                            | 15%    | Start Date: Not Applicable<br>Due Date: Not Applicable           |

# **Assessment Details**

## **Quiz**

### **Assessment Overview**

Exam to assess student's knowledge of course content.

### **Course Learning Outcomes**

- CLO1 : Assess and unlock the potential market value of innovation and new technologies
- CLO2 : Identify the prominent theories, models and empirical research related to the management of technology and innovation
- CLO3 : Present the TIM strategy in a precise and concise manner

### **Detailed Assessment Description**

*A Multiple Choice Exam delivered on Moodle encompassing Lectures and Reading material from Weeks 1 - 4 inclusive. It will be of 15 minutes duration. This will be held during Week 4. This is worth 20% of your total mark.*

### **Submission notes**

See time window published on Moodle.

### **Assessment information**

See further information published on Moodle.

### **Assignment submission Turnitin type**

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

## **Case Study Analysis Two (2) Draft Papers**

### **Assessment Overview**

Opportunity to develop Skills in use of major Course Business Strategy Tool (C.A.S.E. Methodology)

### **Course Learning Outcomes**

- CLO1 : Assess and unlock the potential market value of innovation and new technologies
- CLO2 : Identify the prominent theories, models and empirical research related to the management of technology and innovation
- CLO3 : Present the TIM strategy in a precise and concise manner

### Detailed Assessment Description

Draft Case Study Analysis - a Draft for CASE assessment.

A Draft CSA of the nominated case which covers the all four elements of a CASE analysis.

Maximum 1,400 words. This will be due in Week 8 - Thursday 18 July. This is worth 30% of your total mark.

### Assessment Length

Maximum four (4) pages -1,400 words +/- 10%

### Submission notes

See further information published on Moodle.

### Assessment information

See further information published on Moodle.

### Assignment submission Turnitin type

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

## **Major Case Study Analysis**

### Assessment Overview

Major assessment of students' skills in the application of the C.A.S.E. Methodology to a Case Study.

### Course Learning Outcomes

- CLO1 : Assess and unlock the potential market value of innovation and new technologies
- CLO2 : Identify the prominent theories, models and empirical research related to the management of technology and innovation
- CLO3 : Present the TIM strategy in a precise and concise manner

### Detailed Assessment Description

Major Case Study Analysis - Individual Written Case Study Analysis (CSA)

A written report utilising C.A.S.E. Methodology to analyse a nominated HBS case and provide Recommendations and Implementation Plan. A maximum of four (4) pages - 1,400 words +/-10% Appendices . Due at the end of Week 10 - Friday 2 August. This is worth 35% of your total mark.

### Assessment Length

Maximum Four (4) pages - 1,400 words: +/-10%

### Submission notes

See further information published on Moodle.

### Assessment information

See further information published on Moodle and discussed in Seminars.

### Assignment submission Turnitin type

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

## Participation

### Assessment Overview

Class activities to help students learn course concepts in a collaborative manner.

### Course Learning Outcomes

- CLO1 : Assess and unlock the potential market value of innovation and new technologies
- CLO2 : Identify the prominent theories, models and empirical research related to the management of technology and innovation
- CLO3 : Present the TIM strategy in a precise and concise manner
- CLO4 : Collaborate within an innovation team

### Detailed Assessment Description

Preparation for, and active participation in, your seminars is a key component of the learning of this subject. The Lecture each week will include an interactive component which will allow students to ask questions on lecture material and the Lecturer to emphasise key elements of the Lecture and/or readings for that week. Seminars will include a summary of nominated cases with students making CASE contributions. You will be assessed on your Individual participation in discussion of Readings and Cases in both the Lectures and Seminars. This will be ongoing throughout the Term for Week 1 - 10 inclusive. This is worth 15% of your total mark.

### Assessment Length

See further information published on Moodle.

### Submission notes

Nil Submission

### Assessment information

Your participation will be assessed as follows: 1. Excellent Participation: comments that challenge constructively the direction of the discussion and reorient it in a productive way. 2. Good Participation: comments that clarify complex issues, synthesise material, and move the discussion forward in a noticeable way. 3. Modest Participation: comments that are marginal but help flesh out a given part of the discussion or analysis. 4. Poor Participation: few comments or interactions and little contribution made to discussion or analysis.

