UNSW Course Outline

OPTM3133 Vision Science in the Consulting Room - 2024

Published on the 22 May 2024

General Course Information

Course Code : OPTM3133
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 : In Person
Delivery Format : Standard
Delivery Location : Kensington
Campus : Sydney
Study Level : Undergraduate
Units of Credit : 6

Useful Links

Handbook Class Timetable

Course Details & Outcomes

Course Description

This course will build upon experiences in OPTM2133 The Clinical Environment and review how the eyes work together to form single image binocular vision. Students will develop clinical skills to assess binocular visual function including vergence, accommodation and oculomotor

functions, and the interaction between vergence and accommodative systems. Students will learn to detect and manage non-strabismic binocular vision anomalies. This course will be delivered by lectures, tutorials, practical classes, video demonstrations and self-directed learning.

Course Aims

This course aims to introduce students to the theory and practical aspects of assessing binocular vision including vergence, accommodation and oculomotor functions, and to accurately diagnose and manage non-strabismic binocular vision anomalies.

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.

OPTM2133 is a pre-requisite course for OPTM3133.

OPTM3133 is a pre-requisite course for OPTM3233, OPTM6400 and OPTM6413.

Course Learning Outcomes

Course Learning Outcomes	Optometry Australia competency standards
CLO1 : Describe the basic concepts of binocular vision and interaction between vergence and accommodation system in achieving a clear single binocular vision	• OPT1 : Clinical Care Provider • OPT2 : Professional and Ethical Practitioner • OPT4 : Scholar and Lifelong Learner
CLO2 : Examine and describe the binocular vision status by assessing heterophoria, accommodation, vergence, AC/A ratio, stereopsis, versional eye movements including saccades, smooth pursuits and fixation disparity	• OPT1 : Clinical Care Provider • OPT2 : Professional and Ethical Practitioner • OPT4 : Scholar and Lifelong Learner • OPT5 : Quality and Risk Manager
CLO3 : Conduct a binocular vision assessment to accurately diagnose non-strabismic binocular vision anomalies	• OPT1 : Clinical Care Provider • OPT2 : Professional and Ethical Practitioner • OPT3 : Communicator and Collaborator • OPT4 : Scholar and Lifelong Learner • OPT5 : Quality and Risk Manager
CLO4 : Demonstrate the ability to plan and execute an effective optometric management for non-strabismic binocular vision anomalies	• OPT1 : Clinical Care Provider • OPT2 : Professional and Ethical Practitioner • OPT3 : Communicator and Collaborator • OPT4 : Scholar and Lifelong Learner • OPT5 : Quality and Risk Manager

Course Learning Outcomes	Assessment Item
CLO1 : Describe the basic concepts of binocular vision and interaction between vergence and accommodation system in achieving a clear single binocular vision	• Written assignment • Mid-term exam • Final theory exam
CLO2 : Examine and describe the binocular vision status by assessing heterophoria, accommodation, vergence, AC/A ratio, stereopsis, versional eye movements including saccades, smooth pursuits and fixation disparity	• Final prac exam • Written assignment • Mid-term exam • Final theory exam
CLO3 : Conduct a binocular vision assessment to accurately diagnose non-strabismic binocular vision anomalies	• Final prac exam
CLO4 : Demonstrate the ability to plan and execute an effective optometric management for non-strabismic binocular vision anomalies	• Written assignment • Final theory exam

Learning and Teaching Technologies

Moodle - Learning Management System | Echo 360 | Microsoft Teams

Learning and Teaching in this course

All course materials and course announcements are provided on the course learning management system, Moodle (or Open Access).

All practical classes and tutorials are compulsory.

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). 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:

- **STAGE 1-4* COURSES: WEDNESDAY, 15 MAY 2024 – FRIDAY, 17 MAY 2024**
- **THERE WILL BE NO SUPPLEMENTARY EXAMINATIONS FOR STAGE 5 STUDENTS IN TERM 1 2024**

FOR TERM 2:

- **STAGE 1-4 COURSES: WEDNESDAY, 28 AUGUST 2024 - FRIDAY, 30 AUGUST 2024**
- **THERE WILL BE NO SUPPLEMENTARY EXAMINATIONS FOR STAGE 5 STUDENTS IN TERM 2 2024**

FOR TERM 3:

- **STAGE 5 COURSES ONLY: DURING THE WEEK OF MONDAY, 9 DECEMBER 2024 – FRIDAY, 13 DECEMBER 2024**
- **STAGE 1-4* COURSES: 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.

* Stage 4 includes courses in the first year of the MClinOptom program.

