UNSW Course Outline

OPTM8521 Clinical Contact Lenses - 2024

Published on the 05 Jan 2024

General Course Information

Course Code : OPTM8521
Year : 2024
Term : Term 2
Teaching Period : T2
Is a multi-term course? : No
Faculty : Faculty of Medicine and Health
Academic Unit : School of Optometry and Vision Science
Delivery Mode : In Person
Delivery Format : Standard
Delivery Location : Kensington
Campus : Sydney
Study Level : Undergraduate, Postgraduate
Units of Credit : 6

Useful Links

Handbook Class Timetable

Course Details & Outcomes

Course Description

Objectives: Further development of the clinical skills needed to competently examine patients in optometric practice, and recommend appropriate treatment and strategies for patients presenting for eyecare.

Brief Curriculum: This course comprises supervised clinical placements o in the following advanced areas of Optometry practice: contact lenses and advanced contact lenses.

Students may be required to attend compulsory clinical placements during the mid-year recess.

Course Aims

To develop the core technical, communication, and clinical decision-making skills required of a clinical optometrist through contact lens clinical consultations performed under the supervision of clinical optometrists.

The key role of this course is to ensure that students will meet the core competency standards required for qualification as an optometrist in Australia and New Zealand. These competencies are set out by the Optometry Council of Australian and New Zealand (OCANZ), and can be found at http://www.ncbi.nlm.nih.gov/pubmed/25545949 in Candidate Guide Appendix A. By the end of the year students will be required to meet (and hopefully exceed) the core clinical competencies necessary to qualify for registration as an optometrist.

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.

Pre-requisite(s): OPTM6411, OPTM6412 and OPTM6422

Recency of clinical experience is a critical pre-requisite for enrolment in this course. Prior to enrolling in the course, students who have not studied Clinical Optometry in the preceding year will be required to demonstrate a sufficient level of clinical skills, similar to those expected of other students enrolling in the course. Just as the Optometry Board of Australia (OBA) requires Optometrists to maintain their clinical skills to register as a clinical Optometrist, students are required to maintain their clinical skills to a suitable prerequisite level for enrolment.

Course Learning Outcomes

Course Learning Outcomes	Optometry Australia competency standards
CLO1 : On completion of the course, students will show competence in the the following areas (refer to Kiely PM, Slater J. Optometry Australia Entry-level Competency Standards for Optometry 2014. Clin Exp Optom 2015;98:65-89	• OPT1 : Clinical Care Provider
CLO2 : Be competent in the prescribing of Contact lenses (ELC 4.7)	• OPT1 : Clinical Care Provider • OPT2 : Professional and Ethical Practitioner
CLO3 : Effectively communicates with their patients, colleagues and other health and eye care practitioners (ELC 2.1, 2.3, 2.4, 2.5)	• OPT2 : Professional and Ethical Practitioner • OPT3 : Communicator and Collaborator
CLO4 : Ability to competently develop a examination plan for a contact lens wearer (ELC 3.1,3.3,3.53.6, 3.8)	• OPT1 : Clinical Care Provider • OPT2 : Professional and Ethical Practitioner • OPT5 : Quality and Risk Manager
CLO5 : Ability to establish a diagnosis and formulates appropriate action plans (ELC 4.1, 4.2, 4.3, 4.4, 4.13, 4.14)	• OPT1 : Clinical Care Provider • OPT2 : Professional and Ethical Practitioner
CLO6 : Accurately records relevant health information and maintains patient privacy (5.1, 5.2)	• OPT1 : Clinical Care Provider • OPT2 : Professional and Ethical Practitioner • OPT5 : Quality and Risk Manager
CLO7 : Develop the ability to work in a team	• OPT2 : Professional and Ethical Practitioner • OPT3 : Communicator and Collaborator
CLO8 : Develop skills for self- reflection and life - long learning	• OPT1 : Clinical Care Provider • OPT5 : Quality and Risk Manager

