



UNSW Course Outline

ACCT3583 Strategic Value Management - 2024

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General Course Information

Course Code : ACCT3583

Year : 2024

Term : Term 3

Teaching Period : T3

Is a multi-term course? : No

Faculty : UNSW Business School

Academic Unit : School of Accounting, Auditing and Taxation

Delivery Mode : In Person

Delivery Format : Standard

Delivery Location : Kensington

Campus : Sydney

Study Level : Undergraduate

Units of Credit : 6

Useful Links

[Handbook Class Timetable](#)

Course Details & Outcomes

Course Description

Learn to co-create value for multiple stakeholders in contemporary organisations. In this course, you will learn how to collect, analyse, and use both financial and non-financial information in order to develop, implement and assess the success of the strategy, while simultaneously

balancing the needs of stakeholders including shareholders, suppliers, community and environment, and employees. In this course, you will learn how strategies are developed and evaluated given the external environment an organisation operates in and the resources and capabilities they have. You will also develop your skills in a team environment by researching an organisation's strategy, writing a report, and presenting persuasive recommendations to stakeholders.

Course Aims

The course aims to: (1) introduce the link between management accounting information and strategic issues; (2) to encourage critical thinking; and (3) to impart a set of competencies that will enable such issues to be addressed with confidence and creativity in a professional and work-based context. The course draws upon contemporary and international research, professional literatures, case studies and the applied research experiences of course participants to explore the issue of strategic value management.

Relationship to Other Courses

Students need to complete at least 84 UOC in order to enroll in this course.

Course Learning Outcomes

| Course Learning Outcomes | Program learning outcomes |
|---|--|
| CLO1 : Formulate and implement organisational strategies based on thorough research of an organisation's strengths, weaknesses, opportunities, and threats. | <ul style="list-style-type: none"> • PL01 : Business Knowledge • PL02 : Problem Solving • PL07 : Leadership Development |
| CLO2 : Evaluate organisational strategy by focusing on four perspectives of strategic performance (i.e., shareholder perspective, customer perspective, internal process perspective and, learning and growth perspective). | <ul style="list-style-type: none"> • PL01 : Business Knowledge • PL02 : Problem Solving • PL05 : Responsible Business Practice |
| CLO3 : Identify and apply a set of management tools, techniques, and frameworks to an organisation in a team setting. | <ul style="list-style-type: none"> • PL01 : Business Knowledge • PL02 : Problem Solving • PL04 : Teamwork • PL05 : Responsible Business Practice |
| CLO4 : Work collaboratively by navigating the teamwork process and providing meaningful evaluative feedback to team members. | <ul style="list-style-type: none"> • PL04 : Teamwork |
| CLO5 : Produce a business report and presentation of a professional standard suitable to present to senior management. | <ul style="list-style-type: none"> • PL03 : Business Communication • PL07 : Leadership Development |

| Course Learning Outcomes | Assessment Item |
|---|--|
| CLO1 : Formulate and implement organisational strategies based on thorough research of an organisation's strengths, weaknesses, opportunities, and threats. | <ul style="list-style-type: none"> • Assessment 1: In-class Quizzes • Assessment 2: Team Case Project • Assessment 4: Final Examination |
| CLO2 : Evaluate organisational strategy by focusing on four perspectives of strategic performance (i.e., shareholder perspective, customer perspective, internal process perspective and, learning and growth perspective). | <ul style="list-style-type: none"> • Assessment 1: In-class Quizzes • Assessment 2: Team Case Project • Assessment 4: Final Examination |
| CLO3 : Identify and apply a set of management tools, techniques, and frameworks to an organisation in a team setting. | <ul style="list-style-type: none"> • Assessment 3: Peer Evaluation • Assessment 2: Team Case Project |
| CLO4 : Work collaboratively by navigating the teamwork process and providing meaningful evaluative feedback to team members. | <ul style="list-style-type: none"> • Assessment 3: Peer Evaluation • Assessment 2: Team Case Project |
| CLO5 : Produce a business report and presentation of a professional standard suitable to present to senior management. | <ul style="list-style-type: none"> • Assessment 2: Team Case Project |