### Assignment submission Turnitin type

Not Applicable

## General Assessment Information

As a student at UNSW you are expected to display [academic integrity](#) in your work and interactions. Where a student breaches the [UNSW Student Code](#) with respect to academic integrity, the University may take disciplinary action under the Student Misconduct Procedure. To assure academic integrity, you may be required to demonstrate reasoning, research and the process of constructing work submitted for assessment.

To assist you in understanding what academic integrity means, and how to ensure that you do comply with the UNSW Student Code, it is strongly recommended that you complete the [Working with Academic Integrity](#) module before submitting your first assessment task. It is a free, online self-paced Moodle module that should take about one hour to complete.

### Assessment Submission

Assessments are submitted through Turnitin and students do not see Turnitin similarity reports.

Draft Case Study Analysis - a Draft for CASE assessment.

A Draft CSA of the nominated case which covers the all four elements of a C.A.S.E. analysis. Maximum 1,400 words. This will be due at the end of Week 7 - Thursday 11 July. This is worth 30% of your total mark.

### Assessment Length

Maximum four (4) pages -1,400 words +/- 10%

## Submission notes

See further information published on Moodle.

## Assessment information

See further information published on Moodle.

## Assignment submission Turnitin type

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

## Major Case Study Analysis

### *Major Case Study Analysis - Individual Written Case Study Analysis (CSA)*

*A written report utilising C.A.S.E. Methodology to analyse a nominated HBS case and provide Recommendations and Implementation Plan. A maximum of four (4) pages - 1,400 words, plus Appendices . Due in Week 10 - Friday 2 August. This is worth 35% of your total mark.*

## Assessment Length

*Maximum Four (4) pages - 1,400 words: +/-10%*

## Submission notes

See further information published on Moodle.

## Assessment information

See further information published on Moodle and discussed in Seminars.

## Assignment submission Turnitin type

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

## Participation

Preparation for, and active participation in, your seminars is a key component of the learning of this subject. The Lecture each week will include an interactive component which will allow students to ask questions on lecture material and the Lecturer to emphasise key elements of the Lecture and/or readings for that week. Seminars will include a summary of nominated cases with students making CASE contributions. You will be assessed on your Individual participation in discussion of Readings and Cases in both the Lectures and Seminars.

### Grading Basis

Standard

### Requirements to pass course

In order to pass this course students must:

- Achieve a composite mark of at least 50 out of 100
- Engage actively in course learning activities and attempt all assessment requirements
- Meet any additional requirements specified in the Course Outline and Announcements on Moodle
- Meet the specified attendance requirements of the course

