UNSW Course Outline

PHCM9793 Public Health Advocacy and Communications - 2024

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General Course Information

Course Code : PHCM9793
Year : 2024
Term : Term 3
Teaching Period : T3
Is a multi-term course? : No
Faculty : Faculty of Medicine and Health
Academic Unit : School of Population Health
Delivery Mode : Multimodal
Delivery Format : Standard
Delivery Location : Kensington
Campus : Sydney
Study Level : Non-Award, Postgraduate
Units of Credit : 6

Useful Links
Class Timetable

Course Details & Outcomes

Course Description

In this era of abundant information and disinformation, it is essential that public health professionals, community leaders and advocates can evaluate and frame knowledge for diverse audiences in order to influence opinion, priorities, policy and action. This course is designed for

public health professionals and advocates who want to apply evidence-based advocacy and communication strategies to enact real world change.

This course equips students with capability to work effectively with a range of key actors. This includes building relationships and spheres of influence with actors across government, non-government agencies, commercial industries, the media, and importantly, with communities whose voices are underrepresented. While advocacy efforts have long targeted big players in policy and industry, there is growing awareness of the power and influence of community, consumer and lived experience advocates. A unique aspect of this course is the focus on understanding effective ways of working with a diverse range of actors and communities, as well as the power of storytelling and values-led advocacy in developing comprehensive communication and advocacy strategies.

The course is grounded in communications science and provides students with practical skills in effective communication strategies and impactful messaging. Drawing on insights from political science, students will learn how to leverage political machinations that are critical to influencing policy. Students will also have with opportunities to interact with UNSW's own Public Health Activism Lab and plan their own advocacy campaign. The course draws on internationally recognised experts with a breadth of experience, and has an emphasis on practical learning experiences using real world examples.

It is important that students enrolling in the course have knowledge and experience in public health or a health-related area. Interested students, who are not enrolled in a Masters program offered by the School of Population Health will need to contact the course convenor, who will assess whether they have the appropriate background, before enrolling.

Course Aims

The aim of this course is to develop knowledge and practical skills in advocacy and communication through exploring and examining strategies, approaches and real world examples. Students will achieve a set of capabilities to design and implement their own communication and advocacy efforts, enabling the transfer of knowledge to action in their respective fields.

Relationship to Other Courses

This course is an elective course of the Master of Public Health, Master of Global Public Health, and Master of Health Leadership and Management programs, comprising six units of

credit towards the total required for completion of the program. There are no pre-requisites for this course. This course has been designed to complement and enhance the breadth of courses focused on public health aspects of advocacy and communications being offered to School of Population Health postgraduate coursework students.

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.

Course Learning Outcomes

Course Learning Outcomes
CLO1 : Discuss the role of advocacy and communication to support implementation of public health strategies, policy, legislation and the potential impact on population health
CLO2 : Identify key communication strategies that support effective public health advocacy efforts and apply these to generate content for specific audiences
CLO3 : Demonstrate understanding of the principles of advocacy and apply this to public health issues
CLO4 : Propose and justify advocacy strategies to address public health issues
CLO5 : Demonstrate understanding of the issues and dilemmas which can enable or hinder advocacy efforts in practice, and apply strategies to overcome these
CLO6 : Critically reflect on how communications and advocacy principles and practice relate to your past, current and future work and life experiences

Course Learning Outcomes	Assessment Item
CLO1 : Discuss the role of advocacy and communication to support implementation of public health strategies, policy, legislation and the potential impact on population health	• Storytelling in Public Health • Media Communications Report
CLO2 : Identify key communication strategies that support effective public health advocacy efforts and apply these to generate content for specific audiences	• Advocacy Strategy • Storytelling in Public Health • Media Communications Report
CLO3 : Demonstrate understanding of the principles of advocacy and apply this to public health issues	• Advocacy Strategy • Storytelling in Public Health • Media Communications Report
CLO4 : Propose and justify advocacy strategies to address public health issues	• Advocacy Strategy • Storytelling in Public Health • Media Communications Report
CLO5 : Demonstrate understanding of the issues and dilemmas which can enable or hinder advocacy efforts in practice, and apply strategies to overcome these	• Advocacy Strategy
CLO6 : Critically reflect on how communications and advocacy principles and practice relate to your past, current and future work and life experiences	• Storytelling in Public Health • Advocacy Strategy

Learning and Teaching Technologies

Moodle - Learning Management System | Microsoft Teams

Learning and Teaching in this course

All course materials and course announcements are provided on the course learning management system, Moodle.