Course Learning Outcomes	Assessment Item
CLO1 : On completion of the course, students will show competence in the the following areas (refer to Kiely PM, Slater J. Optometry Australia Entry-level Competency Standards for Optometry 2014. Clin Exp Optom 2015;98:65-89	• Clinical Skills Assessment • Written Case Reports • Reflective Journals • Oral Examination
CLO2 : Be competent in the prescribing of Contact lenses (ELC 4.7)	• Clinical Skills Assessment • Written Case Reports • Oral Examination
CLO3 : Effectively communicates with their patients, colleagues and other health and eye care practitioners (ELC 2.1, 2.3, 2.4, 2.5)	• Written Case Reports • Oral Examination
CLO4 : Ability to competently develop a examination plan for a contact lens wearer (ELC 3.1,3.3,3.53.6, 3.8)	• Written Case Reports • Oral Examination
CLO5 : Ability to establish a diagnosis and formulates appropriate action plans (ELC 4.1, 4.2, 4.3, 4.4, 4.13, 4.14)	• Written Case Reports • Oral Examination
CLO6 : Accurately records relevant health information and maintains patient privacy (5.1, 5.2)	• Oral Examination
CLO7 : Develop the ability to work in a team	
CLO8 : Develop skills for self- reflection and life - long learning	• Reflective Journals

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 (or Open Access).

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.

Other Professional Outcomes

The key role of this course (in conjunction with other Stage 5 courses) is to ensure that, by successfully completing this course, students will meet the entry-level core competency standards required for registration as an Optometrist in Australia and New Zealand by the

Australian Health Practitioner Regulation Agency (AHPRA). These competencies are set by the Optometry Council of Australian and New Zealand (OCANZ).

Additional Course Information

The key role of this course (in conjunction with other Stage 5 courses) is to ensure that, by successfully completing this course, students will meet the entry-level core competency standards required for registration as an Optometrist in Australia and New Zealand by the Australian Health Practitioner Regulation Agency (AHPRA). These competencies are set by the Optometry Council of Australian and New Zealand (OCANZ).

SCHOOL OF OPTOMETRY AND VISION SCIENCE, UNSW SUPPLEMENTARY EXAMINATION INFORMATION, 2024

SPECIAL CONSIDERATION

On some occasions, sickness, misadventure or other circumstances beyond your control may prevent you from completing a course requirement, such as attending a formal end of semester examination. In these cases you may apply for Special Consideration. **UNSW operates under a Fit to Sit/ Submit rule for all assessments. If a student wishes to submit an application for special consideration for an exam or assessment, the application must be submitted prior to the start of the exam or before an assessment is submitted. If a student sits the exam/ submits an assignment, they are declaring themselves well enough to do so**. The application must be made via Online Services in myUNSW. Log into myUNSW and go to My Student Profile tab > My Student Services > Online Services > Special Consideration. Submit the application (including supporting documentation) to UNSW Student Central.

CHRONIC ISSUES AND PRE-EXISTING CONDITIONS

If you have chronic issues and pre-existing conditions, we recommend you apply for Educational adjustments for disability support through Disability Services.

Register for Disability Services at https://student.unsw.edu.au/disability-registration

Absence from a final examination is a serious matter, normally resulting in a Fail (FL) grade. **If you are medically unfit to attend an examination, YOU MUST CONTACT THE SCHOOL DIRECTLY ON THE DAY OF THE EXAMINATION TO ADVISE OF THIS** (telephone 02 9385 4639,

email: optometry@unsw.edu.au). You must also submit a Request for Special Consideration application as detailed on the UNSW website: https://student.unsw.edu.au/special-consideration.

It is the responsibility of the student to consult the web site or noticeboard to ascertain whether they have supplementary examinations. This information WILL NOT be conveyed in ANY other manner. Interstate, overseas or any other absence cannot be used as an excuse.