Learning and Teaching Technologies

Moodle - Learning Management System | Microsoft Teams

Learning and Teaching in this course

Approach to Learning and Teaching in the Course

At university, the focus is on self-directed search for knowledge. Seminars, reading materials, exams and other resources (online and non-online) are all provided to help you learn. You are therefore required to attend all seminars and read all required readings to fully grasp and appreciate the concepts of Strategic Value Management.

Please note that according to the UNSW Student Responsibility and Conduct Workload policy, you are expected to spend at least **ten hours studying** for a course. It is up to you to choose how much work you do in each part of the course: preparing for seminars; completing assignments; studying for exams; and seeking assistance or extra work to extend and clarify your understanding. You must choose an approach that best suits your learning style and goals in this course. Reading materials, seminar questions and self- study questions are provided to guide

your learning process.

Learning Activities and Teaching Strategies

Seminars

This course is held over 9 seminars. Each seminar is approximately three hours in duration. Students are required to attend the seminar in which they have registered via MyUNSW. In each three-hour seminar, students will be provided with case problems/questions and are required to discuss and apply the relevant concepts/frameworks in a team environment, present their findings in front of the class, and apply their knowledge to solve business problems.

To maximise the benefits of attending seminars, students must read the prescribed reading materials and attempt review questions before attending the seminars. Seminar instructions and videos will be posted on Moodle prior to the seminar being held. To assist in the development of key research and analysis skills, some of these seminar questions will require students to conduct additional research using library resources.

Self-Study

Self-study is a key element of the learning design of this course. From time to time, self-study materials will be posted on Moodle to facilitate deeper learning of core elements of the course. The aim of these self-study questions is to encourage students to assume responsibility in the learning process, and to make the seminars more effective. Onus is therefore on students to review and complete these materials. Staff will be available in consultation hours to assist with difficulties experienced with self-study materials

Additional Course Information

Not applicable

Assessments

Assessment Structure

| Assessment Item | Weight | Relevant Dates | Program learning outcomes |
|---|--------|---|--|
| Assessment 1: In-class Quizzes Assessment Format: Individual | 15% | Start Date: In-class quiz in Week 3 and 8 Due Date: In-class quiz in Week 3 and 8 | • PLO1 : Business Knowledge • PLO2 : Problem Solving |
| Assessment 2: Team Case Project Assessment Format: Group | 30% | Start Date: 09/09/2024 12:00 AM Due Date: Written report due - Week 5 at start of enrolled class; Video presentation due in Week 10 at start of enrolled class | • PLO1 : Business Knowledge • PLO2 : Problem Solving • PLO3 : Business Communication • PLO4 : Teamwork • PLO5 : Responsible Business Practice • PLO7 : Leadership Development |
| Assessment 3: Peer Evaluation Assessment Format: Individual | 5% | Due Date: 17/11/2024 11:59 PM | • PLO4 : Teamwork |
| Assessment 4: Final Examination Assessment Format: Individual | 50% | Start Date: Not Applicable Due Date: During the University Exam Period | • PLO1 : Business Knowledge • PLO2 : Problem Solving • PLO5 : Responsible Business Practice |

Assessment Details

Assessment 1: In-class Quizzes

Assessment Overview

This task requires students to demonstrate their understanding of the key concepts and frameworks studied throughout the course and their ability to apply those frameworks. You will complete multiple choice and short answer questions within a time.

Quiz 1 (week 3) = 5%

Quiz 2 (week 8) = 10%

Assesses: PLO1, PLO2

Course Learning Outcomes

- CL01 : Formulate and implement organisational strategies based on thorough research of an

organisation's strengths, weaknesses, opportunities, and threats.

