



UNSW Course Outline

PSCY9904 Forensic Mental Health Systems - 2024

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General Course Information

Course Code : PSCY9904

Year : 2024

Term : Term 3

Teaching Period : T3

Is a multi-term course? : No

Faculty : Faculty of Medicine and Health

Academic Unit : School of Clinical Medicine

Delivery Mode : Online

Delivery Format : Standard

Delivery Location : Distance Education

Campus : Sydney

Study Level : Postgraduate

Units of Credit : 6

Useful Links

[Handbook Class Timetable](#)

Course Details & Outcomes

Course Description

The course explores the wide range of forensic mental health systems that exist, and the institutions that receive input from forensic mental health services. Course content will examine the different models of care underpinning these systems, as well as the essential components

and roles which are involved in planning a comprehensive mental health service. It aims to provide a detailed understanding of the complex network that is involved in the care of mentally ill people who are in contact with the criminal justice system, including the important role of clinical corporate governance and responsibilities of staff, and human rights in forensic mental health care.

Topics covered during the course include the functioning and roles of: the State Parole Authority (NSW); the Serious Offenders Review Council (NSW); Mental Health Review Tribunal; the Health Care Complaints Commission; Australian and NZ Royal College of Psychiatrists; and the Medical Board. Also covered are: Corrections and the Prison Medical Service; Forensic Mental Health Hospitals and secure facilities; and the forensic aspects of psychiatry in the armed forces.

Course Aims

The main aim of this course is to give you a comprehensive understanding of the broad range of areas where forensic mental health provides services to mentally ill people in contact with the criminal justice system. The course will also help you to understand the important role that management plays in forensic mental health. You will learn about the complex network that is involved in the care of people who are in the justice system.

Relationship to Other Courses

This course is a core course students enrolled in the Forensic Mental Health program.

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
CLO1 : Describe the range of demands made on forensic mental health services and the models of care underpinning them.
CLO2 : Define the range of institutions and services that provide forensic mental health care.
CLO3 : Discuss the detailed functions of the institutions and services covered by forensic mental health services and how they interact.
CLO4 : Define the role of the staff in the various institutions and services, relate the various responsibilities of a range of staff, including moral distress in forensic mental health settings.
CLO5 : Plan and contribute effectively to a comprehensive mental health service for an area, indicating essential components and roles.
CLO6 : Define the role of clinical corporate governance within forensic mental health services.
CLO7 : Discuss the ethical and human rights issues surrounding medical and legal approaches to managing mentally ill offenders.

Course Learning Outcomes	Assessment Item
CLO1 : Describe the range of demands made on forensic mental health services and the models of care underpinning them.	<ul style="list-style-type: none">• Online Quizzes• Online Discussion
CLO2 : Define the range of institutions and services that provide forensic mental health care.	<ul style="list-style-type: none">• Assignment 1• Online Quizzes• Online Discussion
CLO3 : Discuss the detailed functions of the institutions and services covered by forensic mental health services and how they interact.	<ul style="list-style-type: none">• Assignment 1• Online Quizzes• Online Discussion
CLO4 : Define the role of the staff in the various institutions and services, relate the various responsibilities of a range of staff, including moral distress in forensic mental health settings.	<ul style="list-style-type: none">• Assignment 2• Assignment 1• Online Quizzes• Online Discussion
CLO5 : Plan and contribute effectively to a comprehensive mental health service for an area, indicating essential components and roles.	<ul style="list-style-type: none">• Assignment 1• Online Quizzes• Online Discussion
CLO6 : Define the role of clinical corporate governance within forensic mental health services.	<ul style="list-style-type: none">• Assignment 1• Online Quizzes• Online Discussion
CLO7 : Discuss the ethical and human rights issues surrounding medical and legal approaches to managing mentally ill offenders.	<ul style="list-style-type: none">• Assignment 2• Online Discussion

Learning and Teaching Technologies

Moodle - Learning Management System | Zoom

Learning and Teaching in this course

Each week consists of at least one pre-recorded lecture, a multiple choice quiz, and a discussion board entry. In Weeks 3 and 10 we will run a collaborative session, delivered live via Zoom. You are encouraged to attend, however there will be an alternate activity for those unable to attend. Information will be provided in your LMS.

Assessments

Assessment Structure

Assessment Item	Weight	Relevant Dates
Assignment 1 Assessment Format: Individual Short Extension: Yes (7 days)	30%	Start Date: Not Applicable Due Date: Week 4: 30 September - 06 October
Assignment 2 Assessment Format: Individual Short Extension: Yes (7 days)	50%	Start Date: Not Applicable Due Date: Week 8: 28 October - 03 November
Online Quizzes Assessment Format: Individual Short Extension: Yes (3 days)	10%	Due Date: Not Applicable
Online Discussion Assessment Format: Individual Short Extension: Yes (3 days)	10%	Start Date: Not Applicable Due Date: Not Applicable

Assessment Details

Assignment 1

Assessment Overview

Essay: 2000 words. The due date of this assignment will be displayed on the course LMS.

