



## UNSW Course Outline

# AGSM6275 Managing People and Organisations (F2F Intensive) - 2024

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## General Course Information

Course Code : AGSM6275

Year : 2024

Term : Term 3

Teaching Period : T3

Is a multi-term course? : No

Faculty : UNSW Business School

Academic Unit : AGSM MBA Programs

Delivery Mode : In Person

Delivery Format : Standard

Delivery Location : Kensington

Campus : Sydney

Study Level : Postgraduate

Units of Credit : 6

### Useful Links

[Handbook Class Timetable](#)

## Course Details & Outcomes

### Course Description

The organisations we work in are rich and complex entities in which many interactions,

relationships and processes are played out every day. The complexity of these elements often poses challenges in understanding and management.

Managing People and Organisations (MPO) is focused on managers who manage people – some you manage formally, such as your subordinates, and others informally, such as your peers and bosses. Central to the course is the characterisation and discussion of everyday functions and roles in which managers take part. These include sense-making, decision-making, leading, motivating, planning, organising, mentoring, monitoring and influencing. We also address the context in which managers function and examine the effect of current issues they face. These include an increased emphasis on entrepreneurship; managing with social responsibility and the role of ethics; leading diverse, equitable and inclusive teams, and managing in a global environment. Each Unit in this course covers a topic that contributes to your undertaking these managerial roles more effectively so that you can become a better manager of yourself, others, teams and organisations.

In this course, we will ask you to test your understanding of the concepts that we introduce by examining your working life. This could involve analysing your actions, the actions of others, processes that occur within your organisation and key organisational elements. You can use these activities to evaluate the concepts by asking yourself:

- how useful is this idea to me?
- how can I modify this idea in light of my own experiences?
- how can I apply this idea to my own organisation?

MPO will introduce you to some of the key concepts, issues and debates in management, offering a glimpse into various topics that could individually constitute full courses. It is intended to serve as a foundation for your understanding of management and managing others, marking the beginning of your learning journey rather than its conclusion.

## Course Aims

MPO aims to help you develop the necessary knowledge and skills – analytical, managerial and otherwise – that will inform your life as a manager within an organisation. Although the importance of effective and efficient management is well understood, it is remarkable how often these objectives fail to be achieved within organisations. The task is made even more difficult by the presence of changing workforce composition and societal expectations for an increased focus on responsible business and ethics. Post-COVID-19 workplace changes such as the rise of remote and hybrid work, and an increased emphasis on entrepreneurship, underpinned by accelerated advancements in technology and artificial intelligence have further altered the

environment in which today's managers must operate. MPO provides you with the conceptual and theoretical knowledge, and practical skills to succeed as a manager in the workplace of today and that of the future.

## Course Learning Outcomes

Course Learning Outcomes	Program learning outcomes
CLO1 : Explore different frameworks and models that inform the role of a manager inside an organisation.	• PL01 : Business Knowledge
CLO2 : Appraise potential biases in decision-making to make defensible decisions based on critical evidence.	• PL02 : Problem Solving
CLO3 : Analyse and discuss how teams work in organisations to enable you to design, manage and lead effective teams.	• PL01 : Business Knowledge • PL03 : Business Communication • PL06 : Global and Cultural Competence
CLO4 : Apply course frameworks to critically reflect on your practical experience in prior or existing professional or managerial roles.	• PL01 : Business Knowledge • PL02 : Problem Solving
CLO5 : Evaluate the role of the environment within and outside of the organisation in managing and leading others, teams and the organisation.	• PL01 : Business Knowledge • PL02 : Problem Solving • PL06 : Global and Cultural Competence
CLO6 : Apply the principles of ethics and responsible management and discuss the role they play in driving sustainable outcomes for organisations.	• PL05 : Responsible Business Practice

