



UNSW Course Outline

AGSM9155 Strategic Consulting Project (WEB Weekly) - 2024

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General Course Information

Course Code : AGSM9155

Year : 2024

Term : Term 2

Teaching Period : T2

Is a multi-term course? : No

Faculty : UNSW Business School

Academic Unit : AGSM MBA Programs

Delivery Mode : Online

Delivery Format : Standard

Delivery Location : Online - Asynchronous

Campus : Sydney

Study Level : Postgraduate

Units of Credit : 6

[Useful Links](#)

[Handbook Class Timetable](#)

Course Details & Outcomes

Course Description

NOTE: This course was previously identified as MBAX9155.

We are facing increasingly complex problems that emerge in all aspects of our work and life in a

VUCA (volatile, uncertain, complex and ambiguous) world. To thrive in today's business climate, integrative problem-solving skills are critical to every business leader and professional. This course provides you with the opportunity to develop and practise your new business opportunity identification and problem-solving skills by integrating your knowledge, skills, experience and various tools you have acquired during your studies. By investigating a particular strategic issue in an organisation (client), working as a team on the client opportunity or issue, identifying solutions for that opportunity or issue, and presenting practical recommendations to the client, you will acquire the skills and practical experience to become effective leaders and innovators.

Relationship to Other Courses

Students should have completed six courses (36 units of credit) prior to enrolling in this course. At least five of these (30 units of credit) need to be AGSM core courses, including Leadership and Strategy. This course directly builds upon the skills and knowledge acquired by the students in the core courses of their MBA.

Course Learning Outcomes

Course Learning Outcomes	Program learning outcomes
CLO1 : Identify, evaluate and review information and knowledge relevant to the project	• PLO1 : Business Knowledge
CLO2 : Identify a strategic problem or issue, relevant questions and purpose of task for critical analysis, shape the scope of work and activities to efficiently develop recommendations	• PLO2 : Problem Solving
CLO3 : Demonstrate capacity for independent critical enquiry	• PLO2 : Problem Solving
CLO4 : Apply rigorous investigation, analysis, appropriate frameworks, tools, and standards to develop and/or evaluate data and information	• PLO2 : Problem Solving
CLO5 : Synthesise facts and develop well-reasoned, appropriate recommendations or solutions, demonstrate a level of flexibility/agility and adjust your work to new knowledge and understanding around the client and the client problem	• PLO2 : Problem Solving
CLO6 : Combine information and communication skills to effectively address a specific audience and purpose	• PLO3 : Business Communication
CLO7 : Apply language, visual representations, and/or digital media to effectively and accurately interpret and convey qualitative and quantitative information in a formal presentation and a report	• PLO3 : Business Communication
CLO8 : Demonstrate how to manage key client stakeholders and identify key people in the client to interview and gather information	• PLO3 : Business Communication
CLO9 : Interact and work as a high performing team with other students in exploring specific topics, delivering the scope and building recommendations during class work	• PLO4 : Teamwork
CLO10 : Apply relevant ethical frameworks to support outcomes and recommendations	• PLO5 : Responsible Business Practice
CLO11 : Evaluate business decisions/practice in light of economic, social and environmental sustainability.	• PLO5 : Responsible Business Practice
CLO12 : Demonstrate awareness of the global business environment	• PLO6 : Global and Cultural Competence
CLO13 : Demonstrate awareness of the cultural environment and articulate cultural norms, beliefs and values	• PLO6 : Global and Cultural Competence
CLO14 : Demonstrate learning and development of leadership skills after reflection on the project experience.	• PLO7 : Leadership Development

