



UNSW Course Outline

ACCT2522 Management Accounting for Decision Analysis - 2024

Published on the 28 Jan 2024

General Course Information

Course Code : ACCT2522

Year : 2024

Term : Term 1

Teaching Period : T1

Is a multi-term course? : No

Faculty : UNSW Business School

Academic Unit : School of Accounting, Auditing and Taxation

Delivery Mode : In Person

Delivery Format : Standard

Delivery Location : Kensington

Campus : Sydney

Study Level : Undergraduate

Units of Credit : 6

Useful Links

[Handbook Class Timetable](#)

Course Details & Outcomes

Course Description

This course examines management accounting practices directed toward the effective

and efficient use of organisational resources, in order to create value for customers and shareholders. You will be equipped with technical knowledge and skills to:

- Analyse, interpret and synthesise management accounting information for planning and resource allocation decisions;
- Improve processes by managing cost, quality and time (the three key performance parameters that drive organisational success); and
- Design and implement management accounting systems that encourage employees to adopt goal congruent behaviour (i.e., pursue the achievement of organisational goals).

As you learn to derive recommendations to support business process improvements and enhance managerial decision-making, you will further develop critical thinking and communication skills which are key to the business partner role of contemporary management accountants.

Course Aims

This course aims to equip you with the knowledge and analytical skills to become a trusted business partner and an effective business decision-maker. Students will be introduced to an arsenal of management accounting tools and techniques, and learn to apply them critically and creatively in both professional and work contexts.

Whilst primarily designed for students who are interested in management accounting, this course is also valuable to students who aspire to be business professionals with knowledge of how to analyse and evaluate financial and non-financial information, in order to make informed business decisions and improve organisational operations. It introduces students to management accounting practices that can create value through processes improvement.

This course is part of the core curriculum of studies required by CPA Australia and the Institute of Chartered Accountants in Australia and New Zealand (CAANZ). It is offered by the School of Accounting, Auditing and Taxation as part of an accounting major, double major or disciplinary minor in the Bachelor of Commerce or Bachelor of Economics degrees.

Relationship to Other Courses

This course integrates and builds on basic organisational resource and cost concepts introduced in COMM1170 Organisational Resources and COMM1180 Value Creation. A range of management accounting practices that organisations may use to create value for their customers and shareholders are examined. Key to all of these is a focus on organisational processes and their resource needs, and an understanding of whether these resources are

being used efficiently and effectively. Three main interrelated themes are examined:

The analysis of management accounting information for planning and resource allocation decisions; the application of management accounting tools and practices to facilitate process improvement that reduces cost as well as improves time and quality aspects of performance; and the design and use of management accounting systems such that employees' goals are consistent with the organisational goals, which may positively impact behaviour..

In sum, this course aims to equip students with an arsenal of management accounting tools and techniques, as well as the competency to apply them critically and creatively in a professional work setting. This course also prepares students for the advanced management accounting and final year synthesis course, ACCT3583 Strategic Value Management. ACCT3583 goes beyond a firm's internal operations to discuss how management accounting facilitates strategy development and implementation, and the management of a wide network of internal and external stakeholders.

This course is offered by the School of Accounting, Auditing and Taxation as part of an accounting major, double major, or disciplinary minor in the Bachelor of Commerce or Bachelor of Economics degrees. Both COMM1170 and COMM1180 (or ACCT1511) are prerequisites for this course. This course also constitutes part of the core curriculum of studies required by CPA Australia and the Institute of Chartered Accountants in Australia and New Zealand (CAANZ).

