



## UNSW Course Outline

# ARCH7183 Professional Practice 2: Projects and Practice - 2024

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## General Course Information

**Course Code :** ARCH7183

**Year :** 2024

**Term :** Term 1

**Teaching Period :** T1

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

**Faculty :** Faculty of Arts, Design and Architecture

**Academic Unit :** School of Built Environment

**Delivery Mode :** In Person

**Delivery Format :** Standard

**Delivery Location :** Kensington

**Campus :** Sydney

**Study Level :** Postgraduate

**Units of Credit :** 6

### Useful Links

[Handbook Class Timetable](#)

## Course Details & Outcomes

### Course Description

Professional Practice 2: Projects and Practice introduces you to the professional expectations and requirements of the practicing architect with a focus on the realisation of architectural projects. You will examine the practice of architecture through topics addressing the core

responsibilities and activities of the architect. This includes client and stakeholder engagement and management, project types, procurement methods, documentation and approval processes, and regulatory, legal, ethical, contractual and business responsibilities.

The course content and activities encourage the development of professional behaviours, particularly around communications, writing and technical language, strategic thinking, and how best to consider sustainability and societal concerns. Aspects of practice are presented and discussed in relation to the design, documentation and delivery of architectural projects: from client architect agreements and fee proposals through to briefing, documentation and approval processes, tendering, the establishment of building contracts and contract administration. Procurement and contracting methods are explored alongside an understanding of key professional relationships such as those with specialty consultants, external and internal stakeholders, and contractors.

## Relationship to Other Courses

ARCH7182 is a pre-requisite for ARCH7183.

ARCH7183 takes the introductory learnings from ARCH7182 and expands upon the understanding of the architect's role and responsibilities. This occurs through the lens of the architectural project and the interactions, stakeholders and processes typical to project initiation, design, documentation and delivery.

## Course Learning Outcomes

Course Learning Outcomes
CLO1 : Interpret and examine regulatory requirements and obligations relevant to the professional practice of architecture in Australia.
CLO2 : Explain procurement, cost and risk management processes in each stage in an architectural project.
CLO3 : Identify and discuss the roles of the architect, consultants, contractors, suppliers and stakeholders in the delivery of a project.
CLO4 : Assess ethical and sustainability implications of tendering, procurement and construction.
CLO5 : Apply principles of contract establishment and administration to a hypothetical architectural project.
CLO6 : Apply communication and research techniques relevant to contemporary architectural practice, including professional writing and presentation, engagement and collaborative working skills.

Course Learning Outcomes	Assessment Item
CLO1 : Interpret and examine regulatory requirements and obligations relevant to the professional practice of architecture in Australia.	<ul style="list-style-type: none"> <li>• Professional Correspondence</li> <li>• Clients, Stakeholders and Project Process</li> <li>• Contract Administration</li> </ul>
CLO2 : Explain procurement, cost and risk management processes in each stage in an architectural project.	<ul style="list-style-type: none"> <li>• Professional Correspondence</li> <li>• Clients, Stakeholders and Project Process</li> <li>• Contract Administration</li> </ul>
CLO3 : Identify and discuss the roles of the architect, consultants, contractors, suppliers and stakeholders in the delivery of a project.	<ul style="list-style-type: none"> <li>• Clients, Stakeholders and Project Process</li> <li>• Contract Administration</li> </ul>
CLO4 : Assess ethical and sustainability implications of tendering, procurement and construction.	<ul style="list-style-type: none"> <li>• Contract Administration</li> </ul>
CLO5 : Apply principles of contract establishment and administration to a hypothetical architectural project.	<ul style="list-style-type: none"> <li>• Contract Administration</li> </ul>
CLO6 : Apply communication and research techniques relevant to contemporary architectural practice, including professional writing and presentation, engagement and collaborative working skills.	<ul style="list-style-type: none"> <li>• Professional Correspondence</li> <li>• Clients, Stakeholders and Project Process</li> </ul>

## Learning and Teaching Technologies

Moodle - Learning Management System

## Learning and Teaching in this course

The course offers a combination of in-person lecture and tutorials. In the lectures, key concepts and information relating to the different professional practice topics covered in the course will be covered. The tutorials will then involve group discussions about both student work undertaken in response to the weekly tutorial worksheet, as well as discussing that week's lectures content. The tutorials will also include review and feedback on draft assessment task work, to assist students in successfully developing their submissions.