# Course Schedule

| Teaching Week/Module         | Activity Type | Content   |
|------------------------------|---------------|---|
| Week 1 : 27 May - 2 June     | Lecture       | <p>Strategy and Why is it Important?<br/>           Lecture Reading Required<br/>           • Thompson et al, Chapter 1<br/>           • Harvard Business Review – “The Secrets to Successful Strategy Execution” (on Moodle)<br/>           Lecture Notes published on Moodle 27 May.</p>  |
|                              | Seminar       | <p>Seminar Requirements<br/>           Read:<br/>           • A Guide to Case Analysis (published on Moodle)<br/>           • Review of CASE Analysis as published on Moodle.<br/>           NOTE: You only attend One (1) Seminar and you are in the same Seminar for the whole term – based on your enrolment.</p>  |
| Week 2 : 3 June - 9 June     | Lecture       | <p>Establishing Company Direction -<br/>           Lecture Reading Required<br/>           • Thompson et al, Chapters 2 &amp; 3;<br/>           • Porter “What is Strategy” (published on Moodle)</p>   |
|                              | Seminar       | <p>Seminar Requirements<br/>           • Personal Intro presentations - min 60 sec, max 90 sec - delivered live during your Seminar.<br/>           • Review Textbook or HBS case as published on Moodle.</p>   |
| Week 3 : 10 June - 16 June   | Lecture       | <p>Evaluating Company Resources and Competitive Position<br/>           Lecture Reading Required<br/>           • Thompson et al, Chapters 4 &amp;5<br/>           There will be a Collaborate recording due to the Public Holiday - details to be published on Moodle.</p>   |
|                              | Seminar       | <p>Review Textbook or HBS case as published on Moodle.</p>  |
| Week 4 : 17 June - 23 June   | Seminar       | <p>Review Textbook or HBS case as published on Moodle.<br/>           Week 4 Quiz Due – see Moodle for details.</p>   |
|                              | Lecture       | <p>Mastering Marketing Principles<br/>           Lecture Reading Required<br/>           Silberger, 2012. The Ten Day MBA: Chapter 1: Marketing (published on Moodle)</p>   |
| Week 5 : 24 June - 30 June   | Lecture       | <p>Strengthening a Company's Competitive Position<br/>           Competing in International Markets<br/>           Lecture Reading Required<br/>           Thompson et al., Chapters 6 &amp; 7</p>  |
|                              | Seminar       | <p>Review Textbook or HBS case as published on Moodle.</p>  |
| Week 6 : 1 July - 7 July     | Lecture       | <p>Flexibility Week – Nil Lecture<br/>           Seminar – Nil Seminar</p>  |
| Week 7 : 8 July - 14 July    | Seminar       | <p>Review Textbook or HBS case as published on Moodle.<br/>           Assessment Due - Draft A of CSA due (Challenge &amp; Alternatives) - 3pm (Sydney Time) Thursday 11 July. Submit on Moodle.</p>  |
|                              | Lecture       | <p>Diversification: Strategies for Managing a Group of Businesses<br/>           Ethics, Corporate Social Responsibility, and the Role of Strategy<br/>           Reading Required<br/>           Thompson et al., Chapters 8 &amp; 9<br/>           Assessment Due - Draft A of CSA due (Challenge &amp; Alternatives) - 3pm (Sydney Time) Thursday 11 July. Submit on Moodle.</p> |
| Week 8 : 15 July - 21 July   | Lecture       | <p>Blue Ocean Strategy - Powerpoint &amp;Readings published on Moodle.</p>  |
|                              | Seminar       | <p>New Product Development and Forms of Innovation, published on Moodle.<br/>           Review Textbook or HBS case as published on Moodle.<br/>           Assessment Due - Draft B of CSA due (Solution &amp; Execution) - 3pm (Sydney Time) Thursday 18 July.</p>   |
| Week 9 : 22 July - 28 July   | Lecture       | <p>Strategy Execution: Building Capability<br/>           Corporate Culture and Leadership<br/>           Reading Required<br/>           Thompson et al., Chapters 10 &amp; 12</p>   |
|                              | Seminar       | <p>Review Textbook or HBS case as published on Moodle.<br/>           • Feedback on Case Study Analysis Draft B.<br/>           • Announcement and consideration of case for Major CSA.</p>   |
| Week 10 : 29 July - 4 August | Lecture       | <p>Strategy Execution – How great management works.<br/>           Actions that promote Good Strategy Execution – Managing Internal Operations.<br/>           Reading Required</p>   |

|         |  |   |
|---------|--|---|
|         |  | Thompson et al., Chapter 11 .<br>Assessment Due – Major CSA due - 3pm (Sydney Time) Friday 2 August   |
| Seminar |  | Disruptive Innovation - Uber (and Tesla) as examples - readings posted on Moodle.<br>• Consideration of case for Major CSA.<br>Assessment Due – Major CSA due - 3pm (Sydney Time) Friday 2 August |

## Attendance Requirements

Please note that lecture recordings are not available for this course. Students are strongly encouraged to attend all classes and contact the Course Authority to make alternative arrangements for classes missed.

## General Schedule Information

See further information published on Moodle.

## Course Resources

### Prescribed Resources

Textbook:

Thompson, A. A., Peteraf, M.A., Gamble, J.E., & Strickland, A. J. *Crafting and Executing Strategy: The Quest for Competitive Advantage Concepts and Cases* - 23nd Edition, International Student Edition , Boston: McGraw-Hill Irwin.