Course Learning Outcomes

Course Learning Outcomes	Program learning outcomes
CLO1 : Explain how management accounting tools and analytic techniques can be used to constructively drive and support process improvement to enhance organisations' competitiveness through reducing cost, improving responsiveness and quality, and supporting innovation.	<ul style="list-style-type: none"> • PL01 : Business Knowledge • PL02 : Problem Solving • PL03 : Business Communication
CLO2 : Understand the importance of accurate costing, and apply different costing techniques and systems to support organisational decision-making.	<ul style="list-style-type: none"> • PL01 : Business Knowledge • PL02 : Problem Solving • PL03 : Business Communication
CLO3 : Identify, evaluate, and utilise relevant management accounting information and analyses in making various tactical, investment, and pricing decisions and recommendations.	<ul style="list-style-type: none"> • PL01 : Business Knowledge • PL02 : Problem Solving • PL03 : Business Communication
CLO4 : Apply knowledge of how management control systems can influence behaviour in designing performance measurement systems and incentive packages that motivate the achievement of organisational goals.	<ul style="list-style-type: none"> • PL01 : Business Knowledge • PL02 : Problem Solving • PL03 : Business Communication
CLO5 : Demonstrate the ability to work individually and in teams.	<ul style="list-style-type: none"> • PL03 : Business Communication • PL04 : Teamwork
CLO6 : Demonstrate the ability to make insightful recommendations based on analyses of financial and nonfinancial information, and to professionally present these analyses and recommendations to stakeholders.	<ul style="list-style-type: none"> • PL01 : Business Knowledge • PL02 : Problem Solving • PL03 : Business Communication

Course Learning Outcomes	Assessment Item
CLO1 : Explain how management accounting tools and analytic techniques can be used to constructively drive and support process improvement to enhance organisations' competitiveness through reducing cost, improving responsiveness and quality, and supporting innovation.	<ul style="list-style-type: none"> • Assessment 1: Learning Progress Quiz 1 • Assessment 2: Business Report • Assessment 3: Learning Progress Quiz 2 • Assessment 4: Final Exam
CLO2 : Understand the importance of accurate costing, and apply different costing techniques and systems to support organisational decision-making.	<ul style="list-style-type: none"> • Assessment 1: Learning Progress Quiz 1 • Assessment 2: Business Report • Assessment 3: Learning Progress Quiz 2 • Assessment 4: Final Exam
CLO3 : Identify, evaluate, and utilise relevant management accounting information and analyses in making various tactical, investment, and pricing decisions and recommendations.	<ul style="list-style-type: none"> • Assessment 1: Learning Progress Quiz 1 • Assessment 2: Business Report • Assessment 3: Learning Progress Quiz 2 • Assessment 4: Final Exam
CLO4 : Apply knowledge of how management control systems can influence behaviour in designing performance measurement systems and incentive packages that motivate the achievement of organisational goals.	<ul style="list-style-type: none"> • Assessment 1: Learning Progress Quiz 1 • Assessment 3: Learning Progress Quiz 2 • Assessment 4: Final Exam
CLO5 : Demonstrate the ability to work individually and in teams.	<ul style="list-style-type: none"> • Assessment 2: Business Report
CLO6 : Demonstrate the ability to make insightful recommendations based on analyses of financial and nonfinancial information, and to professionally present these analyses and recommendations to stakeholders.	<ul style="list-style-type: none"> • Assessment 1: Learning Progress Quiz 1 • Assessment 2: Business Report • Assessment 3: Learning Progress Quiz 2 • Assessment 4: Final Exam

Learning and Teaching Technologies

Moodle - Learning Management System | Zoom

Learning and Teaching in this course

At university, the focus is on your self-directed search for knowledge, and the assessments in this course are designed with this in mind. Lectures, tutorials, textbooks, assessments and other resources are all provided to help you fully comprehend and appreciate the concepts of this subject.

It is up to you to choose how much work you do in each part of the course: preparing for classes; completing assessments; studying for exams; and seeking assistance or extra work to extend and clarify your understanding. You must choose an approach that best suits your learning style

and goals in this course. Tutorial questions and review questions are provided to guide your learning process. It is important to keep up-to-date as the material covered in each week builds on the material covered in prior weeks (including any revision material covered).

Additional Course Information

This course requires students to engage in self-learning and reflection. It is therefore **critical** that students be familiar with lecture content and complete any self-study exercises and tutorial homework, as well as complete all required readings for each topic, before attending each tutorial.