# Assessments

## Assessment Structure

Assessment Item	Weight	Relevant Dates
Professional Correspondence Assessment Format: Individual	20%	Start Date: Not Applicable Due Date: 11/03/2024 05:00 PM
Clients, Stakeholders and Project Process Assessment Format: Group	40%	Start Date: 26/02/2024 03:00 PM Due Date: 02/04/2024 03:00 PM
Contract Administration Assessment Format: Individual	40%	Start Date: 26/03/2024 01:00 PM Due Date: 24/04/2024 07:00 PM

## Assessment Details

### Professional Correspondence

#### Assessment Overview

You will prepare professional correspondence and a client architect agreement based on a hypothetical small scale public project. Grading against assessment criteria accompanied by written feedback.

#### Course Learning Outcomes

- CLO1 : Interpret and examine regulatory requirements and obligations relevant to the professional practice of architecture in Australia.
- CLO2 : Explain procurement, cost and risk management processes in each stage in an architectural project.
- CLO6 : Apply communication and research techniques relevant to contemporary architectural practice, including professional writing and presentation, engagement and collaborative working skills.

#### Detailed Assessment Description

For this task, and the subsequent assessment tasks, you will be assuming the role of an Architect who is the owner, director and Nominated Architect of a medium sized architectural practice located in central Sydney. Your practice has been approached to tender for and subsequently be engaged to undertake a hypothetical small public project with a project budget of around \$10M. The client for this hypothetical Community Centre project is a fictional local Council located within the Sydney metropolitan area. The hypothetical project progress and process is developed as a narrative scenario that unfolds across each of the three assessment tasks for ARCH7183. As a result, the Assessment Task submissions capture a range of communications, reports, professional interactions and decisions that are typically expected of the practicing Architect across the delivery of an architectural project.

For Assessment Task 01, you are required to prepare and submit the following:

- a Fee proposal letter with a short summary brief and the proposed fees and fee method nominated, accompanied by a Schedule of Services
- a completed Client Architect Agreement that reflects the detail of your fee proposal
- a covering letter accompanying the Client Architect Agreement that also answers requests made by the client

Your individual work is to be submitted online as a single written report via the link on the course Moodle page.

#### Assessment Length

Fee proposal letter - no limit, Client Architect Agreement - standard form, Covering Letter - no more than two (2) pages

#### Submission notes

You are required to submit all deliverables in a single PDF file with a title page that lists the following information:

- Subject name
- Assessment name
- Your full name and your UNSW Student number
- Your tutor's name
- Date of submission

The file must be named as follows: ARCH7183\_AT01\_STUDENT NUMBER\_SURNAME

#### Assessment information

The full assessment task requirements, including the hypothetical project scenario and readings / resources list is contained in the Assessment Task document that will be available on Moodle.

#### Assignment submission Turnitin type

This is not a Turnitin assignment

## Clients, Stakeholders and Project Process

#### Assessment Overview

In a group, you will prepare and present a mock scenario role play of various stakeholders discussing project construction site problems. You will also produce a letter, return brief and report. Grading against assessment criteria accompanied by written feedback. Individual contributions will be assessed.

#### Course Learning Outcomes

- CLO1 : Interpret and examine regulatory requirements and obligations relevant to the professional practice of architecture in Australia.
- CLO2 : Explain procurement, cost and risk management processes in each stage in an

architectural project.