This is available via the UNSW Bookshop either as an eBook or in hard copy. The ebook reference is: <https://unswbookshop.vitalsource.com/products/-v9781260569728> (TBC)

Hard copy is <https://www.bookshop.unsw.edu.au/details.cgi?ITEMNO=9781260565744> (TBC)

**Note: a copy of the textbook is required as it contains core elements of the Course and cases that will used for assessment purposes.**

Additional weekly readings will be provided in Moodle. The website for this course is on Moodle at: <http://moodle.telt.unsw.edu.au>

**Note on Additional Readings and Lecture Material:** From week to week there will be additional readings posted on Moodle and discussed in lectures. Often these additional readings are 'of interest' and while they are not compulsory to read you would benefit from doing so. In other weeks, you will be required to read those additional materials. You will be informed when this is

the case. A longer list of Additional Reference Materials will be published on Moodle at the start of the Term.

## Recommended Resources

See further information published on Moodle from time to time.

## Additional Costs

Purchase of Textbook.

## Course Evaluation and Development

Feedback is regularly sought from students and continual improvements are made based on this feedback. At the end of this course, you will be asked to complete the myExperience survey , which provides a key source of student evaluative feedback. Your input into this quality enhancement process is extremely valuable in assisting us to meet the needs of our students and provide an effective and enriching learning experience. The results of all surveys are carefully considered and do lead to action towards enhancing educational quality.

Feedback is regularly sought from students and continual improvements are made based on this feedback.

At the end of this course, you will be asked to complete the myExperience survey, which provides a key source of student evaluative feedback. Your input into this quality enhancement process is extremely valuable in assisting us to meet the needs of our students and provide an effective educational experience.

In MGMT5800 we evaluate and use your course-level feedback, both quantitative and qualitative, to guide our continuing monitoring and redesigning of the course.Change is not automatically linked to any one piece of feedback as our teaching team reflects on a range of feedback sources over time, including our evaluations of assessment performance. This continual improvement process can affect one or more particular areas of the course, whether this has to do withstructure, content, resources, delivery or assessment.

Thus, the MGMT5800 course you are doing this Term reflects changes we have made in responses to feedback from previous student cohorts and our constant monitoring of the performance of students in assessment items.The UNSW myExperience Process is one of the ways in which we gather student evaluative feedback.

Feedback from previous students indicated that the course should be practical and hands on, and that it should have more individual-based assessment. As a result of this feedback, the structure of the course was changed in 2016, 2017, 2018, 2019, 2020, 2022, 2023 and this Term to reflect these suggestions.

## Staff Details

| Position | Name         | Email | Location | Phone | Availability | Equitable Learning Services Contact | Primary Contact |
|----------|--------------|-------|----------|-------|--------------|-------------------------------------|-----------------|
| Lecturer | Peter Donnan |       |          |       | By Email     | No                                  | Yes             |

## Other Useful Information

### Academic Information

#### COURSE POLICIES AND SUPPORT

The Business School expects that you are familiar with the contents of this course outline and the UNSW and Business School learning expectations, rules, policies and support services as listed below:

- Program Learning Outcomes
- Academic Integrity and Plagiarism
- Student Responsibilities and Conduct
- Special Consideration
- Protocol for Viewing Final Exam Scripts
- Student Learning Support Services

Further information is provided on the [key policies and support page](#).

Students may not circulate or post online any course materials such as handouts, exams, syllabi or similar resources from their courses without the written permission of their instructor.

### STUDENT LEARNING OUTCOMES

The Course Learning Outcomes (CLOs) – under the Outcomes tab – are what you should be able to demonstrate by the end of this course, if you participate fully in learning activities and successfully complete the assessment items.

CLOs also contribute to your achievement of the Program Learning Outcomes (PLOs), which are

developed across the duration of a program. PLOs are, in turn, directly linked to [UNSW graduate capabilities](#). More information on Coursework PLOs is available on the [key policies and support](#) page. For PG Research PLOs, including MPDBS, please refer to the [UNSW HDR Learning Outcomes](#).

## Academic Honesty and Plagiarism

As a student at UNSW you are expected to display [academic integrity](#) in your work and interactions. Where a student breaches the [UNSW Student Code](#) with respect to academic integrity, the University may take disciplinary action under the Student Misconduct Procedure. To assure academic integrity, you may be required to demonstrate reasoning, research and the process of constructing work submitted for assessment.

To assist you in understanding what academic integrity means, and how to ensure that you do comply with the UNSW Student Code, it is strongly recommended that you complete the [Working with Academic Integrity](#) module before submitting your first assessment task. It is a free, online self-paced Moodle module that should take about one hour to complete.