Assessments

Assessment Structure

Assessment Item	Weight	Relevant Dates	Program learning outcomes
Assessment 1: Learning Progress Quiz 1 Assessment Format: Individual	10%	Start Date: In class, Week 4 tutorial Due Date: In class, Week 4 tutorial	• PL01 : Business Knowledge • PL02 : Problem Solving • PL03 : Business Communication
Assessment 2: Business Report Assessment Format: Group	20%	Start Date: Not Applicable Due Date: 25/03/2024 05:00 PM	• PL01 : Business Knowledge • PL02 : Problem Solving • PL03 : Business Communication • PL04 : Teamwork
Assessment 3: Learning Progress Quiz 2 Assessment Format: Individual	15%	Start Date: In Week 9 tutorial Due Date: In Week 9 tutorial	• PL01 : Business Knowledge • PL02 : Problem Solving • PL03 : Business Communication
Assessment 4: Final Exam Assessment Format: Individual	55%	Start Date: Not Applicable Due Date: Not Applicable	• PL01 : Business Knowledge • PL02 : Problem Solving • PL03 : Business Communication

Assessment Details

Assessment 1: Learning Progress Quiz 1

Assessment Overview

This task is aimed at (1) encouraging students to keep up-to-date with their learning and (2)

providing timely progress feedback so that students know which areas they need to improve on.

This task requires students to demonstrate their understanding and ability to apply key concepts and techniques introduced in the course.

Assesses: PLO1, PLO2, PLO3

Course Learning Outcomes

- CL01 : Explain how management accounting tools and analytic techniques can be used to constructively drive and support process improvement to enhance organisations' competitiveness through reducing cost, improving responsiveness and quality, and supporting innovation.
- CL02 : Understand the importance of accurate costing, and apply different costing techniques and systems to support organisational decision-making.
- CL03 : Identify, evaluate, and utilise relevant management accounting information and analyses in making various tactical, investment, and pricing decisions and recommendations.
- CL04 : Apply knowledge of how management control systems can influence behaviour in designing performance measurement systems and incentive packages that motivate the achievement of organisational goals.
- CL06 : Demonstrate the ability to make insightful recommendations based on analyses of financial and nonfinancial information, and to professionally present these analyses and recommendations to stakeholders.

Detailed Assessment Description

Refer to "Additional Assessment Information" document for further information.

Assessment Length

TBC

Assessment information

Learning Progress Quiz 1 will be held in your enrolled tutorial during Week 4.

Assignment submission Turnitin type

Not Applicable

Assessment 2: Business Report

Assessment Overview

This task requires students to demonstrate quantitative and communication skills (both written communication and data storytelling).

Students will apply the frameworks introduced in this course to a business case, and submit a

report containing their analyses and recommendations based on case information.

Assesses: PLO1, PLO2, PLO3, PLO4

BCom Students: myBCom course points for PLO3.

Course Learning Outcomes

- CL01 : Explain how management accounting tools and analytic techniques can be used to constructively drive and support process improvement to enhance organisations' competitiveness through reducing cost, improving responsiveness and quality, and supporting innovation.
- CL02 : Understand the importance of accurate costing, and apply different costing techniques and systems to support organisational decision-making.
- CL03 : Identify, evaluate, and utilise relevant management accounting information and analyses in making various tactical, investment, and pricing decisions and recommendations.
- CL05 : Demonstrate the ability to work individually and in teams.
- CL06 : Demonstrate the ability to make insightful recommendations based on analyses of financial and nonfinancial information, and to professionally present these analyses and recommendations to stakeholders.

Detailed Assessment Description

Refer to "Additional Assessment Information" document for further information.

Assessment Length

TBC

Assessment information

This assignment will be completed within groups. Groups must be from the same tutorial. There will be a peer-evaluation component.

Assignment submission Turnitin type

This assignment is submitted through Turnitin and students do not see Turnitin similarity reports.

Assessment 3: Learning Progress Quiz 2

Assessment Overview

This task is aimed at (1) encouraging students to keep up-to-date with their learning and (2) providing timely progress feedback so that students know which areas they need to improve on.

This task requires students to demonstrate their understanding and ability to apply key concepts and techniques introduced in the course.