Course Learning Outcomes	Assessment Item
CLO1 : Explore different frameworks and models that inform the role of a manager inside an organisation.	<ul style="list-style-type: none"> <li>• Assessment 1: Evidence-based management assessment of an organisational practice</li> <li>• Assessment 2 Part A: Organisational action learning review (OALR) - Analysis</li> <li>• Assessment 2 Part B: Organisational action learning review (OALR) - interactive oral</li> <li>• Assessment 3: Participation</li> </ul>
CLO2 : Appraise potential biases in decision-making to make defensible decisions based on critical evidence.	<ul style="list-style-type: none"> <li>• Assessment 1: Evidence-based management assessment of an organisational practice</li> <li>• Assessment 2 Part A: Organisational action learning review (OALR) - Analysis</li> <li>• Assessment 2 Part B: Organisational action learning review (OALR) - interactive oral</li> <li>• Assessment 3: Participation</li> </ul>
CLO3 : Analyse and discuss how teams work in organisations to enable you to design, manage and lead effective teams.	<ul style="list-style-type: none"> <li>• Assessment 1: Evidence-based management assessment of an organisational practice</li> <li>• Assessment 2 Part A: Organisational action learning review (OALR) - Analysis</li> <li>• Assessment 2 Part B: Organisational action learning review (OALR) - interactive oral</li> <li>• Assessment 3: Participation</li> </ul>
CLO4 : Apply course frameworks to critically reflect on your practical experience in prior or existing professional or managerial roles.	<ul style="list-style-type: none"> <li>• Assessment 2 Part A: Organisational action learning review (OALR) - Analysis</li> <li>• Assessment 2 Part B: Organisational action learning review (OALR) - interactive oral</li> <li>• Assessment 3: Participation</li> </ul>
CLO5 : Evaluate the role of the environment within and outside of the organisation in managing and leading others, teams and the organisation.	<ul style="list-style-type: none"> <li>• Assessment 2 Part A: Organisational action learning review (OALR) - Analysis</li> <li>• Assessment 2 Part B: Organisational action learning review (OALR) - interactive oral</li> <li>• Assessment 3: Participation</li> </ul>
CLO6 : Apply the principles of ethics and responsible management and discuss the role they play in driving sustainable outcomes for organisations.	<ul style="list-style-type: none"> <li>• Assessment 2 Part A: Organisational action learning review (OALR) - Analysis</li> <li>• Assessment 2 Part B: Organisational action learning review (OALR) - interactive oral</li> <li>• Assessment 3: Participation</li> </ul>

## Learning and Teaching Technologies

Moodle - Learning Management System | Zoom

## Learning and Teaching in this course

In *Managing People and Organisations*, we aim to create a collaborative environment where students actively engage in the learning process. We have developed interesting and challenging activities for you to complete whether you are studying in online or face-to-face modes. We have

designed appropriately challenging discussion-generating questions for online interaction and experiential activities for the face-to-face sessions.

A big part of this design is our desire to ensure an inclusive environment where each student is able both to apply the concepts discussed to their organisations and to bring their wealth of prior experiences and knowledge into the class discussions.

## Additional Course Information

### Structure:

The course starts with a broad introduction to management and managerial functions and roles in Unit 1. This Unit also provides an overview of classic roles of managers that still remain very relevant, useful and adaptable to the current business environment. Further, it discusses how work and workplaces are changing.

In Units 2 to 10, we attend to each of these roles one by one. The Unit introductions, the readings and other curated material are selected to provide a broad introduction to the particular role under focus. In the class sessions, we further discuss the origins of the function or role to better understand its significance, and then investigate how it is being shaped by the various trends regarding the future, such as increasing emphases on diversity, globalisation, sustainability, ethics and new technologies.

In Unit 2 *Management is Decision-making* we start with a quick review of cognitive biases that may hamper one's ability to make good decisions. Next, we investigate the importance of using evidence in making decisions. For this purpose, we focus our attention on evidence-based management and discuss what evidence means, and how one can collect it and judge its credibility. This Unit provides you with a process-based approach to collect, assess and utilise evidence for your decision-making.

The remainder of the Units are divided into two groups.