- CLO3 : Identify and discuss the roles of the architect, consultants, contractors, suppliers and stakeholders in the delivery of a project.
- CLO6 : Apply communication and research techniques relevant to contemporary architectural practice, including professional writing and presentation, engagement and collaborative working skills.

#### Detailed Assessment Description

For this task, there are two components: an Individual submission and a Group work submission.

The Individual submission component requires you to prepare a letter addressing issues raised by various hypothetical project stakeholders; a Return Brief and Schedule of Areas for the project; and a covering letter for the Tender Documentation package to be issued to building contractors tendering for the project.

The Group work submission requires you and your group members (group size to be 4 - 5 people) to write a role play where each member assumes the role and responsibilities of one of the nominated project stakeholders. The role play will require the various "stakeholders" to discuss how best to deal with a typical project issue and to bring the matter to a suitable resolution. The role play will be situated in the early construction phase of the project.

#### Assessment Length

Letters: 2 - 3 pages; Return Brief and Schedule of Areas: between 8 - 15 pages

#### Submission notes

Individual Submission is due on Thursday 28th March 2024, Group work Presentations due on Tuesday 2nd April 2024.

#### Assessment information

The full assessment task requirements, including the hypothetical project scenario and readings / resources list is contained in the Assessment Task document that will be available on Moodle.

#### Assignment submission Turnitin type

Not Applicable

### **Contract Administration**

#### Assessment Overview

You will produce contract administration documentation. Grading against assessment criteria

accompanied by written feedback.

### **Course Learning Outcomes**

- CLO1 : Interpret and examine regulatory requirements and obligations relevant to the professional practice of architecture in Australia.
- CLO2 : Explain procurement, cost and risk management processes in each stage in an architectural project.
- CLO3 : Identify and discuss the roles of the architect, consultants, contractors, suppliers and stakeholders in the delivery of a project.
- CLO4 : Assess ethical and sustainability implications of tendering, procurement and construction.
- CLO5 : Apply principles of contract establishment and administration to a hypothetical architectural project.

### **Detailed Assessment Description**

Assessment Task 03 will ask you to undertake tasks relating to reviewing, assessing and determining various Contract Administration actions, as well as communicating these decisions to the relevant stakeholders, completing the project in accordance with the contract, and bringing the project to a successful close. Assessment deliverables may include some or all of the following: Adjustment of Time claim, Progress Claim, Variation, Architects' Instruction, Practical Completion, Defects management, Occupation Certificate, and Project Completion.

### **Assessment Length**

Emails / Letters: no more than 2 pages; Contract Administration documents: as per proforma (usually 1 page)

### **Submission notes**

You are required to submit all deliverables in a single PDF file with a title page that lists the following information:

- Subject name
- Assessment name
- Your full name and your UNSW Student number
- Your tutor's name
- Date of submission

The file must be named as follows: ARCH7183\_AT03\_STUDENT NUMBER\_SURNAME

### **Assessment information**

The full assessment task requirements, including the hypothetical project scenario and readings / resources list is contained in the Assessment Task document that will be available on Moodle.

### **Assignment submission Turnitin type**

Not Applicable

# General Assessment Information

## Assessment Task Introductions

Each Assessment Task will be given a summary introduction during the nominated lecture time, with a longer form discussion held in the following tutorial class. Prior to the introduction of each assessment task, you are **strongly encouraged** to read through the relevant assessment task document available to download from Moodle. It is highly preferable for you to bring your questions about the assessment to the tutorial class, so that information can be consistently and fairly shared with all students by your tutor.

The Assessment Tasks will be introduced and discussed during the following weeks:

Assessment Task 01 - Week 01

Assessment Task 02 - Week 03

Assessment Task 03 - Week 07

## Assessment Standards

Consistent with the various Course Learning Outcomes, the professional behaviour expectations and the teaching approach for ARCH7183, students will be assessed using multiple evaluation methods. Assessment in this course consists of the above three Assessment Tasks. These tasks include groupwork submissions (20% of course mark) and individual submissions (80% of course mark).