You will compare the forensic mental health services of different jurisdictions.

This assignment will require comprehensive research and reading to produce a clearly written and well-structured response to the question, with integration of critical analysis and evaluation of the source material. It will be assessed against a marking guide which provides breakdown of performance across specific assessment criteria. Guidance regarding these expectations will be provided to you during the term.

You will receive individual written feedback which will identify both strengths and weakness in the submitted work as well as a numerical grade.

Course Learning Outcomes

- CLO2 : Define the range of institutions and services that provide forensic mental health care.
- CLO3 : Discuss the detailed functions of the institutions and services covered by forensic mental health services and how they interact.
- CLO4 : Define the role of the staff in the various institutions and services, relate the various responsibilities of a range of staff, including moral distress in forensic mental health settings.
- CLO5 : Plan and contribute effectively to a comprehensive mental health service for an area, indicating essential components and roles.
- CLO6 : Define the role of clinical corporate governance within forensic mental health services.

Detailed Assessment Description

Details: Compare NSW forensic mental health services with those of one other similar area. You may

choose a place from the following list:

- Western Australia;
- Queensland;
- New Zealand;
- Scotland;
- Massachusetts, US;
- Denmark;
- Another place with a similar population to NSW.

These places all provide useful comparisons as they have similar sized populations. If you would like

to look at another place not listed, please consult your Course Coordinator.

You are asked to address the following in your essay:

- Describe the forensic mental health services of the other area, including both rural and metropolitan services; include relevant relationships with other general mental health services.
- Compare the system to that of NSW.
- Provide an outline of the history of the services and explain why the services have evolved in this way.
- Contrast the advantages and disadvantages of both systems.
- Recommend what (if any) aspects of the other system could be beneficial in NSW

Assessment Length

2000

Submission notes

See 3. Submission of Assessment Tasks in the Other Useful Information tab of your course outline and refer to Moodle for additional submission information.

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](#).

Assignment 2

Assessment Overview

Essay: 5000 words. The due date of this assignment will be displayed on the course LMS.

You will consider the ethical considerations, and contrast advantages and disadvantages, of coercive involuntary treatment.

This assignment will require comprehensive research and reading to produce a clearly written and well-structured response to the question, with integration of critical analysis and evaluation of the source material. It will be assessed against a marking guide which provides breakdown of performance across specific assessment criteria. Guidance regarding these expectations will be provided to you during the term.

You will receive individual written feedback which will identify both strengths and weakness in the submitted work as well as a numerical grade.

Course Learning Outcomes

- CLO4 : Define the role of the staff in the various institutions and services, relate the various

responsibilities of a range of staff, including moral distress in forensic mental health settings.

- CLO7 : Discuss the ethical and human rights issues surrounding medical and legal approaches to managing mentally ill offenders.

Detailed Assessment Description

Question:

"Overriding a person's refusal of a treatment represents a serious intrusion into that person's life. At its base lies a conundrum. On the one hand we aim to respect the 'autonomy' of persons, their right to determine what should or should not be done to them, and their right to define their own goals based on their particular personal values; on the other hand, the consequences to their well-being of a refusal of treatment may be grave, even fatal. How can this dilemma be resolved? I will show that we have resolved the dilemma for a particular category of people in a way that is not morally defensible." (Men in White Coats, Treatment Under Coercion, by George Szmukler, p 26)

Is coercive involuntary treatment of prisoners justified? Discuss in the context of the above quotation.

You are asked to address the following in your essay:

- The ethical considerations.
- Contrast the advantages and disadvantages of the use of coercive involuntary treatment in this context.

Assessment criteria

Your essay will be assessed against the following criteria:

- Comprehensive responses to all aspects of the question.
- Evidence of comprehensive research and reading.
- A clearly written and well-structured essay.
- Accurate and complete referencing using the American Psychological Association (APA) system adherence to prescribed word length (+/- 10%)

Assessment Length

5000 words

Submission notes

See 3. Submission of Assessment Tasks in the Other Useful Information tab of your course outline and refer to Moodle for additional submission information.

Assignment submission Turnitin type

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Generative AI Permission Level

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Online Quizzes

Assessment Overview

Ten online MCQ quizzes (open-book) based on lectures and reading material, designed to ensure that you have accessed and understood the content provided for each of the ten weekly topics. Each quiz has between 3 - 5 questions and the total score for each weekly quiz contributes up to 1% of the total course grade. Numerical grade and written feedback are provided immediately upon answer submission.

Course Learning Outcomes

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- CLO2 : Define the range of institutions and services that provide forensic mental health care.
- CLO3 : Discuss the detailed functions of the institutions and services covered by forensic mental health services and how they interact.
- CLO4 : Define the role of the staff in the various institutions and services, relate the various responsibilities of a range of staff, including moral distress in forensic mental health settings.
- CLO5 : Plan and contribute effectively to a comprehensive mental health service for an area, indicating essential components and roles.
- CLO6 : Define the role of clinical corporate governance within forensic mental health services.

