UNSW Course Outline

EXPT3152 Musculoskeletal and Movement Rehabilitation - 2024

Published on the 26 Aug 2024

General Course Information

Course Code : EXPT3152
Year : 2024
Term : Term 3
Teaching Period : T3
Is a multi-term course? : No
Faculty : Faculty of Medicine and Health
Academic Unit : School of Health Sciences
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

In this course, you will integrate and apply knowledge of functional anatomy, exercise physiology, biomechanics and pain neuroscience to inform safe and effective exercise-based interventions for the management of musculoskeletal conditions. You will learn about contemporary and

emerging approaches to management and rehabilitation of a diverse range of musculoskeletal conditions to prepare you for clinical placements.

Course Aims

This course aims to provide you with an opportunity to integrate principles of rehabilitation and pain neuroscience to develop clinical reasoning and practical skills to effectively manage a wide range of common musculoskeletal conditions. Enquiry-based learning activities in this course are specifically designed to further develop your knowledge and skills in musculoskeletal rehabilitation prior to commencing clinical placements.

Relationship to Other Courses

Assistance with progression checking:

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

Progression plans for UNSW Medicine and Health programs can be found on the UNSW Medicine & Health website.

Course Learning Outcomes

Course Learning Outcomes
CLO1 : Synthesise and critically appraise relevant scientific peer-reviewed literature to apply to clinical practice
CLO2 : Discuss pain as a biopsychosocial experience to inform management of acute, subacute, chronic and complex musculoskeletal conditions
CLO3 : Conduct safe, culturally sensitive, respectful, and person-centred care underpinned by a biopsychosocial framework
CLO4 : Explain the role of exercise, education, and emerging approaches to pain management across the lifespan in various populations, for non-musculoskeletal, neurological, and other medical conditions
CLO5 : Select interventions that address contributors to pain and disability in musculoskeletal conditions based on evidence and clinical reasoning
CLO6 : Apply principles of rehabilitation and biomechanics to inform exercise prescription for a range of musculoskeletal conditions in a multidisciplinary setting

Course Learning Outcomes	Assessment Item
CLO1 : Synthesise and critically appraise relevant scientific peer-reviewed literature to apply to clinical practice	• Literature search protocol & group presentation • Public facing educational resource • Interactive multiple choice exercise
CLO2 : Discuss pain as a biopsychosocial experience to inform management of acute, subacute, chronic and complex musculoskeletal conditions	• Hybrid viva and Practical Exam • Public facing educational resource • Interactive multiple choice exercise
CLO3 : Conduct safe, culturally sensitive, respectful, and person-centred care underpinned by a biopsychosocial framework	• Hybrid viva and Practical Exam
CLO4 : Explain the role of exercise, education, and emerging approaches to pain management across the lifespan in various populations, for non-musculoskeletal, neurological, and other medical conditions	• Literature search protocol & group presentation • Hybrid viva and Practical Exam • Public facing educational resource • Interactive multiple choice exercise
CLO5 : Select interventions that address contributors to pain and disability in musculoskeletal conditions based on evidence and clinical reasoning	• Literature search protocol & group presentation • Hybrid viva and Practical Exam • Public facing educational resource • Interactive multiple choice exercise
CLO6 : Apply principles of rehabilitation and biomechanics to inform exercise prescription for a range of musculoskeletal conditions in a multidisciplinary setting	• Hybrid viva and Practical Exam • Interactive multiple choice exercise

Learning and Teaching Technologies

Moodle - Learning Management System

Learning and Teaching in this course

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

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

Assessments

Assessment Structure

Assessment Item	Weight	Relevant Dates
Literature search protocol & group presentation Assessment Format: Individual	30%	Start Date: Not Applicable Due Date: Week 2 and Week 10
Hybrid viva and Practical Exam Assessment Format: Individual	40%	Start Date: Exam period Due Date: Exam period
Public facing educational resource Assessment Format: Individual Short Extension: Yes (2 days)	20%	Start Date: Not Applicable Due Date: Week 7: 21 October - 27 October
Interactive multiple choice exercise Assessment Format: Individual Short Extension: Yes (2 days)	10%	Start Date: Not Applicable Due Date: Week 3, Week 6, Week 9

Assessment Details

Literature search protocol & group presentation

Assessment Overview

Part A: Literature search protocol (assigned media article) - 15%

You will be assigned a public media article related to musculoskeletal pain and rehabilitation for you to assess/critique based on scientific literature. For this assessment, you will submit a proposal (protocol) about how you will gather the evidence to critique the media article. You will need to show what databases you will search, and the search terms you will use. You will also need to articulate any other methods you use to select relevant journal articles. Finally, you will need to include a summary of how you would appraise the journal articles selected, including the

level of evidence/ strengths/ weaknesses/ types of bias.