## Submission of Assessment Tasks

### SPECIAL CONSIDERATION

You can apply for special consideration when illness or other circumstances beyond your control interfere with your performance in a specific assessment task or tasks, including online exams. Students studying remotely who have exams scheduled between 10pm and 7am local time, are also able to apply for special consideration to sit a supplementary exam at a time outside of these hours.

Special consideration is primarily intended to provide you with an extra opportunity to demonstrate the level of performance of which you are capable. To apply, and for further information, see Special Consideration on the UNSW [Current Students](#) page.

Special consideration applications will be assessed centrally by the Case Review Team, who will update the online application with the outcome and add any relevant comments. The change to the status of the application immediately sends an email to the student and to the assessor with the outcome of the application.

Please note the following:

1. Applications can only be made through Online Services in myUNSW (see the UNSW [Current Students](#) page). Applications will not be accepted by teaching staff. The lecturer-in-charge/course coordinator will be automatically notified when your application is processed.
2. Applying for special consideration does not automatically mean that you will be granted a supplementary exam or other concession.
3. If you experience illness or misadventure in the lead up to an exam or assessment, you must submit an application for special consideration, either prior to the examination taking place, or prior to the assessment submission deadline, except where illness or misadventure prevent you from doing so.
4. If your circumstances stop you from applying before your exam or assessment due date, you must apply within 3 working days of the assessment or the period covered by your supporting documentation.
5. Under the UNSW Fit To Sit/Submit rule, if you sit the exam/submit an assignment, you are declaring yourself well enough to do so and are cannot subsequently apply for special consideration.
6. If you become unwell on the day of – or during – an exam, you must stop working on your exam, advise your course coordinator or tutor and provide a medical certificate dated within 24 hours of the exam, with your special consideration application. For online exams, you must contact your course coordinator or tutor immediately via email, Moodle or chat and advise them you are unwell and submit screenshots of your conversation along with your medical certificate and application.
7. Special consideration requests do not allow the awarding of additional marks to students.

Further information on Business School policy and procedure can be found under “Special Consideration” on the [key policies and support](#) page.

## LATE SUBMISSION PENALTIES

For assessments other than examinations, late submission will incur a penalty of 5% per day or part thereof (including weekends) from the due date and time. An assessment will not be accepted after 5 days (120 hours) of the original deadline unless special consideration has been approved. An assignment is considered late if the requested format, such as hard copy or electronic copy, has not been submitted on time or where the ‘wrong’ assignment has been submitted.

For assessments which account for 10% or less of the overall course grade, and where answers are immediately discussed or debriefed, the LIC may stipulate a different penalty. Details of such late penalties will be available on the course Moodle page.

## FEEDBACK ON YOUR ASSESSMENT TASK PERFORMANCE

Feedback on student performance from formative and summative assessment tasks will be provided to students in a timely manner. Assessment tasks completed within the teaching period of a course, other than a final assessment, will be assessed and students provided with feedback, with or without a provisional result, 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.

## Faculty-specific Information

### PROTOCOL FOR VIEWING FINAL EXAM SCRIPTS

UNSW students have the right to view their final exam scripts, subject to a small number of very specific exemptions. The UNSW Business School has set a [protocol](#) under which students may view their final exam script. Individual schools within the Faculty may also set up additional local processes for viewing final exam scripts, so it is important that you check with your School.

If you are completing courses from the following schools, please note the additional school-specific information:

- Students in the **School of Accounting, Auditing & Taxation** who wish to view their final examination script should also refer to [this page](#).
- Students in the **School of Banking & Finance** should also refer to [this page](#).
- Students in the **School of Information Systems & Technology Management** should also refer to [this page](#).

### COURSE EVALUATION AND DEVELOPMENT

Feedback is regularly sought from students and continual improvements are made based on this feedback. At the end of this course, you will be asked to complete the [myExperience survey](#), which provides a key source of student evaluative feedback. Your input into this quality enhancement process is extremely valuable in assisting us to meet the needs of our students and provide an effective and enriching learning experience. The results of all surveys are carefully considered and do lead to action towards enhancing educational quality.

### 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.

## TEACHING TIMES AND LOCATIONS

Please note that teaching times and locations are subject to change. Students are strongly advised to refer to the [Class Timetable website](#) for the most up-to-date teaching times and locations.