



UNSW Course Outline

PHAR3306 Pharmacology for Optometry - 2024

Published on the 12 May 2024

General Course Information

Course Code : PHAR3306

Year : 2024

Term : Term 2

Teaching Period : T2

Is a multi-term course? : No

Faculty : Faculty of Medicine and Health

Academic Unit : School of Biomedical Sciences

Delivery Mode : In Person

Delivery Format : Standard

Delivery Location : Kensington

Campus : Sydney

Study Level : Undergraduate

Units of Credit : 6

Useful Links

[Handbook Class Timetable](#)

Course Details & Outcomes

Course Description

The aim of the course is to provide you with a strong knowledge base in pharmacology and therapeutics that will benefit you in your future career. This will be achieved by providing the essential knowledge of the basic principles of pharmacology with an emphasis on drug action

from the molecular and cellular levels to tissue, organ and whole organism levels. The course will provide an understanding of the principles of drug action (pharmacodynamics) in terms of, drug-receptor interaction, receptor theory and dose-response relationships. An introduction to receptor-mediated signal transduction, membrane receptors and autonomic pharmacology will be covered. The handling of drugs by the body through the processes of absorption, distribution, metabolism and excretion (pharmacokinetics) will be covered in some detail along with drug analysis and the adverse effects of drugs. In addition, the pharmacology of different drug classes that target the major organ systems will be explored.

Course Aims

- provide a strong knowledge base in pharmacology and therapeutics
- explore the basic principles of drug action, pharmacokinetics, and pharmacodynamics
- discuss the mechanisms of action, the side effects and contraindications of pharmacological agents and their therapeutic use in the treatment of disease
- develop skills in communicating information regarding drug action to both peers and the general public

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](#).
- Progression plans for UNSW Science programs can be found on the [UNSW Science website](#).

Course Learning Outcomes

Course Learning Outcomes
CLO1 : Apply basic pharmacological knowledge of dose response relationships, sites of absorption, distribution and excretion, as well as chemical and biological factors affecting disposition and metabolism of drugs, to pharmacological problems and case studies
CLO2 : Explain drug activity through interactions with target molecules including receptors, transporters and enzymes.
CLO3 : Describe the specific pharmacology of common drug classes including their mechanisms of action, indications, clinical uses, contraindications and major side effects
CLO4 : Apply knowledge of the effects of drug toxicity and polypharmacy on the human body in clinical scenarios
CLO5 : Create and explain complex pharmacological information in formats appropriate for both peers and the general public

Course Learning Outcomes	Assessment Item
CLO1 : Apply basic pharmacological knowledge of dose response relationships, sites of absorption, distribution and excretion, as well as chemical and biological factors affecting disposition and metabolism of drugs, to pharmacological problems and case studies	<ul style="list-style-type: none"> • Quizzes • Mid-Session Test • Group Assignment • End of Session Exam (2 hr duration)
CLO2 : Explain drug activity through interactions with target molecules including receptors, transporters and enzymes.	<ul style="list-style-type: none"> • Quizzes • Mid-Session Test • Group Assignment • End of Session Exam (2 hr duration)
CLO3 : Describe the specific pharmacology of common drug classes including their mechanisms of action, indications, clinical uses, contraindications and major side effects	<ul style="list-style-type: none"> • Quizzes • Mid-Session Test • Group Assignment • End of Session Exam (2 hr duration)
CLO4 : Apply knowledge of the effects of drug toxicity and polypharmacy on the human body in clinical scenarios	<ul style="list-style-type: none"> • Quizzes • Mid-Session Test • Group Assignment • End of Session Exam (2 hr duration)
CLO5 : Create and explain complex pharmacological information in formats appropriate for both peers and the general public	<ul style="list-style-type: none"> • Mid-Session Test • Group Assignment • End of Session Exam (2 hr duration)

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.