## Please note:

1. Once the deadline for the submission has passed, there is no opportunity to resubmit work in this course, including the replacement of a file incorrectly uploaded to Moodle. It is your responsibility to ensure that you have uploaded the correct file. The assessment portal is set up to allow only ONE opportunity to submit, and only in exceptional circumstances will students be permitted to resubmit a file prior to the deadline.
2. Submission of any assessment without a title page with the required information – including your name, student number and the title of the assessment - will automatically result in the loss of five (5) marks.

3. Uploading of incorrect file type will also result in the loss of five (5) marks. For example, if you are required to upload a PDF and you upload a Word document.

### **Feedback Strategy**

You will receive brief verbal feedback when you present group work or participate in a tutorial activity. Written feedback will be provided within two (2) weeks of Assessment Task submissions with some allowance for general feedback provided by your tutor in the tutorial classes. Written feedback may include some or all of the following: comments on your submission document/s; comments written at the end of your marking rubric; and/or comments in the Moodle assessment portal. Tutors are not required to mark up or provide extensive comments or corrections on your submission document/s.

You are also encouraged to provide feedback to your peers, as peer assessment is an important skill used frequently in the architectural profession. It is useful to commence and be involved in peer assessment during your studies, to develop your understanding of how it works and to be the person providing review as well as the person receiving review and comment.

### *Feedback Delivery Schedule*

AT 01 – Individual

Written feedback in Moodle: Week 6

AT 02 – Individual and Group

Written feedback in Moodle: Week 9

AT 03 - Individual

Written feedback in Moodle: Week 13

### Grading Basis

Standard

### Requirements to pass course

You are required to achieve a minimum composite mark of 50% (Pass) in order to successfully pass and complete ARCH7183.

Each of the three (3) assessment tasks listed above are deemed essential assessment tasks.

Failure to submit one or more of the assessment tasks can result in the award of UF (Unsatisfactory Fail) Grade for the subject, even if your final composite mark is over 50%.