Submission notes

See 3. Submission of Assessment Tasks in the Other Useful Information tab of your course outline and refer to Moodle for additional submission information.

Assignment submission Turnitin type

Not Applicable

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.

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Online Discussion

Assessment Overview

You are required to engage in weekly online discussions (10 forums) with your peers and the course convenor(s) regarding the relevant week's topic. You also have the opportunity to engage with your peers in two, voluntary, live collaborative sessions, which will be held virtually. The links to join the sessions will be made available to you within the LMS.

The task is designed to stimulate your thinking on the provided course material, and promote communication skills, without requiring further research. Each week your participation will contribute to 1% of the total grade for all the discussion forums (total 10%). You will be required to contribute once per week to achieve the maximum mark for this assessment task. Feedback is provided during the course of the discussion.

Each live session is run twice (one weekday and one weekend) within the relevant week of the term which will be communicated to you on the course LMS, to maximise opportunity for you to be available to participate. The sessions are voluntary, and recordings will be made available to if you are unable to attend the live virtual session.

Course Learning Outcomes

- CLO1 : Describe the range of demands made on forensic mental health services and the models of care underpinning them.
- CLO2 : Define the range of institutions and services that provide forensic mental health care.

- CLO3 : Discuss the detailed functions of the institutions and services covered by forensic mental health services and how they interact.
- CLO4 : Define the role of the staff in the various institutions and services, relate the various responsibilities of a range of staff, including moral distress in forensic mental health settings.
- CLO5 : Plan and contribute effectively to a comprehensive mental health service for an area, indicating essential components and roles.
- CLO6 : Define the role of clinical corporate governance within forensic mental health services.
- CLO7 : Discuss the ethical and human rights issues surrounding medical and legal approaches to managing mentally ill offenders.

Submission notes

See 3. Submission of Assessment Tasks in the Other Useful Information tab of your course outline and refer to Moodle for additional submission information.

Assignment submission Turnitin type

Not Applicable

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.

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General Assessment Information

Please ensure that your referencing style is consistent. We prefer APA, however if you do use another referencing style ensure that this is used consistently throughout your assignment.

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
- All assessments must be attempted

Meet any additional requirements specified in the assessment details section and on Moodle.

Course Schedule

Teaching Week/Module	Activity Type	Content
Week 1 : 9 September - 15 September	Lecture	Prisons and the provision of mental health services in custody
	Activity	MCQ
	Activity	Discussion board participation
Week 2 : 16 September - 22 September	Lecture	Part 1 - Forensic Mental Hospitals and Prisons Part 2 - Planning Forensic Mental Health Services
	Activity	MCQ
	Activity	Discussion board participation
Week 3 : 23 September - 29 September	Lecture	Special Units, Hospitals and Prisons and Further Discussion of Correctional Psychiatry
	Activity	MCQ
	Activity	Discussion board participation
	Group Activity	Collaborative session: Wednesday 25th September 2024 at 8pm or Saturday 28th September 2024 at 4pm (AEDT)
Week 4 : 30 September - 6 October	Lecture	Moral distress
	Activity	MCQ
	Activity	Discussion board participation
	Assessment	Assessment due 23:59 6th October 2024 (AEDT)
Week 5 : 7 October - 13 October	Lecture	Human Rights
	Activity	MCQ
	Activity	Discussion board participation
Week 6 : 14 October - 20 October	Lecture	Military Psychiatry
	Activity	MCQ
	Activity	Discussion board participation
Week 7 : 21 October - 27 October	Lecture	Governance
	Activity	MCQ
	Activity	Discussion board participation
Week 8 : 28 October - 3 November	Lecture	The Purpose of Parole: NSW State Parole Authority; Serious Offenders Review Council; Probation
	Activity	MCQ
	Activity	Discussion board participation
	Assessment	Assignment due 23:59 3rd November 2024 (AEDT)
Week 9 : 4 November - 10 November	Lecture	Mental Health Review Tribunal
	Activity	MCQ
	Activity	Discussion board participation
Week 10 : 11 November - 17 November	Lecture	Fitness to Practise
	Activity	MCQ
	Activity	Discussion board participation
	Group Activity	Collaborative sessions: Wednesday 13th November 2024 at 8pm or Saturday 16th November 2024 at 4pm (AEDT)

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).

Week 3 and Week 10 will be collaborative sessions, these are live sessions held via Zoom where both courses running during T3 come together to discuss an issue relevant to both courses. Information pertaining to the collaborative sessions will be provided in your LMS. If you are unable to attend a live session you will be provided with an alternate activity to participate in.

Course Resources

Prescribed Resources

Nil

Recommended Resources

Course readings and self-reading

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

Additional Costs

Nil

Course Evaluation and Development

Course evaluation information can be found on your LMS

Staff Details

Position	Name	Email	Location	Phone	Availability	Equitable Learning Services Contact	Primary Contact
	Corrie Goodh and					No	Yes

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

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 shorthand 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 Sean Kennedy (sean.kennedy@unsw.edu.au)