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.

Assessments

Assessment Structure

Assessment Item	Weight	Relevant Dates
Storytelling in Public Health Assessment Format: Individual Short Extension: Yes (2 days)	25%	Start Date: Not Applicable Due Date: 27/09/2024 11:00 AM
Media Communications Report Assessment Format: Individual Short Extension: Yes (2 days)	25%	Start Date: Not Applicable Due Date: 18/10/2024 11:00 AM
Advocacy Strategy Assessment Format: Individual Short Extension: Yes (2 days)	50%	Start Date: Not Applicable Due Date: 08/11/2024 11:00 AM

Assessment Details
Storytelling in Public Health

Assessment Overview

You will select a public health advocacy issue and create a 3 minute storytelling video. Alongside the recording, you will create a story plan (using a template provided), and will receive formative feedback before census.

Due: early term

Individual feedback will be provided within 10 working days.

Course Learning Outcomes

- CLO1 : Discuss the role of advocacy and communication to support implementation of public health strategies, policy, legislation and the potential impact on population health
- CLO2 : Identify key communication strategies that support effective public health advocacy efforts and apply these to generate content for specific audiences
- CLO3 : Demonstrate understanding of the principles of advocacy and apply this to public health issues

- CLO4 : Propose and justify advocacy strategies to address public health issues
- CLO6 : Critically reflect on how communications and advocacy principles and practice relate to your past, current and future work and life experiences

Detailed Assessment Description

Detailed information about this assessment will be provided on Moodle.

Assessment Length

Detailed information about this assessment will be provided on Moodle.

Submission notes

See 3. Submission of Assessment Tasks in the Other Useful Information tab of your course outline and refer to Moodle for submission information.

Assessment information
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.

In this task, you are permitted to use the full capabilities of the standard software (e.g. Spell and grammar checking in Microsoft Office and referencing assistance in Endnote or Zotero). You must not use any functions that generate, paraphrase or re-phrase (e.g. Grammarly, ChatGPT) passages of text or other media, whether based on your own work or not.

Media Communications Report

Assessment Overview

You will select an original research publication from possible options and write a

communications piece for media (e.g. media release) describing the main findings and significance of the research for a lay audience.

Due date: mid-term

Individual feedback will be provided within 10 working days

Course Learning Outcomes

- CLO1 : Discuss the role of advocacy and communication to support implementation of public health strategies, policy, legislation and the potential impact on population health
- CLO2 : Identify key communication strategies that support effective public health advocacy efforts and apply these to generate content for specific audiences
- CLO3 : Demonstrate understanding of the principles of advocacy and apply this to public health issues
- CLO4 : Propose and justify advocacy strategies to address public health issues

Detailed Assessment Description

Detailed information about this assessment will be provided on Moodle.

Assessment Length

600 words maximum

Submission notes

See 3. Submission of Assessment Tasks in the Other Useful Information tab of your course outline and refer to Moodle for submission information,

Assignment submission Turnitin type

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

Generative AI Permission Level

Simple Editing Assistance

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In this task, you are permitted to use the full capabilities of the standard software (e.g. Spell and grammar checking in Microsoft Office and referencing assistance in Endnote or Zotero). You must not use any functions that generate, paraphrase or re-phrase (e.g. Grammarly, ChatGPT) passages of text or other media, whether based on your own work or not.

Advocacy Strategy

Assessment Overview

You will select a public health issue and develop a strategic advocacy strategy. You will give a 3 minute presentation in the tutorial class and receive feedback from staff and peers, which you can incorporate into your plan. You will submit this with a self-reflection responding to specific questions.