This information will be available on the School web site at http://www.optometry.unsw.edu.au (do not confuse the School website with the myUNSW website) and posted on the notice board on Level 3. This information will be available as soon as possible after the School Examination Committee meeting.

SUPPLEMENTARY EXAMINATIONS FOR 2024 WILL BE HELD AS FOLLOWS: FOR TERM 1:

- STAGE 1-4* COURSES: WEDNESDAY, 15 MAY 2024 – FRIDAY, 17 MAY 2024
- THERE WILL BE NO SUPPLEMENTARY EXAMINATIONS FOR STAGE 5 STUDENTS IN TERM 1 2024

FOR TERM 2:

- STAGE 1-4 COURSES: WEDNESDAY, 28 AUGUST 2024 - FRIDAY, 30 AUGUST 2024
- THERE WILL BE NO SUPPLEMENTARY EXAMINATIONS FOR STAGE 5 STUDENTS IN TERM 2 2024

FOR TERM 3:

- STAGE 5 COURSES ONLY: DURING THE WEEK OF MONDAY, 9 DECEMBER 2024 – FRIDAY, 13 DECEMBER 2024
- STAGE 1-4* COURSES: WEDNESDAY, 11 DECEMBER 2024 - FRIDAY, 13 DECEMBER 2024

Supplementary examinations will be held at the scheduled time only. If students who are granted supplementary examinations do not attend, a failure will be recorded for that course. **Students should not make travel arrangements, or any other commitments, before establishing whether or not they have supplementary examinations. Ignorance of these procedures, interstate, overseas or any other absence will not be accepted as an excuse. But usual Special Consideration still applies.**

If additional assessment is not scheduled, this does NOT indicate whether or not a student has passed or failed the course. Results will be received in the usual way. Please do not contact the School in this regard.

Please note the above applies to OPTM and VISN courses only. Any information on supplementary examinations for servicing courses (e.g. CHEM****) is the responsibility of the School conducting the course.

* Stage 4 includes courses in the first year of the MClinOptom program.

School of Optometry and Vision Science, UNSW, 3 August 2023

Assessments

Assessment Structure

Assessment Item	Weight	Relevant Dates	Optometry Australia competency standards
Clinical Skills Assessment Assessment Format: Individual	60%	Start Date: Not Applicable Due Date: Not Applicable	• OPT1 : Clinical Care Provider • OPT2 : Professional and Ethical Practitioner • OPT3 : Communicator and Collaborator • OPT4 : Scholar and Lifelong Learner • OPT5 : Quality and Risk Manager
Written Case Reports Assessment Format: Individual	25%	Start Date: Not Applicable Due Date: 13/11/2024 05:00 PM	• OPT1 : Clinical Care Provider • OPT2 : Professional and Ethical Practitioner • OPT3 : Communicator and Collaborator • OPT4 : Scholar and Lifelong Learner • OPT5 : Quality and Risk Manager
Reflective Journals Assessment Format: Individual	5%		• OPT4 : Scholar and Lifelong Learner • OPT1 : Clinical Care Provider
Oral Examination Assessment Format: Individual	10%		• OPT1 : Clinical Care Provider • OPT2 : Professional and Ethical Practitioner • OPT4 : Scholar and Lifelong Learner • OPT3 : Communicator and Collaborator

Assessment Details
Clinical Skills Assessment

Assessment Overview

Assessment will be ongoing throughout semester Feedback will be given during and following clinical sessions by the Clinical Supervisors

Course Learning Outcomes

- CLO1 : On completion of the course, students will show competence in the the following areas (refer to Kiely PM, Slater J. Optometry Australia Entry-level Competency Standards for Optometry 2014. Clin Exp Optom 2015;98:65-89
- CLO2 : Be competent in the prescribing of Contact lenses (ELC 4.7)

Detailed Assessment Description

Students will examine contact lens patients in the UNSW Optometry Clinic - Contact Lens Clinic under direct clinical supervision. During these clinics, students will increase their knowledge on contact lenses and gain a broader understanding of the commercial lenses that are available. Students will develop their ability to prescribe and care for contact lens wearers.