# Course Schedule

Teaching Week/Module	Activity Type	Content
Week 1 : 12 February - 18 February	Lecture	<p>Lecture 01: Introduction to Projects and Practice            Lecturer: Melonie Bayl-Smith            Overview course outline and lectures, expectations and working methods, tutor introductions, tutorial sessions and assessment tasks. Introduction to Assessment Task 01 and the hypothetical project that provides the framework for the three Assessments in ARCH7183.</p> <p>Lecture 02: Projects and Process            Lecturer: Melonie Bayl-Smith</p>
	Tutorial	<p>Students are to have undertaken the reading noted on Tutorial Worksheet 01 prior to the tutorial.</p> <ul style="list-style-type: none"> <li>• General introductions</li> <li>• Assessment Task 01: review</li> <li>• Tutorial Worksheet 01: reading and discussions</li> </ul>
Week 2 : 19 February - 25 February	Lecture	<p>Lecture 03: Fee Letters and Professional Communications            Lecturer: Melonie Bayl-Smith</p> <p>Lecture 04: Client Architect Agreements            Lecturer: Melonie Bayl-Smith</p>
	Tutorial	<p>Students are to have undertaken the reading noted on Tutorial Worksheet 02 prior to the tutorial.</p> <ul style="list-style-type: none"> <li>• Tutorial Worksheet 02: Draft fee letter for Ass Task 01, draft CA Agreement and understanding terms and conditions</li> <li>• Discussion: writing fee letters and fees for architectural services</li> </ul>
Week 3 : 26 February - 3 March	Lecture	<p>Lecture 05: Brief writing and Schedules of Areas            Lecturer: Melonie Bayl-Smith</p> <p>Lecture 06: Consultants + introduction to Assessment Task 02            Lecturer: Melonie Bayl-Smith</p>
	Tutorial	<p>Students are to have undertaken the reading noted on Tutorial Worksheet 03 prior to the tutorial.</p> <ul style="list-style-type: none"> <li>• Tutorial Worksheet 03: Brief Writing and Schedules including identifying user groups, code compliance, safety, maintenance, and cultural considerations</li> <li>• Review of draft work for Ass Task 01</li> <li>• Ass Task 02: review and discussion, formation of groups for group work component</li> </ul>
Week 4 : 4 March - 10 March	Lecture	<p>Lecture 07: Procurement            Lecturer: Melonie Bayl-Smith</p> <p>Lecture 08: Planning Applications            Lecturer: Melonie Bayl-Smith</p>
	Tutorial	<p>Students are to have undertaken the reading noted on Tutorial Worksheet 04 prior to the tutorial.</p> <ul style="list-style-type: none"> <li>• Tutorial Worksheet 04: Town Planning and Authorities' processes, Consultants and Documentation for development approvals processes</li> <li>• Review of draft work for Ass Task 01</li> </ul>
	Assessment	<p>Assessment Task 01 is due on Friday 8th March 2024.            Refer to the Assessment Task document and the Assessment task section of the Course Outline for more detail.</p>
Week 5 : 11 March - 17 March	Lecture	<p>Lecture 09: Documentation - Drawings            Lecturer: Simon Nelson</p> <p>Lecture 10: Documentation – Specifications and Schedules            Lecturer: Melonie Bayl-Smith</p>
	Tutorial	<p>Students are to have undertaken the reading noted on Tutorial Worksheet 05 prior to the tutorial.</p> <ul style="list-style-type: none"> <li>• Tutorial Worksheet 05: Consultants, Documentation, Specifications and Annotations</li> <li>• Discussion: Documentation and experiences with documentation; specifications, risk management and code compliance issues including materials and safety</li> <li>• Ass Task 02: draft work review for individual and group components; groups must be confirmed by today.</li> </ul>
Week 6 : 18 March - 24 March	Other	During Flexibility Week there will be the opportunity to visit an architectural practice based in Sydney. This is an optional activity and does not contribute

		to the grading for this course. More information will be provided on Moodle.
Week 7 : 25 March - 31 March	Lecture	Lecture 11: Cost Estimating and Cost Controls Lecturer: Melonie Bayl-Smith Lecture 12: Tendering + introduction to Assessment Task 03 Lecturer: Melonie Bayl-Smith
	Tutorial	Students are to have undertaken the reading noted on Tutorial Worksheet 06 prior to the tutorial. • Tutorial Worksheet 06: Tendering and Costing considerations • Assessment Task 03 introduction, review and questions • Ass Task 02: draft work review for individual and group work components
	Assessment	Assessment Task 2 - Individual work component is due on Thursday 28th March 2024. Refer to the Assessment Task document and the Assessment task section of the Course Outline for more detail.
Week 8 : 1 April - 7 April	Lecture	Lecture 13: Insurances and Risk Guest Lecturer: Carina Bogaard, Planned Insurance Lecture 14: Contract Administration Fundamentals Part 1 Lecturer: Melonie Bayl-Smith
	Presentation	Assessment Task 02 Group Work presentations Role play presentations in class followed by informal feedback and discussion
Week 9 : 8 April - 14 April	Lecture	Lecture 15: Practice Management Systems Lecturer: Vanessa Dudman Lecture 16: Contract Administration Fundamentals Part 2 Lecturer: Melonie Bayl-Smith
	Tutorial	Students are to have undertaken the reading noted on Tutorial Worksheet 07 prior to the tutorial. • Tutorial Worksheet 07: Contract Administration principles and mechanisms • Ass Task 03 draft work review
Week 10 : 15 April - 21 April	Lecture	Lecture 17: Project Completion Lecturer: Melonie Bayl-Smith Lecture 18: Case Study – Anatomy of a Project Lecturer: Andrew Donaldson
	Tutorial	Students are to have undertaken the reading noted on Tutorial Worksheet 07 prior to the tutorial. • General Feedback on Ass Task 02 • Tutorial Worksheet 08: Practical Completion, Defects, Occupation and Post-Occupancy Evaluation • Ass Task 03 draft work review
Week 11 : 22 April - 28 April	Assessment	Assessment Task 03 is due on Wednesday 24th April 2024. Refer to the Assessment Task document and the Assessment task section of the Course Outline for more detail. There are no lectures or classes this week.