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

Assessments

Assessment Structure

Assessment Item	Weight	Relevant Dates	Optometry Australia competency standards
Written assignment Assessment Format: Individual Short Extension: Yes (3 days)	20%	Start Date: Please refer to Moodle for more details. Due Date: Please refer to Moodle for more details.	• OPT1 : Clinical Care Provider • OPT2 : Professional and Ethical Practitioner • OPT4 : Scholar and Lifelong Learner • OPT5 : Quality and Risk Manager • OPT3 : Communicator and Collaborator
Mid-term exam Assessment Format: Individual	20%	Start Date: Please check Moodle for more details. Due Date: Please check Moodle for more details.	• OPT1 : Clinical Care Provider • OPT4 : Scholar and Lifelong Learner
Final prac exam Assessment Format: Individual	35%	Start Date: During the exam period Due Date: During the exam period	• OPT1 : Clinical Care Provider • OPT2 : Professional and Ethical Practitioner • OPT4 : Scholar and Lifelong Learner • OPT3 : Communicator and Collaborator • OPT5 : Quality and Risk Manager
Final theory exam Assessment Format: Individual	25%	Start Date: During the exam period Due Date: During the exam period	• OPT1 : Clinical Care Provider • OPT4 : Scholar and Lifelong Learner

Assessment Details

Written assignment

Assessment Overview

A unique binocular vision anomaly case scenario with clinical test results will be presented for the written assignment. The written assignment is a case report of minimum of 500 words and must include a description of the case, interpretation of clinical test results, differential diagnosis, justification of diagnosis, and proposed management plan for the specific case.

This assignment will be released in Week 5 and due in Week 9.

Feedback will be provided within 2 weeks of submission.

Course Learning Outcomes

- CLO1 : Describe the basic concepts of binocular vision and interaction between vergence and accommodation system in achieving a clear single binocular vision
- CLO2 : Examine and describe the binocular vision status by assessing heterophoria, accommodation, vergence, AC/A ratio, stereopsis, versional eye movements including saccades, smooth pursuits and fixation disparity
- CLO4 : Demonstrate the ability to plan and execute an effective optometric management for non-strabismic binocular vision anomalies

Detailed Assessment Description

The lecturer will provide a unique individual case in Week 7. A case report of 500 words ±10% for the given individual case must be submitted in Moodle in Week 9.

Submission notes

See instructions, sample case reports and rubric criteria for assessment in Moodle site.

Assessment information

See instructions, sample case reports and rubric criteria for assessment in Moodle site.

Assignment submission Turnitin type

This assignment is submitted through Turnitin and students can see Turnitin similarity reports.

Mid-term exam

Assessment Overview

The theoretical and practical components of this course will be assessed via a mid-term exam in week 4 worth 20% of the total course mark. The assessment will cover course content covered until the end of week 3, and may consist of MCQs and SAQs. Feedback will be provided during the lecture after the exam and individually as required.

Course Learning Outcomes

- CLO1 : Describe the basic concepts of binocular vision and interaction between vergence and accommodation system in achieving a clear single binocular vision
- CLO2 : Examine and describe the binocular vision status by assessing heterophoria, accommodation, vergence, AC/A ratio, stereopsis, versional eye movements including saccades, smooth pursuits and fixation disparity

Detailed Assessment Description

60 minutes Multiple Choice Questions and short answers - Online exam in Inspera.

Assessment Length

60 minutes

Submission notes

Please check Moodle for more details.

Assessment information

Mid-term exam will be ONLINE and in Inspera. Exam and will be open for 60 minutes - 5 minutes to read the questions and 55 minutes to complete the exam. This is ONE attempt only.

Assignment submission Turnitin type

Not Applicable

Final prac exam

Assessment Overview

This OSCE practical exam will assess all practical aspects learnt in this course. This is worth 35% and feedback will be provided as a part of the final course marks. You must pass this assessment (50% or greater) to pass the course.

Course Learning Outcomes

- CLO2 : Examine and describe the binocular vision status by assessing heterophoria, accommodation, vergence, AC/A ratio, stereopsis, versional eye movements including saccades, smooth pursuits and fixation disparity
- CLO3 : Conduct a binocular vision assessment to accurately diagnose non-strabismic binocular vision anomalies

Detailed Assessment Description

This is a face to face practical exam conducted on-campus duirng the exam period.

Assessment Length

60 minutes

Submission notes

Please check Moodle for more details.

Assessment information

This exam is a hurdle and it is a requirement to pass this practical exam to pass the course.

Assignment submission Turnitin type

Not Applicable

Hurdle rules

This Objective Structured Clinical Examination (OSCE) task is a hurdle task and must be passed in order to pass the course.