Individual feedback will be provided within 10 days of submission, prior to census date.

Rationale:

Evidence-based practice (EBP) is the cornerstone of healthcare. However, the onus of engaging in EBP relies upon the individual practitioner's ability to systematically retrieve and critique research. Often, non-evidence-based trends emerge through media/social media platforms, which are targeted at the general populous. As a healthcare practitioner, you will undoubtedly encounter scenarios where members of the public (consumers or otherwise) will ask about these topic areas. Indeed, you are not expected to be an expert on all areas, nor are you expected to have an immediate answer for all questions. Conversely, you do need to be able to search and appraise the literature when confronted with these scenarios to provide evidence-based information/guidance to consumers/clients.

Systematic approaches to literature searching and appraising are often used in research, for efficiency and consistency. Application of this approach to practice allows an Accredited Exercise Physiologist to stay current, minimise risk of bias when searching literature, investigate new/emerging interventions, and more.

Word count: 1000 words

Due date: week 2

Part B: Group presentation and annotated bibliography - 15%

For this assessment, you will work as a group to execute a search/appraisal strategy formulated in assessment 1 and present your findings to your peers. Your search strategy should be informed by the feedback of all members of the group received in the first part of the assessment. The presentation will be 10mins with 5mins allowed for questions. Your group will present the claims made by the media article and if/ how these are/ are not supported by the scientific literature. You are expected to provide the references to the articles you are using in support/ dispute of the claims made in the media in the form of an annotated bibliography. The annotated bibliography should demonstrate your appraisal/critique of the scientific articles you present.

Presentation (10%)

Your group will be allocated 10mins with an additional 5mins for questions. Visual aids (such as PowerPoint) are optional, but if used should display minimal text. The aim of the presentation should be the following:

- Explain the purpose and key messages of the media article
- Explain your search/appraisal strategy
- Compare/contrast the scientific literature with the media article
- Discuss any misinterpretations/misrepresentations/generalisations and/or any positive dissemination of scientific literature in the media article

Annotated bibliography (5%)

Your group is required to submit one annotated bibliography. This should include the references used in your presentation in support/dispute of the claims made within the media article. As a group, you will need to provide a brief summary and appraisal of the articles use.

Feedback will be provided within 10 working days of submission.

Duration: 15-minutes

Due date: week 10 (in your usual class time)

Course Learning Outcomes

- CLO1 : Synthesise and critically appraise relevant scientific peer-reviewed literature to apply to clinical practice
- CLO4 : Explain the role of exercise, education, and emerging approaches to pain management across the lifespan in various populations, for non-musculoskeletal, neurological, and other medical conditions
- CLO5 : Select interventions that address contributors to pain and disability in musculoskeletal conditions based on evidence and clinical reasoning

Detailed Assessment Description

Detailed information about this assessment will be provided on the course Moodle page.

Submission notes

Refer to Moodle for 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.

Hybrid viva and Practical Exam

Assessment Overview

This assessment will be conducted during the examination period. In the 40 minute viva, you will be presented with a case study about musculoskeletal rehabilitation. You will need to provide an assessment, exercise, and education tailored to the needs of the case that demonstrate your clinical reasoning, knowledge and skills. Cases may range from individuals with high levels of disability arising from osteoarthritis/ osteoporosis through to athletic/ youth populations with acute or chronic musculoskeletal pain.

In the clinical skills examination, you will perform an assessment, an exercise prescription technique, and describe targeted education you regard as suitable for the case study scenario provided. Before commencing the assessment, you will be given 15 minutes to read your case and consider the specific questions and skills required to assess the individual case.

Cohort wide feedback will be provided via the LMS with in 10 days. Individual examination feedback can be provided on request

Duration: 40 minutes

Due date: Exam period

Course Learning Outcomes

- CLO2 : Discuss pain as a biopsychosocial experience to inform management of acute, subacute, chronic and complex musculoskeletal conditions
- CLO3 : Conduct safe, culturally sensitive, respectful, and person-centred care underpinned by a biopsychosocial framework
- CLO4 : Explain the role of exercise, education, and emerging approaches to pain management across the lifespan in various populations, for non-musculoskeletal, neurological, and other

medical conditions
- CLO5 : Select interventions that address contributors to pain and disability in musculoskeletal conditions based on evidence and clinical reasoning
- CLO6 : Apply principles of rehabilitation and biomechanics to inform exercise prescription for a range of musculoskeletal conditions in a multidisciplinary setting

Detailed Assessment Description

Detailed information about this assessment will be provided on the course Moodle page.