Additional Course Information

The Department of Pharmacology is part of the School of Biomedical Science, UNSW Medicine & Health, and is located in the Wallace Wurth Building. Associate Professor Nicola Smith is Head of Department and appointments to see her may be made via email (nicola.smith@unsw.edu.au)

Assessments

Assessment Structure

Assessment Item	Weight	Relevant Dates
Quizzes Assessment Format: Individual	15%	Start Date: Friday 11am, Weeks 2, 4, 8 and 10 Due Date: At the conclusion of the set time of the quiz
Mid-Session Test Assessment Format: Individual	20%	Start Date: 28/06/2024 11:00 AM Due Date: 28/06/2024 12:00 PM
Group Assignment Assessment Format: Group	15%	Start Date: Not Applicable Due Date: 19/07/2024 07:00 PM
End of Session Exam (2 hr duration) Assessment Format: Individual	50%	Start Date: During Exam period Due Date: During Exam period

Assessment Details

Quizzes

Assessment Overview

Four online quizzes will test your knowledge of material covered in the lectures and applied pharmacology sessions. Quizzes are evenly spaced across the term. Feedback will be provided at the end of each quiz via the learning management system.

Course Learning Outcomes

- CLO1 : Apply basic pharmacological knowledge of dose response relationships, sites of absorption, distribution and excretion, as well as chemical and biological factors affecting disposition and metabolism of drugs, to pharmacological problems and case studies
- CLO2 : Explain drug activity through interactions with target molecules including receptors, transporters and enzymes.
- CLO3 : Describe the specific pharmacology of common drug classes including their mechanisms of action, indications, clinical uses, contraindications and major side effects
- CLO4 : Apply knowledge of the effects of drug toxicity and polypharmacy on the human body in clinical scenarios

Detailed Assessment Description

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

Assessment Length

16 minutes

Submission notes

This test wil be delivered via the Inspera platform.

Assessment information

No generative Artificial Intelligence (AI) is permitted for this assessment task. No short extension is available for this assessment task.

UNSW Pro-Vice Chancellor Education and Student Experience (PVCESE) provides guidance on the [use of generative Artificial Intelligence](#) in assessments.

It is prohibited to use any software or service to search for or generate information or answers. If such use is detected, it will be regarded as serious academic misconduct and subject to the standard penalties, which may include 00FL, suspension and exclusion.

Assignment submission Turnitin type

Not Applicable

Mid-Session Test

Assessment Overview

This assessment will test your knowledge of the content from the first four weeks of the course. The assessment will be in the format of multiple choice questions and short answer questions. You will receive a mark as well as general cohort feedback on the test via the learning management system.

Course Learning Outcomes

- CLO1 : Apply basic pharmacological knowledge of dose response relationships, sites of absorption, distribution and excretion, as well as chemical and biological factors affecting disposition and metabolism of drugs, to pharmacological problems and case studies
- CLO2 : Explain drug activity through interactions with target molecules including receptors, transporters and enzymes.
- CLO3 : Describe the specific pharmacology of common drug classes including their mechanisms of action, indications, clinical uses, contraindications and major side effects
- CLO4 : Apply knowledge of the effects of drug toxicity and polypharmacy on the human body in clinical scenarios
- CLO5 : Create and explain complex pharmacological information in formats appropriate for both peers and the general public

Detailed Assessment Description

Detailed information about this assessment task is provided on the course Moodle page.

Assessment Length

1 hour

Submission notes

This test will be delivered via the Inspera platform.

Assessment information

No generative Artificial Intelligence (AI) is permitted for this assessment task. No short extension is available for this assessment task.

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It is prohibited to use any software or service to search for or generate information or answers. If such use is detected, it will be regarded as serious academic misconduct and subject to the standard penalties, which may include 00FL, suspension and exclusion.

Assignment submission Turnitin type

Not Applicable

Group Assignment

Assessment Overview

Working in groups, you will produce a product that communicates to the general public information about a therapeutic area or drug class. In addition to the product, the contribution of each student to the team will be peer assessed and your individual grades will be adjusted based on the peer assessment outcome. Detailed written feedback will be provided via the learning management system.

Course Learning Outcomes

- CLO1 : Apply basic pharmacological knowledge of dose response relationships, sites of absorption, distribution and excretion, as well as chemical and biological factors affecting disposition and metabolism of drugs, to pharmacological problems and case studies
- CLO2 : Explain drug activity through interactions with target molecules including receptors, transporters and enzymes.
- CLO3 : Describe the specific pharmacology of common drug classes including their mechanisms of action, indications, clinical uses, contraindications and major side effects
- CLO4 : Apply knowledge of the effects of drug toxicity and polypharmacy on the human body in clinical scenarios
- CLO5 : Create and explain complex pharmacological information in formats appropriate for both peers and the general public

Detailed Assessment Description

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

Assessment Length

See course Moodle page for details.

