



## UNSW Course Outline

# MGMT5906 Organisations and People in Context - 2024

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## General Course Information

Course Code : MGMT5906

Year : 2024

Term : Term 1

Teaching Period : T1

Is a multi-term course? : No

Faculty : UNSW Business School

Academic Unit : School of Management and Governance

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

This course provides a sociological and psychological introduction to people, organisations and contexts. The course examines different kinds of work (professional, managerial and service) and the contexts in which this is undertaken (types of organisation structures, management

systems and cultures). Key management aspects including organizational culture, motivation and managing people via HRM are explored. Other important key issues that are analysed include globalisation and offshoring of work and work quality

## Course Aims

This course aims to expose you to the many important theoretical concepts that are necessary to both understand and manage the people aspects of modern business practice. It draws on the theory from a number of areas of academic study including organisational behaviour, organisational theory and sociology. It aims to help you to both understand and frame current contextual debates in people management, and recent developments in the management of an organisation's human resources. This is a core course normally completed in the first year of your MCom study. The knowledge and skills gained in this course will both complement other courses in the program and help you with your ongoing MCom journey of learning and knowledge development. In particular, it complements and sits alongside the MGMT 5907 Human Resource Management core course.

## Relationship to Other Courses

This course aims to:

1. Expose you to the many important theoretical concepts that are necessary to both understand and manage the people aspects of modern business practice. It draws on the theory from a number of areas of academic study including organisational behaviour, organisational theory and sociology.
2. Help you to both understand and frame current contextual issues in people management, and recent developments in the management of an organisation's human resources.

This is a core course normally completed in the first year of your MCom study. The knowledge and skills gained in this course will both complement other courses in the program and help you with your ongoing Masters of Commerce journey of learning and knowledge development. In particular it complements and sits alongside the MGMT5907 Human Resource Management. There are some direct links to MGMT5050 Professional Skills and Ethics, MGMT5904 Managing Change and sets a foundation for COMM 5010 Strategy, Marketing and Management.

# Course Learning Outcomes

Course Learning Outcomes	Program learning outcomes
CLO1 : Understand key theoretical concepts and ethical considerations relevant to people management practice in modern organisations	<ul style="list-style-type: none"> <li>• PL01 : Business Knowledge</li> <li>• PL05 : Responsible Business Practice</li> <li>• PL06 : Global and Cultural Competence</li> <li>• PL07 : Leadership Development</li> </ul>
CLO2 : Research and analyse information about people, organisations and contexts through critical engagement with up-to-date academic literature	<ul style="list-style-type: none"> <li>• PL01 : Business Knowledge</li> <li>• PL07 : Leadership Development</li> </ul>
CLO3 : Conduct research and describe concepts using libraries, archives, the web and other sources of information to critically evaluate management practices	<ul style="list-style-type: none"> <li>• PL03 : Business Communication</li> <li>• PL05 : Responsible Business Practice</li> </ul>
CLO4 : Communicate orally and in writing about broad concepts that are important in employment relations, human resources management or organisational analysis	<ul style="list-style-type: none"> <li>• PL02 : Problem Solving</li> <li>• PL03 : Business Communication</li> <li>• PL07 : Leadership Development</li> </ul>
CLO5 : Collaborate effectively with open-mindedness, inclusiveness and integrity to work with people from diverse backgrounds	<ul style="list-style-type: none"> <li>• PL04 : Teamwork</li> <li>• PL06 : Global and Cultural Competence</li> </ul>
CLO6 : Critique the usefulness of management tools, taking into consideration the impact on organisations, the structure of work and employees within different industrial and national contexts	<ul style="list-style-type: none"> <li>• PL01 : Business Knowledge</li> <li>• PL02 : Problem Solving</li> <li>• PL07 : Leadership Development</li> </ul>