Units 3 to 5 are about making sense of the internal and external context we work in.

Unit 3 *Management is Sense-making* looks at the intersection between the manager, the external environment and the internal organisation.

Unit 4 *Management is Network Building* investigates the informal structure within the organisation and explores how one can use it to become more effective manager.

Unit 5 *Management is Teaming* takes a closer look at an important organising element within organisations, teams and teaming, and the role you have as a manager.

The second group of Units (Units 6 to 10) takes the sense-making we have developed in Units 3 to 5 and explores how the managers then engage in sense-giving towards their staff, peers and even bosses.

Unit 6 *Management is Influencing* furthers the discussion of a manager's role within the informal organisation by looking at how the manager can influence and persuade others beyond just using their formal authority.

Units 7, 8, and 9 examine the role of the manager within the formal organisation, especially given the recent emphasis of incorporating more and more human-resources responsibilities into daily managerial life. Unit 7 *Management is Motivating Employees*, Unit 8 *Management is Managing Performance* and Unit 9 *Management is Recruiting, Selecting, and Socialising New Employees* all investigate a crucial human resources related role one by one.

Finally, we finish the course by combining the learnings from many of the prior Units to tackle another big part of our daily managerial life: how to manage your boss. In Unit 10 *Management is Managing Your Boss* we discuss this very important but often forgotten role.

# Assessments

## Assessment Structure

Assessment Item	Weight	Relevant Dates	Program learning outcomes
Assessment 1: Evidence-based management assessment of an organisational practice Assessment Format: Group	30%	Due Date: Friday of Week 7 by 3pm Sydney time	<ul style="list-style-type: none"><li>• PL01 : Business Knowledge</li><li>• PL02 : Problem Solving</li><li>• PL03 : Business Communication</li></ul>
Assessment 2 Part A: Organisational action learning review (OALR) - Analysis Assessment Format: Individual Short Extension: Yes (7 days)	30%	Due Date: Friday of Week 10 by 3pm Sydney time	<ul style="list-style-type: none"><li>• PL01 : Business Knowledge</li><li>• PL02 : Problem Solving</li><li>• PL03 : Business Communication</li><li>• PL05 : Responsible Business Practice</li><li>• PL06 : Global and Cultural Competence</li></ul>
Assessment 2 Part B: Organisational action learning review (OALR) - interactive oral Assessment Format: Individual	20%	Due Date: To be scheduled in Week 11 or Week 12 (time slots can be pre-booked via Moodle from Week 6)	<ul style="list-style-type: none"><li>• PL01 : Business Knowledge</li><li>• PL02 : Problem Solving</li><li>• PL03 : Business Communication</li><li>• PL05 : Responsible Business Practice</li></ul>
Assessment 3: Participation Assessment Format: Individual	20%	Due Date: Ongoing throughout the term	<ul style="list-style-type: none"><li>• PL01 : Business Knowledge</li><li>• PL02 : Problem Solving</li><li>• PL03 : Business Communication</li><li>• PL05 : Responsible Business Practice</li><li>• PL06 : Global and Cultural Competence</li></ul>

## Assessment Details

### Assessment 1: Evidence-based management assessment of an organisational practice

#### Assessment Overview

A team-based presentation that provides a relevant recommendation for or against implementing a specific management initiative, practice or policy into an organisation.



### Course Learning Outcomes

- CL01 : Explore different frameworks and models that inform the role of a manager inside an organisation.
- CL02 : Appraise potential biases in decision-making to make defensible decisions based on critical evidence.
- CL03 : Analyse and discuss how teams work in organisations to enable you to design, manage and lead effective teams.

### Assessment Length

10 minutes (maximum)

### Generative AI Permission Level

#### **Planning/Design Assistance**

You are permitted to use generative AI tools, software or services to generate initial ideas, structures, or outlines. However, you must develop or edit those ideas to such a significant extent that what is submitted is your own work, i.e., what is generated by the tool, software or service should not be a part of your final submission. You should keep copies of your iterations to show your Course Authority if there is any uncertainty about the originality of your work.