Passing this task is a requirement of the Optometry Council of Australia and New Zealand (OCANZ) to demonstrate competency in this area.

Final theory exam

Assessment Overview

The final theory exam will assess all course content and will be scheduled during the examination period. This assessment may consist of MCQs and SAQs. The final theory exam is worth 25% and feedback will be provided as a part of the final course marks.

Course Learning Outcomes

- CLO1 : Describe the basic concepts of binocular vision and interaction between vergence and accommodation system in achieving a clear single binocular vision
- CLO2 : Examine and describe the binocular vision status by assessing heterophoria, accommodation, vergence, AC/A ratio, stereopsis, versional eye movements including saccades, smooth pursuits and fixation disparity
- CLO4 : Demonstrate the ability to plan and execute an effective optometric management for non-strabismic binocular vision anomalies

Detailed Assessment Description

This theory exam is online and in Inspera platform. This exam is conducted during exam period.

Assessment Length

2 hours 15 minutes

Submission notes

Please refer to Moodle for more information.

Assessment information

This theory exam is online and in Inspera platform. This exam is conducted during exam period.

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
- Achieve 50% or more in the final practcial exam
- 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	Lecture	Introduction to the Course and Overview of Binocular Vision
	Lecture	Ocular motility and Sensory motor evaluation
	Laboratory	Ocular Motility and Sensory motor evaluation
Week 2 : 3 June - 9 June	Lecture	Measurement of Heterophoria - Part 1
	Lecture	Measurement of Heterophoria - Part 2
	Laboratory	Measurement of Heterophoria
Week 3 : 10 June - 16 June	Lecture	Measurement of Fusional Vergence
	Laboratory	Heterophoria & Vergence Tests
	Tutorial	Group Activity & Revision for Mid-term
Week 4 : 17 June - 23 June	Lecture	Measurement of Accommodation
	Lecture	Associated Phoria & Fixation Disparity
	Laboratory	Tests of Accommodation
Week 5 : 24 June - 30 June	Lecture	Vergence Anomalies with Low, High & Normal AC/A ratio
	Lecture	Accommodative Anomalies - Insufficiency, Excess & Infacility
	Laboratory	Associated Phoria & Fixation Disparity
Week 7 : 8 July - 14 July	Lecture	Vergence Anomalies- Case Analysis
	Lecture	Accommodative Anomalies- Case Analysis
	Laboratory	Measurement of AC/A Ratio & Review of Vergence & Accommodative Tests
Week 8 : 15 July - 21 July	Lecture	Interaction between Vergence & Accommodative Anomalies & AC/A ratio
	Lecture	Prism Prescription- Sheard's & Percival's Criteria
	Laboratory	Full BV Tests
	Tutorial	Group Acitivity using Concept Mapping
Week 9 : 22 July - 28 July	Lecture	Introduction to Vision Therapy
	Lecture	Anisometropia & Aniseikonia
	Laboratory	Mock Exam for Final Practical Exam
Week 10 : 29 July - 4 August	Lecture	Evidence based practise in Management of BV Anomalies
	Lecture	Revision for Final exams
	Laboratory	Revision for final practical exam
	Tutorial	Group Acitivity

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/tutorial

Swapping between practical and/or tutorial groups 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.No additional practical class will be provided without approval from special consideration team.

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

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

Course Resources

Prescribed Resources

1. Scheiman, Mitchell, and Bruce Wick. Clinical management of binocular vision: heterophoric, accommodative, and eye movement disorders. Lippincott Williams & Wilkins, 4th edition, 2014.
2. David B Elliot. Clinical procedures in primary eye care. Elsevier, 5th edition 2021.

Recommended Resources

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

Course Evaluation and Development

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

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	Revathy Mani		Room no:3.046, Level 3, Rupert Myers Building North Wing, Gate 14, UNSW Kensington Campus	+61 2 9348 0654	Monday to Friday	No	Yes
Demonstrator	Karen Eisner		Preclinical laboratory, Level 3, Rupert Myers Building, School of Optometry and Vision Science		Tuesday & Wednesday	No	No
	Parthasarathi Kalaiselvan		Level 3, Rupert Myers Building North Wing, Gate 14, UNSW Kensington Campus		Tuesday to Thursday	No	No
	Donna La Hood		Level 3, Rupert Myers Building North Wing, Gate 14, UNSW Kensington Campus		Tuesday to Thusrday	No	No
	Ayisha Atiya		Rupert Myers Building North Wing, Gate 14, UNSW Kensington Campus		Tuesday to Thursday	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 Plagarism

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).