Course Learning Outcomes	Assessment Item
CLO1 : Understand key theoretical concepts and ethical considerations relevant to people management practice in modern organisations	<ul style="list-style-type: none"> <li>• Introductory video</li> <li>• Class facilitation</li> <li>• Major project</li> </ul>
CLO2 : Research and analyse information about people, organisations and contexts through critical engagement with up-to-date academic literature	<ul style="list-style-type: none"> <li>• Class facilitation</li> <li>• Major project</li> </ul>
CLO3 : Conduct research and describe concepts using libraries, archives, the web and other sources of information to critically evaluate management practices	<ul style="list-style-type: none"> <li>• Class facilitation</li> <li>• Major project</li> </ul>
CLO4 : Communicate orally and in writing about broad concepts that are important in employment relations, human resources management or organisational analysis	<ul style="list-style-type: none"> <li>• Participation</li> <li>• Introductory video</li> <li>• Class facilitation</li> <li>• Major project</li> </ul>
CLO5 : Collaborate effectively with open-mindedness, inclusiveness and integrity to work with people from diverse backgrounds	<ul style="list-style-type: none"> <li>• Participation</li> <li>• Introductory video</li> <li>• Class facilitation</li> <li>• Major project</li> </ul>
CLO6 : Critique the usefulness of management tools, taking into consideration the impact on organisations, the structure of work and employees within different industrial and national contexts	<ul style="list-style-type: none"> <li>• Participation</li> <li>• Introductory video</li> <li>• Class facilitation</li> <li>• Major project</li> </ul>

## Learning and Teaching Technologies

Moodle - Learning Management System

## Learning and Teaching in this course

This course focuses on learning together in a strongly active, adult-learning-centred approach. While theory is discussed application and authentic learning will be used with activities, to encourage a positive and interactive discussion-based teaching and learning environment. In order to succeed you will need to be an active participant in both the lectures and the workshops, as well as in the progress of your own MCom learning. Each week you will need to be prepared by reading materials provided prior to workshops. You will need to think, reflect, and explore what the information will mean for you both now and in the context of work in modern organisations.

This course is designed for in class face to face delivery. Workshops also require active participation in the activities and discussions.

## Additional Course Information

The lectures will be delivered in an interactive face to face streamed format designed to introduce you to the key theoretical concepts relevant to organisations and people management in the 21st century, and to put them in this 21st century context. We will look at the development of management theory through the ages, and consider why and how these ideas have changed as workplaces and workforce realities have changed.

Our aim is to put into a clear context or contexts our theoretical understandings of how best to manage people in today's organisations.

The workshops are designed to have a strongly student-centred approach, and use class discussions to complement case study organisations discussions to build a deeper understanding of these theoretical concepts and for you to demonstrate how they apply in the "real life" of modern organisations. A range of tools including cases, discussion questions and activities will bring the theory to life. Students will be expected to come prepared to discuss, analysis, summarise and present their views about the questions under consideration.

This course focuses on learning together in a strongly active, adult-learning-centred approach. While theory is discussed application and authentic learning will be used with activities, to encourage a positive and interactive discussion-based teaching and learning environment. In order to succeed you will need to be an active participant in both the lectures and the workshops, as well as in the progress of your own MCom learning.

Each week you will need to be prepared by reading materials provided prior to workshops. You will need to think, reflect, and explore what the information will mean for you both now and in the context of work in modern organisations.

This course is designed for face to face delivery no recordings will be available. Workshops also designed to require active participation in the activities and discussions.

This course is designed to be highly interactive, meaning you will be tasked to behave and interact as you would in an engaged workplace. From discussions to providing each other support and learning with and through others, each session will have students doing activities and applying the concepts and work in context to their potential future workplaces.

# Assessments

## Assessment Structure

Assessment Item	Weight	Relevant Dates	Program learning outcomes
Introductory video Assessment Format: Individual	10%	Start Date: Not Applicable Due Date: 21/02/2024 01:00 PM Post Date: 28/02/2024 05:00 PM	<ul style="list-style-type: none"><li>• PL03 : Business Communication</li><li>• PL02 : Problem Solving</li><li>• PL07 : Leadership Development</li></ul>
Class facilitation Assessment Format: Group	20%	Start Date: Not Applicable Due Date: Not Applicable	<ul style="list-style-type: none"><li>• PL01 : Business Knowledge</li><li>• PL02 : Problem Solving</li><li>• PL03 : Business Communication</li><li>• PL04 : Teamwork</li><li>• PL07 : Leadership Development</li></ul>
Major project Assessment Format: Individual	60%	Start Date: week 5 Due Date: 22/04/2024 01:00 PM Post Date: 03/05/2024 04:00 PM	<ul style="list-style-type: none"><li>• PL01 : Business Knowledge</li><li>• PL03 : Business Communication</li><li>• PL02 : Problem Solving</li><li>• PL05 : Responsible Business Practice</li><li>• PL06 : Global and Cultural Competence</li><li>• PL07 : Leadership Development</li></ul>
Participation Assessment Format: Individual	10%	Start Date: Not Applicable Due Date: Not Applicable	<ul style="list-style-type: none"><li>• PL01 : Business Knowledge</li><li>• PL02 : Problem Solving</li><li>• PL03 : Business Communication</li><li>• PL04 : Teamwork</li><li>• PL07 : Leadership Development</li><li>• PL06 : Global and Cultural Competence</li></ul>

## Assessment Details

### Introductory video

#### Assessment Overview

#### Video

This task provides authentic opportunities to practice interview and presentation skills, along with organisational behaviours. It requires students to think beyond qualifications and prepares them for complex environments.