If your Convenor has concerns that your answer contains passages of AI-generated text or media that have not been sufficiently modified you may be asked to explain your work, but we recognise that you are permitted to use AI generated text and media as a starting point and some traces may remain. 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](#).

## **Assessment 2 Part A: Organisational action learning review (OALR) - Analysis**

### Assessment Overview

Analysis of a specific management incident in an organisational context.

### Course Learning Outcomes

- CL01 : Explore different frameworks and models that inform the role of a manager inside an organisation.
- CL02 : Appraise potential biases in decision-making to make defensible decisions based on critical evidence.
- CL03 : Analyse and discuss how teams work in organisations to enable you to design, manage and lead effective teams.
- CL04 : Apply course frameworks to critically reflect on your practical experience in prior or existing professional or managerial roles.

- CL05 : Evaluate the role of the environment within and outside of the organisation in managing and leading others, teams and the organisation.
- CL06 : Apply the principles of ethics and responsible management and discuss the role they play in driving sustainable outcomes for organisations.

### **Assessment Length**

1,500 words, including an Executive Summary of no more than 200 words

### **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](#).

## **Assessment 2 Part B: Organisational action learning review (OALR) - interactive oral**

### **Assessment Overview**

An interactive oral assessment discussing a potential resolution to the management incident identified in Part A.

### **Course Learning Outcomes**

- CL01 : Explore different frameworks and models that inform the role of a manager inside an organisation.
- CL02 : Appraise potential biases in decision-making to make defensible decisions based on critical evidence.
- CL03 : Analyse and discuss how teams work in organisations to enable you to design, manage and lead effective teams.
- CL04 : Apply course frameworks to critically reflect on your practical experience in prior or existing professional or managerial roles.
- CL05 : Evaluate the role of the environment within and outside of the organisation in managing and leading others, teams and the organisation.
- CL06 : Apply the principles of ethics and responsible management and discuss the role they play in driving sustainable outcomes for organisations.

### **Assessment Length**

10 minutes

### **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](#).

## **Assessment 3: Participation**

### **Assessment Overview**

Participation in discussions and activities demonstrating understanding of relevant course concepts, models and frameworks.

### **Course Learning Outcomes**

- CL01 : Explore different frameworks and models that inform the role of a manager inside an organisation.
- CL02 : Appraise potential biases in decision-making to make defensible decisions based on critical evidence.
- CL03 : Analyse and discuss how teams work in organisations to enable you to design, manage and lead effective teams.
- CL04 : Apply course frameworks to critically reflect on your practical experience in prior or existing professional or managerial roles.
- CL05 : Evaluate the role of the environment within and outside of the organisation in managing and leading others, teams and the organisation.
- CL06 : Apply the principles of ethics and responsible management and discuss the role they play in driving sustainable outcomes for organisations.

### **Assessment Length**

Each original post: no more than 250 words; each reply: no more than 150 words.

### **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**

### **Grading Basis**

Standard

### **Requirements to pass course**

Students are expected to attempt all assessment requirements, and must achieve a composite mark of at least 50 out of 100 to pass the course.

Students are also expected to actively engage in course learning activities. Failure to engage in assessment tasks that are integrated into learning activities (e.g. class discussion, presentations) will be reflected in the marks for these assessable activities.