Course Learning Outcomes	Assessment Item
CLO1 : Identify, evaluate and review information and knowledge relevant to the project	<ul style="list-style-type: none"> • Project Scope Proposal • Final Presentation • Final Report
CLO2 : Identify a strategic problem or issue, relevant questions and purpose of task for critical analysis, shape the scope of work and activities to efficiently develop recommendations	<ul style="list-style-type: none"> • Reflection
CLO3 : Demonstrate capacity for independent critical enquiry	<ul style="list-style-type: none"> • Project Scope Proposal • Final Presentation • Final Report
CLO4 : Apply rigorous investigation, analysis, appropriate frameworks, tools, and standards to develop and/or evaluate data and information	<ul style="list-style-type: none"> • Final Presentation • Final Report
CLO5 : Synthesise facts and develop well-reasoned, appropriate recommendations or solutions, demonstrate a level of flexibility/agility and adjust your work to new knowledge and understanding around the client and the client problem	<ul style="list-style-type: none"> • Final Presentation • Final Report
CLO6 : Combine information and communication skills to effectively address a specific audience and purpose	<ul style="list-style-type: none"> • Reflection • Project Scope Proposal • Final Presentation • Final Report
CLO7 : Apply language, visual representations, and/or digital media to effectively and accurately interpret and convey qualitative and quantitative information in a formal presentation and a report	<ul style="list-style-type: none"> • Final Presentation • Final Report
CLO8 : Demonstrate how to manage key client stakeholders and identify key people in the client to interview and gather information	<ul style="list-style-type: none"> • Final Presentation • Final Report
CLO9 : Interact and work as a high performing team with other students in exploring specific topics, delivering the scope and building recommendations during class work	<ul style="list-style-type: none"> • Project Scope Proposal
CLO10 : Apply relevant ethical frameworks to support outcomes and recommendations	<ul style="list-style-type: none"> • Project Scope Proposal • Final Presentation
CLO11 : Evaluate business decisions/practice in light of economic, social and environmental sustainability.	<ul style="list-style-type: none"> • Reflection • Project Scope Proposal • Final Report • Final Presentation
CLO12 : Demonstrate awareness of the global business environment	<ul style="list-style-type: none"> • Final Report • Final Presentation
CLO13 : Demonstrate awareness of the cultural environment and articulate cultural	<ul style="list-style-type: none"> • Reflection • Final Report

norms, beliefs and values	<ul style="list-style-type: none"> • Final Presentation
CLO14 : Demonstrate learning and development of leadership skills after reflection on the project experience.	<ul style="list-style-type: none"> • Reflection • Project Scope Proposal • Final Report • Final Presentation

Learning and Teaching Technologies

Moodle - Learning Management System

Learning and Teaching in this course

It is expected that this entire course, including all interaction with the Supervisor and the client organisation, will be virtual, using a range of online technologies, which you will be informed about in Moodle.

Online seminars will be delivered via videoconference for class discussion of the units. These seminars will be scheduled (and recorded) across the duration of the project. During these seminars, you will also receive coaching from your Supervisor in the use of the following key consulting skills:

Defining - ability to: define the problem/issue; understand what it is going to take to resolve it; what the result may look like; understand the fit to strategy; negotiate with clients; manage time; develop a project scope and agree it with the client

Empathising - ability to: get on with people of all types; understand the politics of the organisation; understand and use your networks; be passionate; build teams

Researching - ability to: identify and work through all sources of information and data to understand issues/solutions - web, library, network; find and recognise best practice

Interviewing - ability to: extract insights from any audience; listen actively; question effectively

Analysing - ability to: analyse data and facts; understand financial and operational data; determine root causes; use a range of analytical tools/structured thinking; understand impact on strategy/results

Synthesising - ability to: synthesise data and facts to identify what is important; get to the key issues; facilitate team discussions; use logic; think on your feet; be flexible; manage stakeholders and create recommendations for the client

Innovating - ability to: bring new ideas/concepts to the problem and recommendations; be creative; be pragmatic; be tenacious; use initiative

Presenting - ability to: communicate effectively at any level in an organisation or to any type of audience; communicate both verbally and written - flawlessly, fluently, succinctly, engagingly; communicate difficult messages; influence people, ensure your communication is impactful and memorable

Coaching - ability to: lead a consulting team; influence outcomes; think strategically; coach individuals; be an expert.

Methodology

Once you are ready to proceed with your project, you will need to take the following steps.

- Meet as a team in person or virtually and scope out the challenge with the client. The whole team presents the scope to your Supervisor via videoconference. The presentation will be recorded for assessment purposes.
- Revise the scope according to the Supervisor's feedback. Agree the scope with your client organisation.
- Understand the opportunity or problem and disaggregate the issues.
- Conduct critical analysis, including research and interviews. Interviews will be coordinated by the Supervisor.
- Use tools that you have acquired during your MBA studies to conduct your analysis and identify potential solutions.
- Synthesise your findings and socialise them internally to build consensus on the potential solutions. Build your recommendations and the arguments to support them.
- Prepare a powerful presentation to the client communicating your recommendations. Produce a project report based on your presentation.
- As a team, present your recommendations to your Supervisor and the Facilitator in Charge via videoconference. The presentation will be recorded for assessment purposes.
- As a team, present your recommendations to the client via videoconference.
- Prepare an individual reflection on your learning and experience working on the project.