### **Course Learning Outcomes**

- CL01 : Understand key theoretical concepts and ethical considerations relevant to people management practice in modern organisations
- CL04 : Communicate orally and in writing about broad concepts that are important in employment relations, human resources management or organisational analysis
- CL05 : Collaborate effectively with open-mindedness, inclusiveness and integrity to work with people from diverse backgrounds
- CL06 : Critique the usefulness of management tools, taking into consideration the impact on organisations, the structure of work and employees within different industrial and national contexts

### **Detailed Assessment Description**

The first assessment item of this course is a short video (3mins +/-10 seconds). This is a course about context. Hence your context is important to who you are. As you are studying context you need to find at least 2 but no more than 3 items that you can 'talk to' (meaning talk about) in terms of how they explain and support your context. The items must be shown either in picture form or in situ as you present your video.

The purpose of the video is to introduce yourself, focusing on your context. Who are you and what do you bring into this course? Are you going to support other students, or will you need support from others? Will you be an active learner why or why not? What will taking this course mean for your future? Talk also about your items, what do they tell us about you in context.

After watching this video, an employer should have a strong 'sense' of who you are and how you are likely to fit into their team. Make yourself stand out. It is not about qualifications, nor where you come from but about how that has shaped who you are and who you plan to be.

Your tutors will hold you to account on what you offer in this video as an employer would. That is, if you say you are going to be active and you are not your tutor will question you about this – and it may impact your overall grades. This video is your commitment to how you will undertake this course.

### **Assessment Length**

3 minutes +/-10 Seconds

### **Submission notes**

Please submit to Moodle assessment

### **Assessment information**

Please see Assessment handbook for details.

**Short extensions are NOT available for this assessment.** Requests for extensions to submit this assessment task can only be applied through UNSW's Special Consideration.

#### Assignment submission Turnitin type

This is not a Turnitin assignment

### **Class facilitation**

#### Assessment Overview

Conducting a workshop is a core competency for HR professionals and this task is designed to develop research skills and presentation/facilitation/workshop skills.

#### Course Learning Outcomes

- CL01 : Understand key theoretical concepts and ethical considerations relevant to people management practice in modern organisations
- CL02 : Research and analyse information about people, organisations and contexts through critical engagement with up-to-date academic literature
- CL03 : Conduct research and describe concepts using libraries, archives, the web and other sources of information to critically evaluate management practices
- CL04 : Communicate orally and in writing about broad concepts that are important in employment relations, human resources management or organisational analysis
- CL05 : Collaborate effectively with open-mindedness, inclusiveness and integrity to work with people from diverse backgrounds
- CL06 : Critique the usefulness of management tools, taking into consideration the impact on organisations, the structure of work and employees within different industrial and national contexts

#### Detailed Assessment Description

Being able to work collaboratively and present ideas is one of the skills of influence.

Demonstrating your learning through means other than written reports also enables you to broaden your workplace skills. In groups of no more than 3 students you will be assigned workshop topic. You will conduct an activity for 45 minutes duration. This must include a short presentation and class work. Provide an information sheet/materials or resources for the class. These will commence from week 2 - 9. Note materials must be ready and available to students from Thursday 1pm Sydney time. This assessment is designed for you to demonstrate your understanding of a core piece of learning by being able to teach it to your peers. It provides an opportunity to explore one area of study more deeply. This task also supports reflection upon what you have learned the previous week and the opportunity for your class members to recap the previous weeks material from another perspective. Consider the materials in terms of



context, what it means for you personally and how it might impact a specific organisation. All members must present, all members must equally contribute.

Submission instructions: There is a class forum thread where you can post your materials or information for the class to access during and after class. Supporting resources and links In completing your workshop task you will have to undertake some research beyond the text and class materials. You should look to make the material 'come alive' and be relevant to your peers. Materials should be referenced. Please note Wikipedia/GenAI or general websites will not be sufficient for this task.

