



UNSW Course Outline

PHCM9748 Clinical Governance and Risk Management - 2024

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General Course Information

Course Code : PHCM9748

Year : 2024

Term : Term 3

Teaching Period : T3

Is a multi-term course? : No

Faculty : Faculty of Medicine and Health

Academic Unit : School of Population Health

Delivery Mode : Multimodal

Delivery Format : Standard

Delivery Location : Kensington

Campus : Sydney

Study Level : Postgraduate

Units of Credit : 6

Useful Links

[Handbook Class Timetable](#)

Course Details & Outcomes

Course Description

Welcome to PHCM9748. This course examines the structures and systems required for clinical and corporate governance of healthcare, to enable high quality and safe healthcare for patients, and a safe workplace for staff.

As current or future healthcare leaders and managers, you will explore the fundamentals of governance, safety, organisational and clinical performance, quality improvement and risk management systems required for safe and high-quality healthcare. You will examine interrelationships between the healthcare industry, government and research and how this relates to daily healthcare practice. You will learn how regulation, policy and the service environment influence safe and high-quality care.

Learning from the past, you will examine the causes and consequences of breakdowns in governance that impact the quality of care and reduce patient and staff safety. Throughout the course participants will be able to draw on and share their experiences with health services and system engagement both locally and internationally. These experiences will form the basis of your assignment work.

This course is a core module of the Master of Health Leadership and Management program, comprising six units of credit towards the total required for completion of the study program. This course is also offered as an elective in the Master of Public Health.

Course Aims

The course aims to develop your understanding of healthcare governance and the systems, structures and practices for safe and high-quality care delivery. You will develop skills to enable critical analysis of healthcare governance, regulation, risk management, performance and safety practices and improvement to healthcare.

Relationship to Other Courses

Assistance with progression checking:

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

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

Course Learning Outcomes

Course Learning Outcomes	Health Management (ACHSM), Health Management (RACMA) - Domains
CLO1 : Critique the relationships between clinical and corporate governance, regulation and the provision of safe and high-quality care.	<ul style="list-style-type: none"> • ACHSM1 : Health leadership and ethical behaviour • ACHSM10 : Business Literacy – financial and resource management • ACHSM12 : Risk Management and Clinical Governance • RACMA4 : Manager • RACMA7 : Professionalism
CLO2 : Investigate the risks and enablers to providing safe and high-quality care to patients, and a safe workplace for healthcare staff.	<ul style="list-style-type: none"> • ACHSM1 : Health leadership and ethical behaviour • ACHSM12 : Risk Management and Clinical Governance • RACMA2 : Communication • RACMA4 : Manager • RACMA5 : Health Advocate • RACMA7 : Professionalism
CLO3 : Explore key theories, processes and practices that promote continuous quality improvement in healthcare within acute, primary and aged care sectors.	<ul style="list-style-type: none"> • ACHSM1 : Health leadership and ethical behaviour • ACHSM4 : Self-awareness and self-confidence • ACHSM5 : Professionalism • ACHSM6 : Change Leadership • ACHSM7 : Communication • RACMA2 : Communication • RACMA4 : Manager
CLO4 : Examine consumer engagement in healthcare and how this contributes to reducing risk and improving care quality.	<ul style="list-style-type: none"> • ACHSM1 : Health leadership and ethical behaviour • ACHSM12 : Risk Management and Clinical Governance • ACHSM2 : Impact and influence • ACHSM7 : Communication • ACHSM8 : Relationship management • RACMA2 : Communication • RACMA4 : Manager
CLO5 : Critically analyse the safety culture of healthcare organisations, and the role of teamwork and collaboration in promoting a culture of safety.	<ul style="list-style-type: none"> • ACHSM1 : Health leadership and ethical behaviour • ACHSM12 : Risk Management and Clinical Governance • ACHSM5 : Professionalism • ACHSM7 : Communication • ACHSM8 : Relationship management • RACMA2 : Communication • RACMA3 : Collaborator • RACMA4 : Manager
CLO6 : Demonstrate how to apply evidence-based care drawing from academic, industry and government sources to develop credible,	<ul style="list-style-type: none"> • ACHSM1 : Health leadership and ethical behaviour • ACHSM12 : Risk Management and Clinical