Note that this is a team-based project. However, you will be expected to complete individual research and analysis as part of the team. The majority of the assessments are based on your individual work.

Supervision and progress reports

A Supervisor will be assigned to you and you will be required to check in regularly with them to report on your progress (see the Course Schedule).

Additional Course Information

Students should be aware that this course has an uneven workload distribution and in particular, that there is a need for higher engagement in the first five weeks of the course.

To be eligible to apply for this course, you must be in good academic standing.

This course involves project work with an industry partner. Students will be asked to sign an *Intellectual Property and Confidentiality Deed Poll*. If you have questions about this, please contact your Facilitator in Charge.

You will be allocated to a team and you will need to confirm that there are no conflicts of interest with the proposed client organisation. If there are, you are required to notify the Supervisor or the Facilitator in Charge immediately. Most client organisations will also require every team member to sign a formal Non-Disclosure Agreement.

Please note that the project teams are assembled shortly after the applications are received. Students should not withdraw from this course after submitting their applications as it severely disrupts the final project teams and the AGSM's relationship with the client organisations.

Please also note that these projects require a commitment from you to your team and to your client. Students are expected to be involved and connected to their teams from the start of the session. If you cannot commit to defining the project scope by Week 3 of the term, and/or if there are any potential disruptions to your participation, please discuss them with the Facilitator in Charge or Supervisor before the course begins.

Engaging with team members is essential for successful group work and time spent upfront to define expectations will reap dividends in the long run.

Project approach

This course provides you with the opportunity to apply the analytical and theoretical skills developed in your studies to a project. You will work in teams of four to six, supervised by an Academic Facilitator (hereinafter referred to as the Supervisor). The project provides you with an opportunity to demonstrate to the Supervisor your ability to apply the management skills learned during your MBA program, in addition to drawing on your considerable experience acquired in your career to date. Each project will centre on an issue of significant importance to the future direction of the client organisation and will offer a opportunity or problem context that can benefit from rigorous management thinking and diversity of your student consulting team.

Not all projects will be carried out for commercial companies. They may be for small or large charitable organisations, as well as for the public sector.

Ethics and integrity

AGSM students are expected to behave ethically and with integrity at all times.

Integrity involves doing the right thing at University, according to principles such as honesty and respect described in the University's Student Code (<https://student.unsw.edu.au/conduct>).

These principles should guide your behaviour at all times.

Integrity is important when completing academic work and behaving as a member of the UNSW community. We aspire to develop you as a UNSW graduate who acts with integrity, professionally and personally.

The major ethical principles to be followed are:

- respect the rights of any people involved in your project
- report all results as they are found
- abide by UNSW's Student Code.

UNSW Business School is a signatory to the United Nations Principles of Responsible Management Education. The [United Nations Sustainable Development Goals \(SGDs\)](#) will help students shape their thinking about responsible management.

Course Units

There are five Units in the course, which are available in your Moodle class.

Unit 1: Introduction to Strategic Consulting and Defining the Project

Unit 2: Empathising, Researching and Interviewing

Unit 3: Analysing

Unit 4: Synthesising, Influencing and Innovating

Unit 5: Presenting, Coaching and Conclusion

Each Unit has been developed as a stand-alone unit of work and includes readings, videos and activities.