- CLO2 : Evaluate organisational strategy by focusing on four perspectives of strategic performance (i.e., shareholder perspective, customer perspective, internal process perspective and, learning and growth perspective).

Detailed Assessment Description

Two in-class quizzes will be used to assess your level of learning in terms of your recognition, understanding and application of the key concepts and frameworks introduced in this course. Feedback will be provided in the following week.

Assessment Length

15 minutes in-class quiz for Quiz 1 and 25 minutes in-class quiz for Quiz 2

Assignment submission Turnitin type

This is not a Turnitin assignment

Generative AI Permission Level

No Assistance

This assessment is designed for you to complete without the use of any generative AI. You are not permitted to use any generative AI tools, software or service to search for or generate information or answers.

For more information on Generative AI and permitted use please see [here](#).

Assessment 2: Team Case Project

Assessment Overview

This task requires students to demonstrate their understanding of the key concepts and frameworks studied throughout the course, the ability to synthesise frameworks and to communicate effectively. You will prepare (1) a written report and (2) a presentation making strategic recommendations based on a real company's annual report.

Assesses: PLO1, PLO2, PLO3, PLO4, PLO5, PLO7

BCom Students: myBCom points for PLO4 and PLO7

Course Learning Outcomes

- CLO1 : Formulate and implement organisational strategies based on thorough research of an organisation's strengths, weaknesses, opportunities, and threats.
- CLO2 : Evaluate organisational strategy by focusing on four perspectives of strategic performance (i.e., shareholder perspective, customer perspective, internal process

perspective and, learning and growth perspective).

- CLO3 : Identify and apply a set of management tools, techniques, and frameworks to an organisation in a team setting.
- CLO4 : Work collaboratively by navigating the teamwork process and providing meaningful evaluative feedback to team members.
- CLO5 : Produce a business report and presentation of a professional standard suitable to present to senior management.

Detailed Assessment Description

Team assessment will be undertaken by a team of 4-6 students. The main purposes of the team assessment are to develop your (1) communication skill and (2) teamwork skill. The Team Case Project comprises two components: (1) a written report and (2) a video presentation.

Assessment Length

6 pages for the written report and 16-18 minutes for the video presentation

Submission notes

Submit the softcopy to Turnitin via Moodle in Week 5 at the start of your enrolled seminar. The report can be submitted in a Word doc or PDF format. Ensure you select only one team member to submit the softcopy to Turnitin.

Assessment information

Details of video submission to be announced during the term.

Assignment submission Turnitin type

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

Generative AI Permission Level

Simple Editing Assistance

In completing this assessment, you are permitted to use standard editing and referencing functions in the software you use to complete your assessment. These functions are described below. You must not use any functions that generate or paraphrase passages of text or other media, whether based on your own work or not.

If your Convenor has concerns that your submission contains passages of AI-generated text or media, you may be asked to account for your work. If you are unable to satisfactorily demonstrate your understanding of your submission you may be referred to UNSW Conduct & Integrity Office for investigation for academic misconduct and possible penalties.

For more information on Generative AI and permitted use please see [here](#).

Assessment 3: Peer Evaluation

Assessment Overview

This task requires students to provide constructive feedback to team members and evaluate team members' contribution throughout the term, both in class activities and in the Team Case Project.

Assesses: PLO4

Course Learning Outcomes

- CL03 : Identify and apply a set of management tools, techniques, and frameworks to an organisation in a team setting.
- CL04 : Work collaboratively by navigating the teamwork process and providing meaningful evaluative feedback to team members.

Detailed Assessment Description

Your team members will evaluate the quality of your participation and contributions as a team member in the team case project and weekly seminar activities.

The purpose of this assessment is to encourage you to collaborate with your team members in the team case project and weekly seminar activities by being mindful of factors that influence teamwork effectiveness.

Submission notes

Not Applicable

Assignment submission Turnitin type

Not Applicable

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 4: Final Examination

Assessment Overview

This task requires students to demonstrate their understanding of the key concepts and frameworks studied throughout the course and their ability to apply those frameworks. You will complete multiple choice, short answer questions and discussion questions within a time.