critical arguments.	Governance <ul style="list-style-type: none"> • ACHSM3 : Health Systems • RACMA4 : Manager • RACMA6 : Scholar
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Course Learning Outcomes	Assessment Item
CLO1 : Critique the relationships between clinical and corporate governance, regulation and the provision of safe and high-quality care.	<ul style="list-style-type: none"> • Short answer task
CLO2 : Investigate the risks and enablers to providing safe and high-quality care to patients, and a safe workplace for healthcare staff.	<ul style="list-style-type: none"> • Organisational report • Organisational presentation • Short answer task
CLO3 : Explore key theories, processes and practices that promote continuous quality improvement in healthcare within acute, primary and aged care sectors.	<ul style="list-style-type: none"> • Organisational report • Organisational presentation
CLO4 : Examine consumer engagement in healthcare and how this contributes to reducing risk and improving care quality.	<ul style="list-style-type: none"> • Organisational presentation
CLO5 : Critically analyse the safety culture of healthcare organisations, and the role of teamwork and collaboration in promoting a culture of safety.	<ul style="list-style-type: none"> • Organisational report
CLO6 : Demonstrate how to apply evidence-based care drawing from academic, industry and government sources to develop credible, critical arguments.	<ul style="list-style-type: none"> • Short answer task • Organisational report • Organisational presentation

Learning and Teaching Technologies

Moodle - Learning Management System | Microsoft Teams

Learning and Teaching in this course

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

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

Additional Course Information

All Course lectures and tutorials are recorded and available online.

All Course materials are available on Moodle.

Assessments

Assessment Structure

Assessment Item	Weight	Relevant Dates
Short answer task Assessment Format: Individual Short Extension: Yes (2 days)	20%	Start Date: Not Applicable Due Date: 02/10/2024 04:00 PM Post Date: 16/10/2024 05:00 PM
Organisational report Assessment Format: Individual Short Extension: Yes (2 days)	45%	Start Date: Not Applicable Due Date: 23/10/2024 04:00 PM Post Date: 06/11/2024 05:00 PM
Organisational presentation Assessment Format: Individual Short Extension: Yes (2 days)	35%	Start Date: Not Applicable Due Date: 13/11/2024 04:00 PM Post Date: 27/11/2024 05:00 PM

Assessment Details

Short answer task

Assessment Overview

You will examine systems for healthcare governance.

Due prior to census date. Group feedback will be available prior to census, and individual feedback in 10 working days.

Course Learning Outcomes

- CL01 : Critique the relationships between clinical and corporate governance, regulation and the provision of safe and high-quality care.
- CL02 : Investigate the risks and enablers to providing safe and high-quality care to patients, and a safe workplace for healthcare staff.
- CL06 : Demonstrate how to apply evidence-based care drawing from academic, industry and government sources to develop credible, critical arguments.

Detailed Assessment Description

Detailed information about this assessment will be provided on the Course Moodle page in the Assessments section.

Assessment Length

800 words

Submission notes

Refer to Moodle for submission information.

Assessment information

Questions about assessments can be emailed directly to the teaching team using the Course email address for PHCM9748.

Responses to questions will be provided in the FAQ section on the Course Moodle site.

Assignment submission Turnitin type

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

Generative AI Permission Level

Simple Editing Assistance

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

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

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

Use of generative Artificial Intelligence

Permitted: Simple editing assistance

For this assessment task, you may use standard editing and referencing software, but not generative AI.

You are permitted to use the full capabilities of the standard software to answer the question and refine your writing (e.g. Microsoft Office suite spelling and grammar checking, Grammarly). **You must not use any functions that generate or paraphrase [or translate] passages of text**, whether based on your own work or not.

If the use of generative AI such as ChatGPT is detected to create text, it will be regarded as serious academic misconduct and subject to the standard penalties. Please note that your submission will be passed through an **AI-generated text detection tool**. If your marker has concerns that your answer contains passages of AI-generated text you may be asked to explain your work. This may include showing previous drafts of assignments to demonstrate the originality of your work. If you are unable to satisfactorily demonstrate your understanding of your submission you may be referred to UNSW Conduct & Integrity Office for investigation for academic misconduct and possible penalties.

Organisational report

Assessment Overview

You will create a report for a healthcare organisation analysing a current issue of governance, safety and quality.

Due mid-term.

Course Learning Outcomes

- CL02 : Investigate the risks and enablers to providing safe and high-quality care to patients, and a safe workplace for healthcare staff.
- CL03 : Explore key theories, processes and practices that promote continuous quality improvement in healthcare within acute, primary and aged care sectors.
- CL05 : Critically analyse the safety culture of healthcare organisations, and the role of teamwork and collaboration in promoting a culture of safety.
- CL06 : Demonstrate how to apply evidence-based care drawing from academic, industry and government sources to develop credible, critical arguments.