Assesses: PLO1, PLO2, PLO3

Course Learning Outcomes

- CL01 : Explain how management accounting tools and analytic techniques can be used to constructively drive and support process improvement to enhance organisations' competitiveness through reducing cost, improving responsiveness and quality, and supporting innovation.
- CL02 : Understand the importance of accurate costing, and apply different costing techniques and systems to support organisational decision-making.
- CL03 : Identify, evaluate, and utilise relevant management accounting information and analyses in making various tactical, investment, and pricing decisions and recommendations.
- CL04 : Apply knowledge of how management control systems can influence behaviour in designing performance measurement systems and incentive packages that motivate the achievement of organisational goals.
- CL06 : Demonstrate the ability to make insightful recommendations based on analyses of financial and nonfinancial information, and to professionally present these analyses and recommendations to stakeholders.

Detailed Assessment Description

Refer to "Additional Assessment Information" document for further information.

Assessment Length

TBC

Assessment information

Learning Progress Quiz 2 will be held in your enrolled tutorial during Week 9.

Assignment submission Turnitin type

Not Applicable

Assessment 4: Final Exam

Assessment Overview

This task requires students to demonstrate and apply their understanding of the key readings, concepts, frameworks and analytical tools introduced throughout the course to a variety of business contexts.

Assesses: PLO1, PLO2, PLO3

BCom Students: myBCom course points for PLO2.

Course Learning Outcomes

- CL01 : Explain how management accounting tools and analytic techniques can be used to

constructively drive and support process improvement to enhance organisations' competitiveness through reducing cost, improving responsiveness and quality, and supporting innovation.

- CLO2 : Understand the importance of accurate costing, and apply different costing techniques and systems to support organisational decision-making.
- CLO3 : Identify, evaluate, and utilise relevant management accounting information and analyses in making various tactical, investment, and pricing decisions and recommendations.
- CLO4 : Apply knowledge of how management control systems can influence behaviour in designing performance measurement systems and incentive packages that motivate the achievement of organisational goals.
- CLO6 : Demonstrate the ability to make insightful recommendations based on analyses of financial and nonfinancial information, and to professionally present these analyses and recommendations to stakeholders.

Detailed Assessment Description

Refer to "Additional Assessment Information" document for further information.

Assessment Length

2 hours, plus 15 minutes reading time.

Assessment information

This course will have an invigilated exam held on UNSW's Kensington campus. The exam will be conducted on Inspira, an online assessment platform. It is a mandatory requirement that you attend the exam on-campus and that you come with a fully charged laptop which has the Safe Exam Browser (SEB) installed.

Further instructions on how to prepare for this exam will be provided to you during the term.

Assignment submission Turnitin type

Not Applicable

General Assessment Information

As a student at UNSW you are expected to display [academic integrity](#) in your work and interactions. Where a student breaches the [UNSW Student Code](#) with respect to academic integrity, the University may take disciplinary action under the Student Misconduct Procedure. To assure academic integrity, you may be required to demonstrate reasoning, research and the process of constructing work submitted for assessment.

To assist you in understanding what academic integrity means, and how to ensure that you do comply with the UNSW Student Code, it is strongly recommended that you complete the [Working with Academic Integrity](#) module before submitting your first assessment task. It is a free, online

self-paced Moodle module that should take about one hour to complete.

You are expected to complete all assessment tasks for your courses in the School of Accounting, Auditing & Taxation. In some courses, there will be a minimum pass mark required on the final exam due to the need to assure individual mastery of specific course learning outcomes for accounting accreditation requirements. Where applicable this is explained in the assessment section of this course outline.

This course will have an invigilated exam held on UNSW's Kensington campus. The exam will be conducted on Inspira, an online assessment platform. It is a mandatory requirement that you attend the exam on-campus (even if you are only attending online classes) and that you come with a fully charged laptop with Safe Exam Browser (SEB) installed. For information about On-Campus Invigilated Exams requirements and conditions please visit [here](#).

Further instructions on how to prepare for this exam will be provided to you during the term.

Grading Basis

Standard

Requirements to pass course

In order to pass this course, you must:

- achieve a composite mark of at least 50 out of 100;
- meet any additional requirements described in the Assessment Summary section.

You are expected to attempt all assessment requirements in the course.