## Attendance Requirements

You are expected to be regular and punctual in attendance at all classes for the School of Built Environment courses in which you are enrolled. If and where individual courses have specific attendance requirements, these will be stated in the course outline.

If you do not attend, engage, or participate in scheduled class activities, including lectures, tutorials, studios, labs, etc, you run the risk of failing a course.

If illness or unexpected and beyond your control circumstances prevent you from completing a task on time, or substantially disturb your assessment performance, you should apply for [Special](#)

Consideration, as soon as practicable, accompanied by appropriate documentation.

No special consideration will be provided if you miss out on essential course information and materials, or if you miss assessment tasks and deadlines due to unexplained absences or an unapproved lack of attendance.

You may be advised by the Course Convenor to withdraw from the course if significant learning activities are missed.

## Course Resources

### Prescribed Resources

The Leganto list link is here

[https://unsw.alma.exlibrisgroup.com/leganto/public/61UNSW\\_INST/lists/59169584250001731?  
auth=SAML](https://unsw.alma.exlibrisgroup.com/leganto/public/61UNSW_INST/lists/59169584250001731?auth=SAML)

Exact information about the weekly assigned readings, assessment task resources and 'further reading' list will be available on the course Moodle page.

### Recommended Resources

Refer to the Leganto list, resources and general reading list on the Moodle page.

### Additional Costs

None.

## Course Evaluation and Development

Past feedback for this course has resulted

- in providing example work, focused lecture content and tutorial materials and teaching to foster better student understanding of professional correspondence, written project deliverables and professional writing skills
- in creating additional time focus within the tutorial sessions to review assessment task requirements and to provide feedback on draft assessment submission work
- in improvements to the assessment task rubrics and the manner in which formal written feedback is delivered

Course feedback will also be gathered informally during the weekly tutorial sessions and also on those occasions when general feedback on the assessment tasks is provided. Feedback will be

gathered formally via the MyExperience portal and will be reviewed and improvements made in the following year where these are appropriate and realistic.

## Staff Details

Position	Name	Email	Location	Phone	Availability	Equitable Learning Services Contact	Primary Contact
Convenor	Melonie Bayl-Smith		Room 4008, Anita B. Lawrence Building		Appointments by email arrangement, I am on campus on Tuesdays only	Yes	Yes

## Other Useful Information

### Academic Information

Due to evolving advice by NSW Health, students must check for updated information regarding online learning for all Arts, Design and Architecture courses this term (via Moodle or course information provided).

Please see: <https://www.unsw.edu.au/arts-design-architecture/student-life/resources-support/protocols-guidelines> for essential student information relating to:

- UNSW and Faculty policies and procedures;
- Student Support Services;
- Dean's List;
- review of results;
- credit transfer;
- cross-institutional study and exchange;
- examination information;
- enrolment information;
- Special Consideration in the event of illness or misadventure;
- student equity and disability;

And other essential academic information.

### Academic Honesty and Plagiarism

Plagiarism is using the words or ideas of others and presenting them as your own. It can take many forms, from deliberate cheating to accidentally copying from a source without acknowledgement.