Detailed Assessment Description

Detailed information about this assessment will be provided on the Course Moodle page in the Assessments section.

Assessment Length

2,500 words

Submission notes

Refer to Moodle for submission information

Assessment information

Questions about assessments can be emailed directly to the teaching team using the Course email address for PHCM9748.

Responses to questions will be provided in the FAQ section on the Course Moodle site.

Assignment submission Turnitin type

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

Generative AI Permission Level

Simple Editing Assistance

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Organisational presentation

Assessment Overview

You will create a presentation for a healthcare organisation on a current issue of governance, safety and quality.

Due end of term.

Course Learning Outcomes

- CL02 : Investigate the risks and enablers to providing safe and high-quality care to patients, and a safe workplace for healthcare staff.
- CL03 : Explore key theories, processes and practices that promote continuous quality improvement in healthcare within acute, primary and aged care sectors.
- CL04 : Examine consumer engagement in healthcare and how this contributes to reducing risk and improving care quality.
- CL06 : Demonstrate how to apply evidence-based care drawing from academic, industry and government sources to develop credible, critical arguments.

Detailed Assessment Description

Details of this assessment task will be available in the Assessment Hub on the Course Moodle page.

Assessment Length

10-minute presentation

Submission notes

Refer to Moodle for submission information.

Assessment information

Questions about assessments can be emailed directly to the teaching team using the Course email address for PHCM9748.

Responses to questions will be provided in the FAQ section on the Course Moodle site.

Assignment submission Turnitin type

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

Generative AI Permission Level

Simple Editing Assistance

In completing this assessment, you are permitted to use standard editing and referencing

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

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

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

Use of generative Artificial Intelligence

Permitted: SIMPLE EDITING ASSISTANCE

For this assessment task, you may use standard editing and referencing software, but not generative AI.

You are permitted to use the full capabilities of the standard software to answer the question and refine your writing (e.g. Microsoft Office suite spelling and grammar checking, Grammarly). **You must not use any functions that generate or paraphrase [or translate] passages of text**, whether based on your own work or not.

If the use of generative AI such as ChatGPT is detected to create text, it will be regarded as serious academic misconduct and subject to the standard penalties. Please note that your submission will be passed through an **AI-generated text detection tool**. If your marker has concerns that your answer contains passages of AI-generated text you may be asked to explain your work. This may include showing previous drafts of assignments to demonstrate the originality of your work. If you are unable to satisfactorily demonstrate your understanding of your submission you may be referred to UNSW Conduct & Integrity Office for investigation for academic misconduct and possible penalties.

General Assessment Information

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

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

Adopting a critical approach to your assignments

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

Referencing

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

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

Word limits

All word limits are to be strictly adhered to (i.e. there is **no** 10% leeway). Word limits include all text (e.g. headings, title, main text) and exclude tables and figures, in-text citations (if you are using APA) and reference lists.

Turnitin

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

Originality and Generative AI reports

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

In School of Population Health courses, you are permitted to resubmit until the assignment due

date (each file uploaded overwrites the previous version). This will help you in self-reviewing and revising your submission until the due date.

Resubmissions are not permitted after the due date and time of the assignment. Therefore, draft assignments submitted in this way will be regarded as the final version at the due date if you have not uploaded a subsequent, finalised version.

IMPORTANT: there are delays in the availability of subsequent Originality reports. For more details, see <https://www.student.unsw.edu.au/turnitin>

Grading and feedback

You will be provided with individualised feedback on your assignment via Moodle. You will be marked according to the marking assessment criteria listed for that specific assessment task. The aim of academic feedback for an assessment task is not only to grade your work. Importantly, it is also to help you to identify your strengths and weaknesses, and how you can improve and progress in your studies and professional abilities. In addition to feedback, you will receive a mark that reflects the overall quality of the work you have submitted across the marking criteria. The marking criteria for assessments in this course are provided on Moodle.

Please note these grading criteria are:

- Not intended to be a **rigid formula** for interpreting your result. The descriptive criteria for each grade provides the basis for consistent standards within and across our courses while still embracing academic judgement on how well you have achieved the standard required.
- Applied to **each assessment** task within a course. That is, the grading policy is used with each assessment task specified for a course. Your final grade for a course is dependent on the combined sum of the grades across the number of specified assessment tasks.
- Based on a **criterion-referenced assessment**. That is, grades are awarded on how well a student meets the standard required for a particular assessment task, not on how well they do compared to other students in the course.