Course Schedule

Teaching Week/Module	Activity Type	Content
Week 1 : 12 February - 18 February	Lecture	Topic 1: Understanding processes and introduction to cost estimation
	Tutorial	Revision of basic costing and performance measurement concepts
Week 2 : 19 February - 25 February	Lecture	Topic 2: Managing costs: Activity-based costing
	Tutorial	Topic 1
Week 3 : 26 February - 3 March	Lecture	Topic 3: Managing costs: Standard costs and variance analysis
	Tutorial	Topic 2
Week 4 : 4 March - 10 March	Lecture	Topic 4: Managing quality: Costs and quality
	Tutorial	Topic 3 and Progress Quiz 1
Week 5 : 11 March - 17 March	Lecture	Topic 5: Managing time: Theory of constraints
	Tutorial	Topic 4
Week 6 : 18 March - 24 March	Other	Flexibility week - no lectures or tutorials are scheduled. Students are encouraged to revise their learning material and prepare their Business Report (due Monday of Week 7).
Week 7 : 25 March - 31 March	Lecture	Topic 6: Managing time: Project management
	Assessment	Business Report Due - Monday 5pm
	Tutorial	Topic 5
Week 8 : 1 April - 7 April	Lecture	Topic 7: Responsibility accounting and transfer pricing.
	Tutorial	Topic 6
Week 9 : 8 April - 14 April	Lecture	Topic 8: Management control and performance evaluation
	Tutorial	Topic 7 and Progress Quiz 2
Week 10 : 15 April - 21 April	Lecture	Management accounting for decision making Please note: There is no tutorial for this topic. Additional practice questions will be provided.

Attendance Requirements

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

General Schedule Information

Students are expected to attend the weekly lecture or listen to the lecture recording on a timely basis. Students are required to attend the tutorial in which they are enrolled.

Course Resources

Prescribed Resources

- Langfield-Smith, K., D. Smith, P. Andon, R. W. Hilton and H. Thorne (2022). Management Accounting: Information for Managing and Creating Value, 9th ed, McGraw-Hill Australia Pty Ltd.

The UNSW bookshop has both the print version (<https://www.bookshop.unsw.edu.au/details.cgi?ITEMNO=9781743767603&16383692>) and the digital version (<https://>

unswbookshop.vitalsource.com/products/management-accounting-kim-langfield-smith-david-v9781743767634) of this textbook. A copy of the textbook will also be available in the High Use Collection in the UNSW library.

- In addition to the prescribed text, supplementary materials will be made available on Moodle during the session as required.

Course website: UNSW [Moodle](https://moodle.telt.unsw.edu.au/login/index.php) (<https://moodle.telt.unsw.edu.au/login/index.php>).

Please note that students are responsible for updating themselves on any information that is posted on Moodle. Information provided on Moodle may include:

- Course outline;
- Supplementary reading material;
- PowerPoint lecture notes (which may include announcements made in lectures);
- Brief solutions to numerical tutorial questions;
- Assessment results;
- Contact and consultation details of staff; and
- Course-related announcements and other administrative matters.

[Library](http://subjectguides.library.unsw.edu.au/business) information and subject guides etc (<http://subjectguides.library.unsw.edu.au/business>).

Recommended Resources

See Prescribed Resources Section

Additional Costs

See Prescribed Resources Section

Course Evaluation and Development

In previous terms some students indicated that they found the online quiz stressful. This term, the quiz is split into two to reduce the stress associated with having only one quiz.

Further, they will be held in class so that a range of question types can be better incorporated to improve students' abilities to demonstrate what they know.

In addition, some students indicated that they found weekly homework submissions onerous. This component has been removed. However it is noted that this puts more onus on students to engage in self-directed study in their own time, as there is no longer a direct assessment incentive to stay up to date from week to week. At the end of term we will review student performance, formal student feedback and informal teaching team feedback to assess whether the removal of this component has been beneficial to the student experience and performance in the course, and inform future assessment decisions.