### **Assessment Length**

45 minutes in class

### **Submission notes**

In class delivery

### **Assessment information**

Please see Assessment handbook for details.

**Short extensions are NOT available for this assessment.** Requests for extensions to submit this assessment task can only be applied through UNSW's Special Consideration.

### **Assignment submission Turnitin type**

This is not a Turnitin assignment

## **Major project**

### **Assessment Overview**

The major project provides an opportunity to explore a workplace for your future and you within its context. The Major Project: consists of 3 parts including a) report in week 5 on the organisation and its context within which you would like to work.

Next taking the second half of the course and building upon your first report you will detail how you can add value to this company in context. This is to be submitted and forms the basis for an interactive oral taken over weeks 11 – 12. This project is designed to develop student's understanding how Organisations respond to context and being able to apply the course learning in an applied manner supports the development of strategic HR skills

### Course Learning Outcomes

- CL01 : Understand key theoretical concepts and ethical considerations relevant to people management practice in modern organisations
- CL02 : Research and analyse information about people, organisations and contexts through critical engagement with up-to-date academic literature
- CL03 : Conduct research and describe concepts using libraries, archives, the web and other sources of information to critically evaluate management practices
- CL04 : Communicate orally and in writing about broad concepts that are important in employment relations, human resources management or organisational analysis
- CL05 : Collaborate effectively with open-mindedness, inclusiveness and integrity to work with people from diverse backgrounds
- CL06 : Critique the usefulness of management tools, taking into consideration the impact on organisations, the structure of work and employees within different industrial and national contexts

### Detailed Assessment Description

The major project consists of 3 parts including

- a) Report in week 5 on the organisation and its context within which you would like to work.
- b) Building upon your first report you will detail how you can add value to this company in context. This is to be submitted and forms the basis for an interactive oral taken over weeks 11 – 12.
- c) Interactive oral completed in person face to face in week 11. The student must be able to respond to the conversation **applying the course learning demonstrating the development of strategic HR skills**

### Assessment Length

1000

### Submission notes

Please note there are different parts to this assessment item

### Assessment information

Please refer to Moodle and course notes about this assignment structure.

**Short extensions are NOT available for this assessment.** Requests for extensions to submit this assessment task can only be applied through UNSW's Special Consideration.

### Assignment submission Turnitin type

This assignment is submitted through Turnitin and students can see Turnitin similarity reports.

### Hurdle rules

You must have completed parts A and B to undertake part C

## **Participation**

### Assessment Overview

Being an active member of discussions in the workplace enables contribution and requires active participation in activities

### Course Learning Outcomes

- CL04 : Communicate orally and in writing about broad concepts that are important in employment relations, human resources management or organisational analysis
- CL05 : Collaborate effectively with open-mindedness, inclusiveness and integrity to work with people from diverse backgrounds
- CL06 : Critique the usefulness of management tools, taking into consideration the impact on organisations, the structure of work and employees within different industrial and national contexts

### Detailed Assessment Description

Participation in reporting in class activities - Weekly during class you need to be an active participant in discussions and contributing to the class activities.

This will be assessed weekly in class and students must attend 80% (7 in 9) of classes to be eligible

### Assessment information

Please see Assessment handbook for details.

**Short extensions are NOT available for this assessment.**

### Assignment submission Turnitin type

Not Applicable

## **General Assessment Information**

A full assessment handbook will be available on moodle. Grading rubrics will be also available prior to submission of assignments.

Use of artificial intelligence - As this course is conducted in English it is a requirement to write

your assignment in English. Full translation is not permitted (i.e via DeepL, google translate etc ). Use of generative AI (GenAI) including predictive text Chat GPT, Bard, Bing etc must be acknowledged and cited. Where it is deemed that the student has used such tools without acknowledgement, inappropriately or gained an unfair advantage by using such tools including failing to acknowledge use, these matters will be deemed as issues of academic integrity and will be escalated to the Central Integrity Office. Your tutors and teachers will explain this more fully in class.

### **Grading Basis**

Standard

### **Requirements to pass course**

Students must attempt all assessment items in this course to be eligible to pass.

The major project must be completed sequentially.