Submission notes

See course Moodle page for details. No short extension is available for this assessment task.

Assessment information

Full assistance of generative Artificial Intelligence (AI) is permitted with attribution for this assessment task. No short extension is available for this assessment task.

UNSW Pro-Vice Chancellor Education and Student Experience (PVCESE) provides guidance on the [use of generative Artificial Intelligence](#) in assessments.

This assessment requires you to write a first draft of product yourself. You are then permitted to use generative AI to improve your initial product draft. Your own original draft must be attached as an appendix. You must also provide a statement of if or how you have used generative AI in the production of your product and provide the search terms/prompts entered as well as a record of the full response of the AI tool used (this could be screenshots).

Assignment submission Turnitin type

Not Applicable

End of Session Exam (2 hr duration)

Assessment Overview

This assessment will test your knowledge of the content from the entire course. The assessment will be in the format of multiple choice questions and short answer questions. Feedback will be provided via the learning management system after completion of the marking.

Course Learning Outcomes

- CLO1 : Apply basic pharmacological knowledge of dose response relationships, sites of absorption, distribution and excretion, as well as chemical and biological factors affecting disposition and metabolism of drugs, to pharmacological problems and case studies
- CLO2 : Explain drug activity through interactions with target molecules including receptors, transporters and enzymes.
- CLO3 : Describe the specific pharmacology of common drug classes including their mechanisms of action, indications, clinical uses, contraindications and major side effects
- CLO4 : Apply knowledge of the effects of drug toxicity and polypharmacy on the human body in clinical scenarios
- CLO5 : Create and explain complex pharmacological information in formats appropriate for both peers and the general public

Detailed Assessment Description

Detailed information about this assessment task is provided on the course Moodle page.

Assessment Length

2 hours plus 15 minutes

Submission notes

This test will be a centrally timetabled exam delivered using the Inspera platform.

Assessment information

No generative Artificial Intelligence (AI) is permitted for this assessment task. No short extention is available for this assessment task.

UNSW Pro-Vice Chancellor Education and Student Experience (PVCESE) provides guidance on the [use of generative Artificial Intelligence](#) in assessments.

It is prohibited to use any software or service to search for or generate information or answers. If such use is detected, it will be regarded as serious academic misconduct and subject to the standard penalties, which may include 00FL, suspension and exclusion.

Assignment submission Turnitin type

Not Applicable

General Assessment Information

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

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

Grading Basis

Standard

Requirements to pass course

In order to pass this course students must:

- Achieve a composite grade of at least 50 out of 100.
- Meet any additional requirements specified in the assessment details section and on Moodle.

Course Schedule

Teaching Week/Module	Activity Type	Content
Week 1 : 27 May - 2 June	Lecture	Topics: • Pharmacodynamics: Agonist and antagonist • Pharmacodynamics: Dose response • Sites of drug action
	Workshop	Introduction to course and group project
	Tutorial	Q&A session: Pharmacodynamics
Week 2 : 3 June - 9 June	Lecture	Topics: • Cell signalling • Selectivity (Adrenergic mechanism) • Selectivity (Cholinergic mechanism)
	Workshop	Concentration-response
	Tutorial	Q&A session: Receptors/Signalling
Week 3 : 10 June - 16 June	Lecture	Topics: • Pharmacokinetics: Drug absorption • Pharmacokinetics: Drug distribution • Pharmacokinetics: Drug metabolism
	Workshop	Applied pharmacology session: Autonomic pharmacology
	Tutorial	Q&A session: Pharmacokinetics
Week 4 : 17 June - 23 June	Lecture	Topics: • Pharmacokinetics: Drug elimination • Toxic effects of drugs • Special populations
	Workshop	Applied pharmacology session: Pharmacokinetics
	Tutorial	Q&A session: Pharmacokinetics
Week 5 : 24 June - 30 June	Lecture	Topics: • Topic pharmacokinetics • Endocrine drugs 1: Diabetes • Endocrine drugs 2: Thyroid and bone
	Workshop	Applied pharmacology session: Endocrine drugs
	Tutorial	Q&A session: Endocrine drugs
Week 7 : 8 July - 14 July	Lecture	Topics: • Cardiovascular drugs 1: Blood pressure and diuretics • Cardiovascular drugs 2: Heart failure and angina • Cardiovascular drugs 3: Statins and clotting
	Workshop	Applied pharmacology session: Cardiovascular pharmacology
	Tutorial	Q&A session: Cardiovascular drugs
Week 8 : 15 July - 21 July	Lecture	Topics: • Gastrointestinal drugs • CNS drugs 1: Antidepressants and antipsychotics • CNS drugs 2: Anaesthetics
	Workshop	Applied pharmacology session: CNS drugs and drugs of abuse
	Tutorial	Q&A session: CNS drugs and gastrointestinal drugs
Week 9 : 22 July - 28 July	Lecture	Topics: • Anti-inflammatory drugs 1: Non-steroidal anti-inflammatory drugs (NSAIDs) • Anti-inflammatory drugs 2: Steroids and antihistamines • Antibacterial drugs