Staff Details

Position	Name	Email	Location	Phone	Availability	Equitable Learning Services Contact	Primary Contact
Head lecturer	Nicole Ang					Yes	Yes

Other Useful Information

Academic Information

COURSE POLICIES AND SUPPORT

The Business School expects that you are familiar with the contents of this course outline and the UNSW and Business School learning expectations, rules, policies and support services as listed below:

- Program Learning Outcomes
- Academic Integrity and Plagiarism
- Student Responsibilities and Conduct
- Special Consideration
- Protocol for Viewing Final Exam Scripts
- Student Learning Support Services

Further information is provided on the [key policies and support](#) page.

Students may not circulate or post online any course materials such as handouts, exams, syllabi or similar resources from their courses without the written permission of their instructor.

STUDENT LEARNING OUTCOMES

The Course Learning Outcomes (CLOs) – under the Outcomes tab – are what you should be able to demonstrate by the end of this course, if you participate fully in learning activities and successfully complete the assessment items.

CLOs also contribute to your achievement of the Program Learning Outcomes (PLOs), which are developed across the duration of a program. PLOs are, in turn, directly linked to [UNSW graduate capabilities](#). More information on Coursework PLOs is available on the [key policies and support](#) page. For PG Research PLOs, including MPDBS, please refer to the [UNSW HDR Learning Outcomes](#).

Academic Honesty and Plagiarism

As a student at UNSW you are expected to display [academic integrity](#) in your work and interactions. Where a student breaches the [UNSW Student Code](#) with respect to academic integrity, the University may take disciplinary action under the Student Misconduct Procedure. To assure academic integrity, you may be required to demonstrate reasoning, research and the process of constructing work submitted for assessment.

To assist you in understanding what academic integrity means, and how to ensure that you do comply with the UNSW Student Code, it is strongly recommended that you complete the [Working with Academic Integrity](#) module before submitting your first assessment task. It is a free, online self-paced Moodle module that should take about one hour to complete.

Submission of Assessment Tasks

SPECIAL CONSIDERATION

You can apply for special consideration when illness or other circumstances beyond your control interfere with your performance in a specific assessment task or tasks, including online exams. Students studying remotely who have exams scheduled between 10pm and 7am local time, are also able to apply for special consideration to sit a supplementary exam at a time outside of these hours.

Special consideration is primarily intended to provide you with an extra opportunity to demonstrate the level of performance of which you are capable. To apply, and for further information, see Special Consideration on the UNSW [Current Students](#) page.

Special consideration applications will be assessed centrally by the Case Review Team, who will

update the online application with the outcome and add any relevant comments. The change to the status of the application immediately sends an email to the student and to the assessor with the outcome of the application.

Please note the following:

1. Applications can only be made through Online Services in myUNSW (see the UNSW [Current Students](#) page). Applications will not be accepted by teaching staff. The lecturer-in-charge/course coordinator will be automatically notified when your application is processed.
2. Applying for special consideration does not automatically mean that you will be granted a supplementary exam or other concession.
3. If you experience illness or misadventure in the lead up to an exam or assessment, you must submit an application for special consideration, either prior to the examination taking place, or prior to the assessment submission deadline, except where illness or misadventure prevent you from doing so.
4. If your circumstances stop you from applying before your exam or assessment due date, you must apply within 3 working days of the assessment or the period covered by your supporting documentation.
5. Under the UNSW Fit To Sit/Submit rule, if you sit the exam/submit an assignment, you are declaring yourself well enough to do so and are cannot subsequently apply for special consideration.
6. If you become unwell on the day of – or during – an exam, you must stop working on your exam, advise your course coordinator or tutor and provide a medical certificate dated within 24 hours of the exam, with your special consideration application. For online exams, you must contact your course coordinator or tutor immediately via email, Moodle or chat and advise them you are unwell and submit screenshots of your conversation along with your medical certificate and application.
7. Special consideration requests do not allow the awarding of additional marks to students.

Further information on Business School policy and procedure can be found under “Special Consideration” on the [key policies and support](#) page.

LATE SUBMISSION PENALTIES

For assessments other than examinations, late submission will incur a penalty of 5% per day or part thereof (including weekends) from the due date and time. An assessment will not be accepted after 5 days (120 hours) of the original deadline unless special consideration has been approved. An assignment is considered late if the requested format, such as hard copy or electronic copy, has not been submitted on time or where the ‘wrong’ assignment has been submitted.