Guideline and schedule on Contact Lens Clinic will be available on Moodle

Hurdle rules

To pass this course, you are required to pass the 'Clinical skills assessment' component overall. A pass mark will be a minimum average overall mark of grade C (Satisfactory). In addition, you need to have examined a comparable number of patients to their peers in each of Contact Lens Clinic and Advance Contact Lens Clinic.

Passing this task is a requirement of the Optometry Council of Australia and New Zealand (OCANZ) to demonstrate competency in this area.

Written Case Reports

Assessment Overview

Students will be required to complete a written case report based on patients seen during their clinical rotation. The written report should demonstrate knowledge in contact lens fitting and the ability to critically appraise scientific literature. Feedback will be given following marking in the examination period.

Course Learning Outcomes

- CLO1 : On completion of the course, students will show competence in the the following

areas (refer to Kiely PM, Slater J. Optometry Australia Entry-level Competency Standards for Optometry 2014. Clin Exp Optom 2015;98:65-89

- CLO2 : Be competent in the prescribing of Contact lenses (ELC 4.7)
- CLO3 : Effectively communicates with their patients, colleagues and other health and eye care practitioners (ELC 2.1, 2.3, 2.4, 2.5)
- CLO4 : Ability to competently develop a examination plan for a contact lens wearer (ELC 3.1,3.3,3.53.6, 3.8)
- CLO5 : Ability to establish a diagnosis and formulates appropriate action plans (ELC 4.1, 4.2, 4.3, 4.4, 4.13, 4.14)

<u>Detailed Assessment Description</u>

Each student will be required to submit one case report on a patient he/she have examined during Advanced Contact Lens Clinic. The case report format and assessment details will be available on Moodle. Completed case report should be submitted electronically by Moodle.

In Advanced Contact Lens Clinic, students will participate during consultations conducted by highly experienced practitioners on more challenging contact lens patients. This will provide an opportunity to gain exposure to some of the more difficult case presentations students could encounter following graduation.

Students will be required to satisfactorily participate in all Advanced Contact Lens Clinics and submit a complete entry on each patient consultation as part of the Reflective Journal (which is part of assessment 3).

<u>Assessment information</u>

In Advanced Contact Lens Clinic, students will participate during consultations conducted by highly experienced practitioners on more challenging contact lens patients. This will provide an opportunity to gain exposure to some of the more difficult case presentations students could encounter following graduation.

Students will be required to satisfactorily participate in all Advanced Contact Lens Clinics and submit a complete entry on each patient consultation as part of the Reflective Journal (which is part of Assessment 3). Further assessment details will be available on Moodle.

Reflective Journals

<u>Assessment Overview</u>

Students will be required to complete a journal that reflects on their clinical experience.

<u>Course Learning Outcomes</u>

- CLO1 : On completion of the course, students will show competence in the the following

areas (refer to Kiely PM, Slater J. Optometry Australia Entry-level Competency Standards for Optometry 2014. Clin Exp Optom 2015;98:65-89

- CLO8 : Develop skills for self- reflection and life - long learning

<u>Assessment information</u>

Details on Reflective Journals available on Moodle

Oral Examination

<u>Assessment Overview</u>

An oral examination on contact lens knowledge and clinical understanding will be conducted during the allocated week later in the year. Assessment will be by the Clinical Supervisor.

<u>Course Learning Outcomes</u>

- CLO1 : On completion of the course, students will show competence in the the following areas (refer to Kiely PM, Slater J. Optometry Australia Entry-level Competency Standards for Optometry 2014. Clin Exp Optom 2015;98:65-89
- CLO2 : Be competent in the prescribing of Contact lenses (ELC 4.7)
- CLO3 : Effectively communicates with their patients, colleagues and other health and eye care practitioners (ELC 2.1, 2.3, 2.4, 2.5)
- CLO4 : Ability to competently develop a examination plan for a contact lens wearer (ELC 3.1,3.3,3.53.6, 3.8)
- CLO5 : Ability to establish a diagnosis and formulates appropriate action plans (ELC 4.1, 4.2, 4.3, 4.4, 4.13, 4.14)
- CLO6 : Accurately records relevant health information and maintains patient privacy (5.1, 5.2)

<u>Detailed Assessment Description</u>

An oral examination on contact lens knowledge and clinical understanding will be conducted during the allocated week later in the year. Assessment will be by the Clinical Supervisor.