Assesses: PLO1, PLO2, PLO5

Course Learning Outcomes

- CLO1 : Formulate and implement organisational strategies based on thorough research of an organisation's strengths, weaknesses, opportunities, and threats.
- CLO2 : Evaluate organisational strategy by focusing on four perspectives of strategic performance (i.e., shareholder perspective, customer perspective, internal process perspective and, learning and growth perspective).

Detailed Assessment Description

You are required to sit a final examination paper in this course. The final exam will cover all topics in this course.

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

Assessment Length

TBC

Submission notes

Not Applicable

Assignment submission Turnitin type

Not Applicable

Generative AI Permission Level

No Assistance

This assessment is designed for you to complete without the use of any generative AI. You are not permitted to use any generative AI tools, software or service to search for or generate

information or answers.

For more information on Generative AI and permitted use please see [here](#).

General Assessment Information

As a student at UNSW you are expected to display [academic integrity](#) in your work and interactions. Where a student breaches the [UNSW Code of Conduct](#) with respect to academic integrity, the University may take disciplinary action. 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 Code of Conduct, it is strongly recommended that you complete the [Working with Academic Integrity](#) module before submitting your first assessment task. It is a free, online self-paced Moodle module that should take about one hour to complete.

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

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

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

Grading Basis

Standard

Requirements to pass course

In order to pass this course, you must:

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

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

Course Schedule

| Teaching Week/Module | Activity Type | Content |
|--------------------------------------|---------------|---|
| Week 1 : 9 September - 15 September | Seminar | Strengths, Weakness, Opportunities and Threats (SWOT) Analysis |
| Week 2 : 16 September - 22 September | Seminar | Developing Strategy |
| Week 3 : 23 September - 29 September | Seminar | Implementing strategy and measuring performance • In-class Quiz 1 (5%) |
| Week 4 : 30 September - 6 October | Seminar | Shareholder Perspective |
| Week 5 : 7 October - 13 October | Seminar | Customer Perspective • Team Case Project - Written Report (20%) Due • Anonymous, online Peer Evaluation (written feedback, formative) |
| Week 6 : 14 October - 20 October | Other | No seminar - flexibility week |
| Week 7 : 21 October - 27 October | Seminar | Internal Process Perspective - Suppliers |
| Week 8 : 28 October - 3 November | Seminar | Internal Process Perspective - Environment, Social and Governance (ESG) • In-class Quiz 2 (10%) |
| Week 9 : 4 November - 10 November | Seminar | Learning and Growth Perspective - Technology and People |
| Week 10 : 11 November - 17 November | Seminar | Learning and Growth Perspective - Risk Culture • Team Case Project - Video Presentation (10%) Due • Peer Evaluation (5%) Due |

Attendance Requirements

Please note that lecture recordings are not available for this course. Students are strongly encouraged to attend all classes and contact the Course Authority to make alternative arrangements for classes missed.

General Schedule Information

Students are expected to attend weekly three-hour seminars; all seminars are face-to-face classes.

Course Resources

Prescribed Resources

A course website will be maintained within the Moodle environment. You must be enrolled in the course to access the website on Moodle.

The website will feature important announcements, provide access to discussion forums, online learning modules, seminar material, seminar activities, practice problems and solutions, and additional reading materials.

Please note that students are responsible for updating themselves on any information that appears on Moodle.

During the session, you must:

- Maintain your official student email address and ensure that it does not have an “Over Quota” problem;
- Check your assessment marks and inform your seminar leader of any discrepancies or problems with them; and
- Download PowerPoint seminar slides and other additional materials.

Information provided on Moodle includes:

- Announcements; and
- Assessment results.
- Course content such as reading materials, PowerPoint Slides and topic activities.
- Detail information about assessments.