# Course Schedule

Teaching Week/Module	Activity Type	Content
Week 1 : 9 September - 15 September	Topic	Unit 1: Managers and Management
	Assessment	Assessment 3: Participation
Week 2 : 16 September - 22 September	Topic	Unit 2: Management is Decision-making
	Assessment	Assessment 3: Participation
Week 3 : 23 September - 29 September	Topic	Unit 3: Management is Sense-making
	Assessment	Assessment 3: Participation
Week 4 : 30 September - 6 October	Topic	Unit 4: Management is Network Building
	Assessment	Assessment 3: Participation
Week 5 : 7 October - 13 October	Topic	Unit 5: Management is 'Teaming'
	Assessment	Assessment 3: Participation
	Other	Intensive Weekend 1: Saturday and Sunday, 9am to 5pm Sydney time Please ensure you have completed Units 1 to 5 prior to Intensive Weekend 1
Week 6 : 14 October - 20 October	Topic	Unit 6: Management is Influencing
	Assessment	Assessment 3: Participation
Week 7 : 21 October - 27 October	Topic	Unit 7: Management is Motivating Employees
	Assessment	Assessment 1: Evidence-based management assessment of an organisational practice due on Friday by 3pm Sydney time Assessment 3: Participation
Week 8 : 28 October - 3 November	Topic	Unit 8: Management is Managing Performance
	Assessment	Assessment 3: Participation
Week 9 : 4 November - 10 November	Topic	Unit 9: Management is Recruiting, Selecting, and Socialising New Employees
	Assessment	Assessment 3: Participation
Week 10 : 11 November - 17 November	Topic	Unit 10: Management is Managing Your Boss
	Assessment	Assessment 2 Part A: Organisational action learning review (OALR) due on Friday by 3pm Sydney time Assessment 3: Participation
	Other	Intensive Weekend 2: Saturday and Sunday from 9am to 5pm Sydney time Please ensure you have completed Units 6 to 10 prior to attending Intensive Weekend 2
Week 11 : 18 November - 24 November	Other	Review week - all Units
	Assessment	Assessment 2 Part B: Organisational action learning review (OALR) - interactive oral to be scheduled in Week 11 or Week 12 (time slots can be pre-booked via Moodle from Week 6)
Week 12 : 25 November - 1 December	Assessment	Assessment 2 Part B: Organisational action learning review (OALR) - interactive oral to be scheduled in Week 11 or Week 12 (time slots can be pre-booked via Moodle from Week 6)

## Attendance Requirements

Students must attend scheduled interactive classes held over two non-consecutive weekends from 9am to 5pm each day. There are also required online asynchronous activities before and after each weekend.

## Course Resources

### Prescribed Resources

You have three major resources to help you learn:

1. The course materials, comprising the weekly study units with readings, references, insights and commentary. You will do much of your learning outside the classroom by working through the course materials, and by completing the exercises as they arise.
2. Your online or face-to-face classes with your Facilitator. The Facilitator's job is to guide your learning by conducting the class discussion, answering questions that might arise after you have done the week's work, providing insights from their practical experience and understanding of theory, providing you with feedback on your assessments, and directing discussions and debates that will occur between you and your co-participants in the classroom.
3. Your co-participants. Your colleagues in the classroom are an invaluable potential source of learning for you. Their work and life, and their willingness to question and argue with the course materials, the Facilitator and your views, represent a great learning opportunity. They bring much valuable insight into the learning experience.

## **Other resources**

### **BusinessThink**

BusinessThink is UNSW's free, online business publication. It is a platform for business research, analysis and opinion. If you would like to subscribe to BusinessThink and receive the free monthly e-newsletter with the latest in research, opinion and business then go to [www.businessthink.unsw.edu.au](http://www.businessthink.unsw.edu.au).

## **Course Evaluation and Development**

The most recent delivery of the course was well received by the students, receiving an overall approval rate above both UNSW and AGSM averages. Several students have shared that the major written assessment could be sharpened in terms of its practicality and/or application to real-life management situations. Students also commented that the timing between Assessment 1 and Assessment 2 Part A could be further spaced out. As a result, Assessment 2 Part A has been pushed back by a week so that it is due at the end of Week 10 (rather than Week 9).

Also, the OALR assessment is now a shorter report followed by an interactive oral: a genuine, unscripted conversation between an assessor and a student framed around an authentic workplace scenario that allows students to demonstrate knowledge and critical thinking.

# Staff Details

Position	Name	Email	Location	Phone	Availability	Equitable Learning Services Contact	Primary Contact
Facilitator in charge	Andrew Valentine					No	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.