Assessment Length

40 min

Submission notes

Refer to Moodle for submission information.

Assignment submission Turnitin type

Not Applicable

Generative AI Permission Level

No Assistance

This assessment is designed for you to complete without the use of any generative AI. You are not permitted to use any generative AI tools, software or service to search for or generate information or answers.
For more information on Generative AI and permitted use please see here.

Public facing educational resource

Assessment Overview

You are required to create an infographic style resource for a general audience. The content of your post must relate to an aspect of the role of exercise in a biopsychosocial approach to chronic musculoskeletal pain. You may choose to focus on a particular area of the body or focus on chronic musculoskeletal pain in general. The infographic size will be 1080px by 1350px and should contain limited text. Your infographic must be accompanied by a 300-word caption. You must include references within your captions. The citations do not need to adhere to a particular referencing style in the caption, but must include at minimum, first author, year, and title. You are required to submit a separate reference list with correctly cited sources in Vancouver format for this assessment.

Feedback will be provided within 10 working days of submission.

Rationale

“Make things as simple as possible, but not simpler” – Albert Einstein

Short-form social media content is a keyway health practitioners and businesses are disseminating information to the general public. However, it is important these complex messages are not oversimplified to a point of either losing meaning or being misinterpreted. Further, research has shown us that our words, as health practitioners, have the ability to greatly influence the perceptions of our patients (Darlow et al., 2013). Based on these emerging trends in how health care knowledge and research is disseminated, it is essential for graduate AEPs to have the necessary skills to use these platforms effectively and safely in the chronic musculoskeletal pain space.

Darlow, B., Dowell, A., Baxter, G. D., Mathieson, F., Perry, M., & Dean, S. (2013). The enduring impact of what clinicians say to people with low back pain. *The Annals of Family Medicine*, *11*(6), 527-534.

Word count: 1-slide + 300-word caption

Due date: week 7

Course Learning Outcomes

- CLO1 : Synthesise and critically appraise relevant scientific peer-reviewed literature to apply to clinical practice
- CLO2 : Discuss pain as a biopsychosocial experience to inform management of acute, subacute, chronic and complex musculoskeletal conditions
- CLO4 : Explain the role of exercise, education, and emerging approaches to pain management across the lifespan in various populations, for non-musculoskeletal, neurological, and other medical conditions
- CLO5 : Select interventions that address contributors to pain and disability in musculoskeletal conditions based on evidence and clinical reasoning

Detailed Assessment Description

Detailed information about this assessment will be provided on the course Moodle page.

Submission notes

Refer to Moodle for submission information.

Assignment submission Turnitin type

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

Generative AI Permission Level

Simple Editing Assistance

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For more information on Generative AI and permitted use please see here.

Interactive multiple choice exercise

Assessment Overview

You will be create, answer, rate and discuss multiple choice questions with your peers. All activity will remain anonymous to all students, however instructors will be able to view the identity of question and comment authors and can delete inappropriate or incorrect questions. In weeks 3, 6 and 9, you will write 3 multiple choice questions, each with 3 distractors and a correct answer, with a full explanation for each distractor. You will also be required to complete 5 questions written by your peers and provide constructive feedback on 2 of them. Feedback on question writing will be provided progressively within 1 week of submission.

Automated feedback on answered questions will be made available instantly.

Composition: 9 MCQs, 3 per week

Due date: week 3, week 6 and week 9

Course Learning Outcomes

- CLO1 : Synthesise and critically appraise relevant scientific peer-reviewed literature to apply to clinical practice
- CLO2 : Discuss pain as a biopsychosocial experience to inform management of acute, subacute, chronic and complex musculoskeletal conditions
- CLO4 : Explain the role of exercise, education, and emerging approaches to pain management across the lifespan in various populations, for non-musculoskeletal, neurological, and other medical conditions
- CLO5 : Select interventions that address contributors to pain and disability in musculoskeletal conditions based on evidence and clinical reasoning

- CLO6 : Apply principles of rehabilitation and biomechanics to inform exercise prescription for a range of musculoskeletal conditions in a multidisciplinary setting

Detailed Assessment Description

Detailed information about this assessment will be provided on the course Moodle page.

Submission notes

Refer to Moodle for submission information.