For assessments which account for 10% or less of the overall course grade, and where answers are immediately discussed or debriefed, the LIC may stipulate a different penalty. Details of such late penalties will be available on the course Moodle page.

FEEDBACK ON YOUR ASSESSMENT TASK PERFORMANCE

Feedback on student performance from formative and summative assessment tasks will be provided to students in a timely manner. Assessment tasks completed within the teaching period of a course, other than a final assessment, will be assessed and students provided with feedback, with or without a provisional result, within 10 working days of submission, under normal circumstances. Feedback on continuous assessment tasks (e.g. laboratory and studio-based, workplace-based, weekly quizzes) will be provided prior to the midpoint of the course.

Faculty-specific Information

PROTOCOL FOR VIEWING FINAL EXAM SCRIPTS

UNSW students have the right to view their final exam scripts, subject to a small number of very specific exemptions. The UNSW Business School has set a [protocol](#) under which students may view their final exam script. Individual schools within the Faculty may also set up additional local processes for viewing final exam scripts, so it is important that you check with your School.

If you are completing courses from the following schools, please note the additional school-specific information:

- Students in the **School of Accounting, Auditing & Taxation** who wish to view their final examination script should also refer to [this page](#).
- Students in the **School of Banking & Finance** should also refer to [this page](#).
- Students in the **School of Information Systems & Technology Management** should also refer to [this page](#).

COURSE EVALUATION AND DEVELOPMENT

Feedback is regularly sought from students and continual improvements are made based on this feedback. At the end of this course, you will be asked to complete the [myExperience survey](#), which provides a key source of student evaluative feedback. Your input into this quality enhancement process is extremely valuable in assisting us to meet the needs of our students and provide an effective and enriching learning experience. The results of all surveys are carefully considered and do lead to action towards enhancing educational quality.

QUALITY ASSURANCE

The Business School is actively monitoring student learning and quality of the student experience in all its programs. A random selection of completed assessment tasks may be used for quality assurance, such as to determine the extent to which program learning goals are being achieved. The information is required for accreditation purposes, and aggregated findings will be used to inform changes aimed at improving the quality of Business School programs. All material used for such processes will be treated as confidential.

TEACHING TIMES AND LOCATIONS

Please note that teaching times and locations are subject to change. Students are strongly advised to refer to the [Class Timetable website](#) for the most up-to-date teaching times and locations.

School Contact Information

The policies regarding staff contact in the School of Accounting, Auditing and Taxation are as follows:

- All questions regarding course administration should be directed to the Lecturer-in-charge.
- The full-time staff will be available for consultation starting from Weeks 2 to 10 and STUVAC period.
- Consultation hours will be advised on the course Moodle page in a consolidated timetable.
- Students are encouraged to consult with staff during online consultation sessions. Consultation will not be provided via email or phone.
- Consultation times during STUVAC period will likely vary to the regular consultation during Term and be posted on the course webpage later in the Term.

While emails to staff should be a rare occurrence as noted above, in instances where it is warranted, please make sure that:

- You use your UNSW email address when corresponding with the teaching staff on this course. Emails from other addresses (such as Hotmail, Gmail, Yahoo, 126, QQ, etc.) are not accepted and will not be replied to.
- You must use an appropriate communication level with staff. Emails and discussion forum posts that use short-hand and "Texting" language are not acceptable, and communication must be in English. If your email cannot be understood then staff will not reply.
- You must identify yourself by your full name, student ID and tutorial day and time.
- Please be aware that Staff will not necessarily reply to students to inform them if their emails are non-compliant.
- Full-time teaching staff only answer emails during regular working hours of Monday to Friday

9am-5pm. Tutoring staff often have other jobs and require 48 hours within regular business office hours to reply to emails.

Complaints about the assessment and other aspects of this course should be directed in the first instance to the Lecturer-in-Charge (or Course Convenor) and if still unsatisfied with the response received then you are directed to contact the School of Accounting, Auditing & Taxation Grievance Officer, details available here: <https://www.unsw.edu.au/business/our-schools/accounting-auditing-taxation/contact-us>