<u>Assessment information</u>

Details will be available on Moodle

<u>Hurdle rules</u>

Passing this task is a requirement of the Optometry Council of Australia and New Zealand (OCANZ) to demonstrate competency in this area.

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

To pass this course, students are required to:

1. Achieve a composite grade of at least 50 out of 100,
2. Pass the 'Clinical skills assessment' component overall. A pass mark will be a minimum average overall mark of grade C (Satisfactory),
3. Pass the "Oral examination" assessment tasks,
4. Examine a comparable number of patients to their peers in each of Contact Lens Clinic and Advance Contact Lens Clinic,
5. Complete all tasks, including satisfactory completion of all patient logs and reflective journals.

You must also attend all scheduled Clinics, tutorials and attend the *Contact Lens Manufacturer's Day*. Details on *Contact Lens Manufacturer's Day* will be available on Moodle. You must meet the attendance requirement to pass this course.

Further additional details are specified in the assessment details section and on Moodle.

Course Schedule

Attendance Requirements

Students are expected to attend all scheduled clinic and tutorial classes. An Unsatisfactory Fail (UF) may be recorded as the final grade for the course if students fail to meet the requirement of attendance for clinics, tutorials and placements (unless otherwise specified on Moodle). Course attendance expectations are determined by the requirements of the program accrediting body, OCANZ. Where a student is unable to attend, they are advised to inform the course convenor as soon as possible. This should be prior to the scheduled clinics, tutorials or placements, and student should provide written documentation (e.g. medical certificate) to support their absence. Students may submit a request for special consideration in the case of prolonged or multiple absences. Please note that there are severe consequences for fraudulent medical certificates. Such cases will be referred to the Student Conduct and Integrity Unit (SCIU) for investigation.

General Schedule Information

The times and locations of classes can be found on Moodle 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).

Additional attendance requirements for Clinics

All Clinics are compulsory and are linked to clinical competencies. Students must follow the Clinic manual for reporting absences due to illness.

Attendance will be monitored by taking the roll. Any absences due to illness must be accounted for by a medical certificate presented to your Clinic Convenor. Submission to Special Consideration may be required pending the number of absences.

Special Note:

• Students are expected to arrive 15 minutes before each scheduled clinic to organise their consultation room.
• All scheduled clinics, tutorials and classes are compulsory.
• No swapping of clinics and classes is allowed unless prior approval from the Course Convenor is given. All requests must be made in writing by email to the Course Convenor.
• Punctuality is expected. Lateness for clinic and classes may be recorded as an absence and an unsatisfactory grade for the Clinic, including professionalism.

Course Resources

Prescribed Resources

None

Recommended Resources

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

Additional Costs

Some SOVS 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
Convenor	Lily Ho		UNSW Optometry Clinic			Yes	Yes
Lecturer	Vinod Maseedupally					No	No

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 your assessment tasks. Options for the use of generative AI include: (1) no assistance; (2) simple editing assistance; (3) planning assistance; and (4) full assistance with attribution.

You may be required to submit the original generative AI responses, or drafts of your original work. Inappropriate use of generative AI is considered academic misconduct.

See your course Moodle (or Open Learning) page for the full instructions for individual assessment tasks for your course.

Submission of Assessment Tasks

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.

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

Examinations

Information about the conduct of examinations in your course is provided on your course Moodle

page.

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, A/Prof Sieu Khuu (s.khuu@unsw.edu.au).