Assessments

Assessment Structure

Assessment Item	Weight	Relevant Dates	Program learning outcomes
Project Scope Proposal Assessment Format: Group	15%	Due Date: Friday of Week 3 by 3pm Sydney time	<ul style="list-style-type: none">• PLO1 : Business Knowledge• PLO2 : Problem Solving• PLO3 : Business Communication• PLO4 : Teamwork• PLO6 : Global and Cultural Competence
Final Presentation Assessment Format: Group	15%	Due Date: Friday of Week 11 by 3pm Sydney time at the latest, with the specific time to be agreed with the Supervisor	<ul style="list-style-type: none">• PLO1 : Business Knowledge• PLO2 : Problem Solving• PLO3 : Business Communication• PLO4 : Teamwork• PLO5 : Responsible Business Practice• PLO6 : Global and Cultural Competence
Final Report Assessment Format: Individual	60%	Due Date: Friday of Week 12 by 3pm Sydney time	<ul style="list-style-type: none">• PLO1 : Business Knowledge• PLO2 : Problem Solving• PLO3 : Business Communication• PLO4 : Teamwork• PLO5 : Responsible Business Practice• PLO6 : Global and Cultural Competence
Reflection Assessment Format: Individual	10%	Due Date: Reflection 1 due Friday of Week 3 by 3pm Sydney time. Reflection 2 due Friday of Week 12 by 3pm Sydney time	<ul style="list-style-type: none">• PLO2 : Problem Solving• PLO4 : Teamwork• PLO6 : Global and Cultural Competence• PLO7 : Leadership Development

Assessment Details

Project Scope Proposal

Course Learning Outcomes

- CLO1 : Identify, evaluate and review information and knowledge relevant to the project
- CLO3 : Demonstrate capacity for independent critical enquiry
- CLO6 : Combine information and communication skills to effectively address a specific audience and purpose
- CLO9 : Interact and work as a high performing team with other students in exploring specific topics, delivering the scope and building recommendations during class work

- CLO10 : Apply relevant ethical frameworks to support outcomes and recommendations
- CLO11 : Evaluate business decisions/practice in light of economic, social and environmental sustainability.
- CLO14 : Demonstrate learning and development of leadership skills after reflection on the project experience.

Assessment Length

30 minutes (20-minute presentation plus 10 minutes of Q&A)

Final Presentation

Course Learning Outcomes

- CLO1 : Identify, evaluate and review information and knowledge relevant to the project
- CLO3 : Demonstrate capacity for independent critical enquiry
- CLO4 : Apply rigorous investigation, analysis, appropriate frameworks, tools, and standards to develop and/or evaluate data and information
- CLO5 : Synthesise facts and develop well-reasoned, appropriate recommendations or solutions, demonstrate a level of flexibility/agility and adjust your work to new knowledge and understanding around the client and the client problem
- CLO6 : Combine information and communication skills to effectively address a specific audience and purpose
- CLO7 : Apply language, visual representations, and/or digital media to effectively and accurately interpret and convey qualitative and quantitative information in a formal presentation and a report
- CLO8 : Demonstrate how to manage key client stakeholders and identify key people in the client to interview and gather information
- CLO10 : Apply relevant ethical frameworks to support outcomes and recommendations
- CLO11 : Evaluate business decisions/practice in light of economic, social and environmental sustainability.
- CLO12 : Demonstrate awareness of the global business environment
- CLO13 : Demonstrate awareness of the cultural environment and articulate cultural norms, beliefs and values
- CLO14 : Demonstrate learning and development of leadership skills after reflection on the project experience.

Assessment Length

40 minutes (30-minute presentation plus 10 minutes of Q&A)

Final Report

Course Learning Outcomes

- CLO1 : Identify, evaluate and review information and knowledge relevant to the project
- CLO3 : Demonstrate capacity for independent critical enquiry
- CLO4 : Apply rigorous investigation, analysis, appropriate frameworks, tools, and standards to

- develop and/or evaluate data and information
- CLO5 : Synthesise facts and develop well-reasoned, appropriate recommendations or solutions, demonstrate a level of flexibility/agility and adjust your work to new knowledge and understanding around the client and the client problem
 - CLO6 : Combine information and communication skills to effectively address a specific audience and purpose
 - CLO7 : Apply language, visual representations, and/or digital media to effectively and accurately interpret and convey qualitative and quantitative information in a formal presentation and a report
 - CLO8 : Demonstrate how to manage key client stakeholders and identify key people in the client to interview and gather information
 - CLO11 : Evaluate business decisions/practice in light of economic, social and environmental sustainability.
 - CLO12 : Demonstrate awareness of the global business environment
 - CLO13 : Demonstrate awareness of the cultural environment and articulate cultural norms, beliefs and values
 - CLO14 : Demonstrate learning and development of leadership skills after reflection on the project experience.