Feedback on assessment and review of results

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

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

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

Grading Basis

Standard

Requirements to pass course

In order to pass this course students must:

- Achieve a composite grade of at least 50 out of 100
- Meet any additional requirements specified in the assessment details section and on Moodle.
This includes meeting the Course Learning Outcomes underpinning each assessment

Course Schedule

Teaching Week/Module	Activity Type	Content
Week 1 : 9 September - 15 September	Module	Module 1: Healthcare Governance
Week 2 : 16 September - 22 September	Module	Module 1: Healthcare Governance continued
	Other	Formative Quiz: Self-assessment, mandatory, not graded.
Week 3 : 23 September - 29 September	Module	Module 2: Quality and Safety Fundamentals
Week 4 : 30 September - 6 October	Module	Module 2: Quality and Safety Fundamentals continued
	Assessment	Assessment task 1 due
Week 5 : 7 October - 13 October	Module	Module 3: Regulation for Safe and High-Quality Healthcare
Week 6 : 14 October - 20 October	Module	Module 3: Regulation for Safe and High-Quality Healthcare continued
Week 7 : 21 October - 27 October	Module	Module 4: Managing Risks to Patients, Staff and the Organisation
	Assessment	Assessment task 2 due
Week 8 : 28 October - 3 November	Module	Module 4: Managing Risks to Patients, Staff and the Organisation continued
Week 9 : 4 November - 10 November	Module	Module 5: Strategies for Improving Healthcare
Week 10 : 11 November - 17 November	Module	Module 5: Strategies for Improving Healthcare continued
	Assessment	Assessment task 3 due

Attendance Requirements

Students are strongly encouraged to attend all classes and review lecture recordings.

General Schedule Information

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

Students enrolled in online courses should also refer to Moodle as some classes are not centrally timetabled (e.g., workshops) and will not appear on the timetable website.

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).

Course Resources

Prescribed Resources

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

1. Course module notes
2. Course readings (available on Leganto)
3. Lectures slides
4. Lecture recordings
5. Additional resources provided by guest lecturers
6. Relevant course resources for each Module
7. Other (as required).

There are no set text books for this course.

Recommended Resources

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

ENDNOTE: As a UNSW student EndNote is freely available to you. If you don't already use EndNote you are recommended to download it and learn it now: <https://www.myit.unsw.edu.au/software-students>

You can find details about EndNote training here: <https://www.library.unsw.edu.au/research/support-for-your-research/managing-references>

Additional Costs

There are no additional costs associated with this Course.

Course Evaluation and Development

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

We use student feedback from myExperience surveys to develop and make improvements to the course each year. We do this by identifying areas of the course that require development from both the rating responses and written comments.

Examples of improvements resulting from student feedback include the development of the generic course email inbox for PHCM9748 and FAQ sections to manage students' questions about assessment tasks more effectively and efficiently. This improvement has received positive feedback from students and teaching staff.

In 2024, extra guest lecture and tutorial slots have been added into the Course schedule to ensure students have more opportunity to interact with experts in the governance safety and quality field, and to discuss upcoming assessments.

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	Anne Hogden				By appointment	Yes	Yes
	Anne Hogden					No	No

Other Useful Information

Academic Information

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

Student Code of Conduct

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

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

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

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

Academic Honesty and Plagiarism

Academic integrity

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

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

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

Referencing

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

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

Academic misconduct and plagiarism

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

Use of Generative AI and other tools in your assessment

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

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

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

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

Submission of Assessment Tasks

Short extensions and special consideration

Short extension

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

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

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

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

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

Special consideration

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

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

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

Examinations

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

Timed online assessment tasks

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

Other assessment tasks

Late submission of assessment tasks

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

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

Failure to complete an assessment task

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

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

Feedback on assessments

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

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

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

Faculty-specific Information

Additional support for students

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

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

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

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

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

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

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

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

Course evaluation and development

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

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

School-specific Information

Additional Resources

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

Subject guides

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

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

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

Recording of lectures, tutorials and other teaching activities

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

School Contact Information

School guidelines on contacting staff:

Course questions

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

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

following:

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

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

Administrative questions

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

Complaints and appeals

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

If you have any grievances about your studies, we invite you to address these initially to the Course Convenor. If the response does not meet your expectations, you may then contact the School Grievance Officer, Katrina Blazek (k.blazek@unsw.edu.au).