UNSW groups plagiarism into the following categories:

- Copying: Using the same or very similar words to the original text or idea without acknowledging the source or using quotation marks. This includes copying materials, ideas or concepts from a book, article, report or other written document, presentation, composition, artwork, design, drawing, circuitry, computer program or software, website, internet, other electronic resource, or another person's assignment without appropriate acknowledgement.
- Inappropriate paraphrasing: Changing a few words and phrases while mostly retaining the original information, structure and/or progression of ideas of the original without acknowledgement. This also applies in presentations where someone paraphrases another's ideas or words without credit and to piecing together quotes and paraphrases into a new whole, without appropriate referencing.
- Collusion: Working with others but passing off the work as a person's individual work. Collusion also includes providing your work to another student for the purpose of them plagiarising, paying another person to perform an academic task, stealing or acquiring another person's academic work and copying it, offering to complete another person's work or seeking payment for completing academic work.
- Inappropriate citation: Citing sources which have not been read, without acknowledging the "secondary" source from which knowledge of them has been obtained.
- Duplication ("self-plagiarism"): Submitting your own work, in whole or in part, where it has previously been prepared or submitted for another assessment or course at UNSW or another university.

The UNSW Academic Skills support offers resources and individual consultations. Students are also reminded that careful time management is an important part of study. One of the identified causes of plagiarism is poor time management. Students should allow sufficient time for research, drafting and proper referencing of sources in preparing all assessment items. UNSW Library has the ELISE tool available to assist you with your study at UNSW. ELISE is designed to introduce new students to studying at UNSW, but it can also be a great refresher during your study.

Completing the ELISE tutorial and quiz will enable you to:

- analyse topics, plan responses and organise research for academic writing and other assessment tasks
- effectively and efficiently find appropriate information sources and evaluate relevance to your needs
- use and manage information effectively to accomplish a specific purpose
- better manage your time
- understand your rights and responsibilities as a student at UNSW
- be aware of plagiarism, copyright, UNSW Student Code of Conduct and Acceptable Use of UNSW ICT Resources Policy
- be aware of the standards of behaviour expected of everyone in the UNSW community

- locate services and information about UNSW and UNSW Library

## Use of AI for assessments

As AI applications continue to develop, and technology rapidly progresses around us, we remain committed to our values around academic integrity at UNSW. Where the use of AI tools, such as ChatGPT, has been permitted by your course convener, they must be properly credited and your submissions must be substantially your own work.

In cases where the use of AI has been prohibited, please respect this and be aware that where unauthorised use is detected, penalties will apply.

### Use of AI for assessments | UNSW Current Students

## Submission of Assessment Tasks

### Turnitin Submission

If you encounter a problem when attempting to submit your assignment through Turnitin, please telephone External Support on 9385 3331 or email them on [externalteltsupport@unsw.edu.au](mailto:externalteltsupport@unsw.edu.au)

Support hours are 8:00am – 10:00pm on weekdays and 9:00am – 5:00pm on weekends (365 days a year). If you are unable to submit your assignment due to a fault with Turnitin, you may apply for an extension, but you must retain your ticket number from External Support (along with any other relevant documents) to include as evidence to support your extension application. If you email External Support, you will automatically receive a ticket number, but if you telephone, you will need to specifically ask for one. Turnitin also provides updates on their system status on Twitter.

Generally, assessment tasks must be submitted electronically via either Turnitin or a Moodle assignment. In instances where this is not possible, alternative submission details will be stated on your course's Moodle site. For information on how to submit assignments online via Moodle: <https://student.unsw.edu.au/how-submit-assignment-moodle>

### Late Submission Penalty

UNSW has a standard late submission penalty of:

- 5% per calendar day,
- for all assessments where a penalty applies,

- capped at five calendar days (120 hours) from the assessment deadline, after which a student cannot submit an assessment, and
- no permitted variation.

Students are expected to manage their time to meet deadlines and to request [Special Consideration](#) as early as possible before the deadline. Support with [Time Management is available here](#).

## School Contact Information

beadmin@unsw.edu.au