Assessment Length

There is no prescribed length

Reflection

Course Learning Outcomes

- CLO2 : Identify a strategic problem or issue, relevant questions and purpose of task for critical analysis, shape the scope of work and activities to efficiently develop recommendations
- CLO6 : Combine information and communication skills to effectively address a specific audience and purpose
- CLO11 : Evaluate business decisions/practice in light of economic, social and environmental sustainability.
- CLO13 : Demonstrate awareness of the cultural environment and articulate cultural norms, beliefs and values
- CLO14 : Demonstrate learning and development of leadership skills after reflection on the project experience.

Assessment Length

Maximum of 600 words total (two Reflections, each of 250-300 words)

General Assessment Information

Grading Basis

Standard

Requirements to pass course

Students are expected to attempt all assessment requirements, and must achieve a composite mark of at least 50 out of 100 to pass the course.

Students are also expected to actively engage in course learning activities. Failure to engage in assessment tasks that are integrated into learning activities (e.g. class discussion, presentations) will be reflected in the marks for these assessable activities.

Course Schedule

Teaching Week/Module	Activity Type	Content
Week 1 : 27 May - 2 June	Topic	Unit 1: Introduction to Strategic Consulting and Defining the Project
	Other	All-hands webinar (recorded for those who cannot attend): introduction to the course, review of Unit 1 and general discussion on the client challenge. Overview of timetable. Team webinar: introduction to the team and team dynamics. Client all-hands webinar (recorded for those who cannot attend): introduction from the client and discussion on scope, with Supervisor guiding the discussion. Teams have 48 hours to prepare questions for client all-hands call.
Week 2 : 3 June - 9 June	Topic	Unit 2: Empathising, Researching and Interviewing
	Other	Individual development of scope Team development of scope presentation Attend weekly meetings (virtual) with supervisor, team and client
Week 3 : 10 June - 16 June	Topic	Unit 3: Analysing
	Other	Weekly team meeting Team sends client scope document; client responds with any feedback or issues
	Assessment	Assessment 1: Project Scope Proposal due on Friday by 3pm Sydney time Assessment 4: Reflection 1 due on Friday by 3pm Sydney time
Week 4 : 17 June - 23 June	Topic	Unit 4: Synthesising, Influencing and Innovating
	Other	Individual research Team research Teams meet with client and supervisor to discuss questions and project progress Present team scope to client and confirm scope/adjust scope based on agreed changes
Week 5 : 24 June - 30 June	Topic	Unit 5: Presenting, Coaching and Conclusion
	Other	Individual research Team research and analysis Team webinar with supervisor Team webinar with client
Week 6 : 1 July - 7 July	Other	Individual analysis Team analysis Team webinar with client and supervisor
Week 7 : 8 July - 14 July	Other	Individual analysis and synthesis Team analysis and synthesis Team webinar with supervisor Team webinar with client and supervisor
Week 8 : 15 July - 21 July	Other	Individual synthesis Team synthesis Team webinar with client and supervisor
Week 9 : 22 July - 28 July	Other	Individual synthesis Team synthesis and recommendations Team webinar Team webinar with client and supervisor
Week 10 : 29 July - 4 August	Other	Individual development of presentation Team work on presentation Team webinar with client and supervisor
Week 11 : 5 August - 11 August	Other	Individual development of presentation Team work on draft presentation and practise with supervisor Team webinar: feedback on presentation and next steps
	Assessment	Assessment 2 : Final Presentation to Faculty due on Friday by 3pm Sydney time at the latest, with the specific time to be agreed with the Supervisor
Week 12 : 12 August - 18 August	Other	Individual development of final presentation to client Team work on final presentation to client Webinar with client for team to give final presentation to them
	Assessment	Assessment 3: Final Report due on Friday by 3pm Sydney time Assessment 4: Reflection 2 due on Friday by 3pm Sydney time

Attendance Requirements

Students must engage in weekly online asynchronous discussion forums and other activities. There are some optional webinars or drop-in group video calls (recorded for those who cannot attend).

Course Resources

Course Evaluation and Development

Strategic Consulting Projects is a continually evolving course reflecting the clients' needs at the time and the students' capabilities. As your feedback on the course content and structure is appreciated and acted upon, please ensure you complete the final course evaluations to ensure that we can help both yourselves, and the students in the following cohort.

Staff Details

Position	Name	Email	Location	Phone	Availability	Equitable Learning Services Contact	Primary Contact
Facilitator in charge	Lamont Tang					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.