Course Website

This Course uses Moodle under the course code ACCT3583. You are required to have a Unipass and Unipin to access the website. In addition, you must also be enrolled in the course to access the website. Please note that students are responsible for updating themselves on any information that appears on Moodle.

Information provided on Moodle includes:

- Announcements; and
- Assessment results.
- Course content such as videos, PowerPoint Slides, and topic activities.
- Detailed information about assessments.

Recommended Resources

See: Prescribed resources for students

Additional Costs

None.

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.

ACCT3583 Strategic Value Management is now a Bachelor of Commerce (BCom) final synthesis course. As a result, the course has undergone an extensive review after thorough internal and external research and consultation.

Based on this review, this course has:

1. Developed new online asynchronous reading material to consolidate frameworks from different disciplines.
2. Restructured the Team Case Project to now comprise two components, a written report and a video presentation.
3. Introduced a peer evaluation component to allow team member to evaluate their peers' contributions to the Team Case project and ongoing seminar activities.

Staff Details

| Position | Name | Email | Location | Phone | Availability | Equitable Learning Services Contact | Primary Contact |
|----------|-------------|-------|----------|-------|--------------|-------------------------------------|-----------------|
| | Linda Chang | | | | | No | Yes |
| | Alice Lee | | | | | No | No |
| | Benjamin Li | | | | | 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 [Policies and Guidelines](#) 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 [Policies and Guidelines](#) page. For PG Research PLOs, including MPDBS, please refer to [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 Code of Conduct](#) with respect to academic integrity, the University may take disciplinary action. 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 Code of Conduct, 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

SHORT EXTENSIONS

Short Extension is a new process that allows you to apply for an extended deadline on your assessment without the need to provide supporting documentation, offering immediate approval

during brief, life-disrupting events. Requests are automatically approved once submitted.

Short extensions are ONLY available for some assessments. Check your course outline or Moodle to see if this is offered for your assessments. Where a short extension exists, all students enrolled in that course in that term are eligible to apply. Further details are available the UNSW [Current Students](#) page.

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. Special consideration is primarily intended to provide you with an extra opportunity to demonstrate the level of performance of which you are capable.

Applications can only be made online and will NOT be accepted by teaching staff. 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. The majority of applications will be processed within 3-5 working days.

For further information, and to apply, see Special Consideration on the UNSW [Current Students](#) page.

LATE SUBMISSION PENALTIES

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. In the case of an approved Equitable Learning Plan (ELP) provision, special consideration or short extension, the late penalty applies from the date of approved time extension. After five days from the extended deadline, the assessment cannot be submitted.

An assessment is considered late if the requested format, such as hard copy or electronic copy, has not been submitted on time or where the 'wrong' assessment has been submitted.

For assessments which account for 10% or less of the overall course grade, and where answers are immediately discussed or debriefed, the LIC may stipulate a different penalty. Details of such

late penalties will be available on the course Moodle page.

FEEDBACK ON YOUR ASSESSMENT TASK PERFORMANCE

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

Faculty-specific Information

PROTOCOL FOR VIEWING FINAL EXAM SCRIPTS

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

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

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

COURSE EVALUATION AND DEVELOPMENT

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

QUALITY ASSURANCE

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

TEACHING TIMES AND LOCATIONS

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

School Contact Information

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

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

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

- You use your UNSW email address when corresponding with the teaching staff on this course. Emails from other addresses (such as Hotmail, Gmail, Yahoo, 126, QQ, etc.) are not accepted and will not be replied to.
- You must use an appropriate communication level with staff. Emails and discussion forum posts that use short-hand and "Texting" language are not acceptable, and communication must be in English. If your email cannot be understood then staff will not reply.
- You must identify yourself by your full name, student ID and tutorial day and time.
- Please be aware that Staff will not necessarily reply to students to inform them if their emails are non-compliant.
- Full-time teaching staff only answer emails during regular working hours of Monday to Friday 9am-5pm. Tutoring staff often have other jobs and require 48 hours within regular business office hours to reply to emails.

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