# Course Schedule

Teaching Week/Module	Activity Type	Content
Week 1 : 12 February - 18 February	Lecture	Introduction to management and organisations, global changes and work shifts
	Workshop	Understanding the world of work in context. Working with managers and developing as a manager What is Critical Thinking? Getting to know each other & our Contexts  Workshop Participation groups will be set up this week.
	Other	Workshop groups are formed. Select week of facilitation
Week 2 : 19 February - 25 February	Lecture	What is strategy and how is it developed. (Understanding our Environment and Finding a Place to Succeed)
	Workshop	Strategy in Context when to adapt and how Participation if your group is selected Video due Wednesday 1PM Sydney time February 21 via moodle assignment
Week 3 : 26 February - 3 March	Lecture	Organisational Structure and Design
	Workshop	Traditional vs Emerging Designs Why design matters to strategy  Participation if your group is selected
Week 4 : 4 March - 10 March	Lecture	Organisational behaviour, what is it, why it matters and how it impacts my personal success as well as that of the organisation
	Workshop	Exploring why organisational behaviour underpins my personal success Participation if your group is selected
Week 5 : 11 March - 17 March	Lecture	Understanding People - individual behaviour (Personality, Motivation, and perception)
	Workshop	Finding my drivers, values and compass for the future Participation if your group is selected  Part A of major project report due Wednesday 1PM Sydney time March 13 via turnitin.
Week 6 : 18 March - 24 March	Lecture	Understanding people in groups and teams (Teams, roles and relationships)
	Workshop	Teamwork Activities & Challenges Dealing with Diversity  Participation if your group is selected
Week 7 : 25 March - 31 March	Lecture	No classes this week due to a public holiday on Friday - this will be used as our flexibility week
	Workshop	No tutorial this week due to the Easter weekend
Week 8 : 1 April - 7 April	Lecture	Leadership and influence in context
	Workshop	Developing my leadership and influence in context Participation if your group is selected
Week 9 : 8 April - 14 April	Lecture	Culture and how culture delivers on strategy. Dealing with change why people and context matter

	Workshop	Finding organisational culture fit. Understanding resistance in change Participation if your group is selected
Week 10 : 15 April - 21 April	Lecture	Resilience and me in the workplace
	Workshop	Making personal meaning and planning for the future Participation if your group is selected
Week 11 : 22 April - 28 April	Assessment	No classes Part B or major project due April 22 by 1 pm Sydney time Part C Interactive Oral - please ensure you have booked your time with your tutor for this face to face discussion of your project.

## Attendance Requirements

Please note there are no lecture recordings for this course. Participation in tutorials will be marked and 80%+ (7 of 9 classes) attendance is required to be eligible to earn participation marks.

## General Schedule Information

The course will be conducted weeks 1 - 6 and 8- 10.

Please note Week 7 will have no classes due to the public holiday on Friday March 29. There will be classes in week 6 (traditionally flexibility week)

## Course Resources

### Prescribed Resources

The course website is via moodle.

All lecture and workshop slides, cases, and any additional readings will be posted there. <http://moodle.telt.unsw.edu.au> The prescribed text book is: Griffin,Phillips,Gully, Creed, Gribble, Watson (2024) Organisational Behaviour: Engaging People and Organisations,

Given you are studying management in context you will find these useful additional resources useful:

The Australian Financial Review [www.afr.com.au](http://www.afr.com.au) The Sydney Morning Herald - [www.smh.com.au](http://www.smh.com.au) The Conversation [www.theconversation.com/au](http://www.theconversation.com/au) Big Think [www.bigthink.com](http://www.bigthink.com)

## Recommended Resources

Please see moodle

## Additional Costs

Nil

## Course Evaluation and Development

In this course, we will seek your feedback at the end of the semester through the myExperience process as well as throughout the course. The feedback last year demonstrated the students enjoyed the nature of the course particularly the opportunity to demonstrate knowledge during class workshops. This course has been further updated to the many contextual changes that have occurred in organisations in the last 24 months. Student feedback has told us this course prepares them to undertake a number of the HR related jobs, helps them define an organisation they may be interested to work at and how they will add value to that business.

In reponse to developing HR professionalst that will work with AI and manage AI scenarios, the major project enables students to develop their professioanl skills in context.

## Staff Details

Position	Name	Email	Location	Phone	Availability	Equitable Learning Services Contact	Primary Contact
Convenor	Lynn Gribble		Level 5 UNSW Business School	n/a	by appointment	Yes	Yes
Tutor	Ann Cahill		Level 5 UNSW Business School	n/a	by appointment	No	No
	Dhammika Abeyasinghe		Level 5 UNSW Business School	n/a	by appointment	No	No

## 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.