Assignment submission Turnitin type

This is not a Turnitin assignment

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.

General Assessment Information

Detailed instructions regarding assessments for this course are provided on the course Moodle page (or Open Learning).

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

Grading Basis

Standard

Requirements to pass course

In order to pass this course students must:

- Achieve a composite grade of at least 50 out of 100
- 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	What is pain; The biopsychosocial model; Biopsychosocial assessment
	Tutorial	Class debate: Does exercise matter for chronic pain?
Week 2 : 16 September - 22 September	Lecture	Pain education; Exercise and acute pain; Exercise and chronic pain
	Tutorial	Myth busting
	Laboratory	Targeted pain education
Week 3 : 23 September - 29 September	Lecture	History of low back pain; Overview of low back pain; Biopsychosocial vs biomedical approaches to low back pain
	Tutorial	Timeline management of low back pain
	Laboratory	Assessment for acute vs chronic low back pain
	Assessment	Interactive multiple choice
Week 4 : 30 September - 6 October	Lecture	Biopsychosocial assessment of low back pain; exercise for low back pain
	Tutorial	Designing targeted pain education
	Laboratory	Exercise modifications
	Assessment	Literature search protocol due
Week 5 : 7 October - 13 October	Lecture	Neck pain assessment; shoulder pain assessment; exercise prescription for neck and shoulder pain
	Tutorial	Posture debate
	Laboratory	Assessment and prescription for neck and shoulder pain
Week 6 : 14 October - 20 October	Assessment	Interactive multiple choice
Week 7 : 21 October - 27 October	Lecture	Overview of arthritis; assessment and management of arthritis; assessment and management of rheumatoid arthritis; management of osteoporosis
	Tutorial	Shared decision making for knee osteoarthritis
	Laboratory	Exercise for lower limb osteoarthritis and osteoporosis
	Assessment	Public facing educational resource due
Week 8 : 28 October - 3 November	Tutorial	Surgicial vs non-surgical management; rehabilitation following lower limb surgery; return to play; hamstring strains
	Tutorial	Control to chaos
	Laboratory	Control to chaos and return to sport
Week 9 : 4 November - 10 November	Lecture	Pain in children and adolescents; complex regional pain syndrome; phantom limb pain; graded motor imagery
	Tutorial	Key takeaways
	Laboratory	Constraint based movement and graded motor imagery
	Assessment	Interactive multiple choice
Week 10 : 11 November - 17 November	Lecture	Research to practice
	Seminar	Rountable with researchers and clinicians
	Assessment	Group presentations (during laboratory time) and annotated bibliography

Attendance Requirements

Students are expected to attend all scheduled clinical, laboratory and tutorial classes. An Unsatisfactory Fail (UF) may be recorded as the final grade for the course if students fail to meet the minimum requirement of 80% attendance for clinical, laboratory and tutorial classes (unless otherwise specified on Moodle). Course attendance expectations are determined by the requirements of the program accrediting body. Where a student is unable to attend, they are advised to inform the course convenor as soon as possible but no later than 3 days after the

scheduled class and, where possible, provide written documentation (e.g. medical certificate) to support their absence.

General Schedule Information

The times and locations of classes can be found on myUNSW under Class Timetable.

The expected engagement for all UNSW 6UOC courses is 150 hours per term. This includes lectures, tutorials, readings, and completion of assessments and exam preparation (if relevant).

Course Resources

Recommended Resources

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

Additional Costs

Some SoHS courses have additional costs. Please check the course Moodle page for information about additional costs for this course.

Course Evaluation and Development

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

We use student feedback from myExperience surveys to develop and make improvements to the course each year. We do this by identifying areas of the course that require development from both the rating responses and written comments. Please spare a few minutes to complete the myExperience surveys for this course posted at the top of the Moodle page at the end of term.

Staff Details

Position	Name	Email	Location	Phone	Availability	Equitable Learning Services Contact	Primary Contact
	Matthew Jones					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 Plagarism

Academic integrity

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

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

In addition to the information you are required to review in your ELISE training, UNSW Medicine &

Health strongly recommends that you complete the Working with Academic Integrity module before submitting your first assessment task.

Referencing

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

For further information on referencing support and styles, see the Current Student Referencing page.

Academic misconduct and plagiarism

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

Use of Generative AI and other tools in your assessment

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

Your course convenor will outline if and how you can use Generative AI in each 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 Contact Information

School guidelines on contacting staff:

Course questions

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

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

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

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

Administrative questions

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

Complaints and appeals

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

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