	Workshop	Applied pharmacology session: Analgesics
	Tutorial	Q&A session: Anti-inflammatory drugs
Week 10 : 29 July - 4 August	Lecture	Topics: • Antibacterial drugs 2 • Antiviral and antifungal agents • Anticancer agents
	Workshop	Applied pharmacology session: Anti-infectives and anticancer drugs
	Tutorial	Q&A session: Anti-infectives

Attendance Requirements

Students are strongly encouraged to attend all classes and review lecture recordings.

General Schedule Information

The times and locations of classes can be found on [myUNSW](#) under Class Timetable.

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

Course Resources

Prescribed Resources

Prescribed textbook:

- Katzung, Vanderah. Basic & Clinical Pharmacology. 15th Edition (2021). McGraw-Hill. (eBook available via UNSW Library Resources database: Access Medicine).

Recommended textbook:

- Goodman & Gilman's: The Pharmacological Basis of Therapeutics. 14th Edition (2023). McGraw-Hill Medical. (eBook available via UNSW Library)
- Rang and Dale's Pharmacology. 10th Edition (2024). (eBook available via UNSW Library Resources database: ClinicalKey)

Recommended Resources

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

Additional Costs

There are no additional costs associated with 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	Johnson Li u		Wallace Wurth Building	via Teams	By appointment using course email pharmoptom@unsw.edu.au	Yes	Yes
	Matthew Pe rry		Wallace Wurth Building	via Teams	By appointment using course email pharmoptom@unsw.edu.au	No	No
Lecturer	Trudie Bind er		Wallace Wurth Building	via Teams	By appointment using course email pharmoptom@unsw.edu.au	No	No
	Angela Fin ch		Wallace Wurth Building	via Teams	By appointment using course email pharmoptom@unsw.edu.au	No	No
	Marty Le Nedelec		Wallace Wurth Building	via Teams	By appointment using course email pharmoptom@unsw.edu.au	No	No
	Margaret M orris		Wallace Wurth Building	via Teams	By appointment using course email pharmoptom@unsw.edu.au	No	No
	Lu Liu		Wallace Wurth Building	via Teams	By appointment using course email pharmoptom@unsw.edu.au	No	No
	Jeff Holst		Wallace Wurth Building	via Teams	By appointment using course email pharmoptom@unsw.edu.au	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 Plagiarism

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-specific Information

Laboratory or practical class safety.

For courses where there is a laboratory or practical-based component, students are required to wear the specified personal protective equipment (e.g., laboratory coat, covered shoes, safety glasses) indicated in the associated student risk assessments. The student risk assessments will be provided on the course Moodle page and must be read and acknowledged prior to the class.

Master of Science in Health Data Science courses

Courses in the Master of Science in Health Data Science are hosted through [Open Learning](#). Additional resources are available on the [Health Data Science Student Hub](#).

Recording of lectures, tutorials and other teaching activities (MSc. HDS only)

Lectures, tutorials and other teaching activities may be recorded. Students should be advised that they are consenting to the recording by their enrolment in the course or participation in the activity. The purpose of audio and video recordings is to enhance the student experience by

supporting engaged learning in an online teaching environment and ensure equitable access to all course resources for our students. If you have concerns about accessing course recordings, or being recorded, please contact the Course Convenor.

School Contact Information

School guidelines on contacting staff:

Course questions

All questions related to course content should be posted on Moodle (or Open Learning) 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 shorthand 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:

School Grievance Officer, Prof Nick Di Girolamo (n.digirolamo@unsw.edu.au)

Health Data Science programs: School Grievance Officer, Dr Sanja Lujic (s.lujic@unsw.edu.au)