Due date: End of term

Individual feedback will be provided within 10 working days.

Course Learning Outcomes

- CLO2 : Identify key communication strategies that support effective public health advocacy efforts and apply these to generate content for specific audiences
- CLO3 : Demonstrate understanding of the principles of advocacy and apply this to public health issues
- CLO4 : Propose and justify advocacy strategies to address public health issues
- CLO5 : Demonstrate understanding of the issues and dilemmas which can enable or hinder advocacy efforts in practice, and apply strategies to overcome these
- CLO6 : Critically reflect on how communications and advocacy principles and practice relate to your past, current and future work and life experiences

Detailed Assessment Description

Detailed information about this assessment will be provided on Moodle.

Assessment Length

1000 words maximum

Submission notes

See 3. Submission of Assessment Tasks in the Other Useful Information tab of your course outline and refer to Moodle for submission information

Assignment submission Turnitin type

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

<u>Generative AI Permission Level</u>

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.

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For more information on Generative AI and permitted use please see here.

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General Assessment Information

Detailed instructions regarding assessments for this course are provided on the course Moodle page.

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

Adopting a critical approach to your assignments

It is important that you adopt a critical approach to the material that you source for assignments, to the required readings, and to other resources you are presented with during the course. Think about and evaluate the material which you are reading and which you are presenting in assignments. Attempt to cast aside your assumptions and biases and attempt to assess the logic and consistency of the material in light of the supporting evidence. Wide reading on a topic facilitates this.

Referencing

School of Population Health requires students to use either APA or Vancouver referencing styles for all assignments for this course.

It is your responsibility to learn either APA or Vancouver referencing and use it consistently to acknowledge sources of information (citing references). Failure to reference correctly may limit marks to PS or below. Guidelines for acknowledging sources of information can be found on the following websites:

- UNSW Library: http://subjectguides.library.unsw.edu.au/elise
- UNSW Academic Skills and Support: https://student.unsw.edu.au/skills

Word limits

All word limits are to be strictly adhered to (i.e. there is no 10% leeway). Word limits include all text (e.g. headings, title, main text) and exclude tables and figures, in-text citations (if you are using APA) and reference lists.

Turnitin

All written assessment tasks in courses in the School of Population Health use Turnitin. Turnitin is a similarity and generative AI detection software that enables assignments to be checked against the submitted assignments of other students using Turnitin, as well as the internet. If you are unfamiliar with the Turnitin software, a demonstration can be found at: https://student.unsw.edu.au/turnitin

Originality and Generative AI reports

In School of Population Health courses, access to the originality report of your submission through Turnitin is available to you. Students do not have access to the Generative AI report.

In School of Population Health course, you are permitted to resubmit until the assignment due date (each file uploaded overwrites the previous version). This will help you in self-reviewing and revising your submission until the due date. **No resubmissions will be allowed after the due date and time of the assignment.** Therefore, draft assignments submitted in this way will be regarded as the final version at the due date if you have not uploaded a subsequent, finalised version. **IMPORTANT**: there are delays in the availability of subsequent Originality reports. For more details, see https://www.student.unsw.edu.au/turnitin

Grading and feedback

You will be provided with individualised feedback on your assignment via Moodle. You will be marked according to the marking assessment criteria listed for that specific assessment task.

The aim of any academic feedback for an assessment task is not only to grade your work. Importantly, it is also to help you to identify your strengths and weaknesses, and how you can improve and progress in your studies and professional abilities.

In addition to feedback, you will receive a mark that reflects the overall quality of the work you have submitted across the marking criteria. The marking criteria for assessments in this course are provided on Moodle.

Please note these grading criteria are:

- Not intended to be a **rigid formula** for interpreting your result. The descriptive criteria for each grade provides the basis for consistent standards within and across our courses while still embracing academic judgement on how well you have achieved the standard required.
- Applied to **each assessment** task within a course. That is, the grading policy is used with each assessment task specified for a course. Your final grade for a course is dependent on the combined sum of the grades across the number of specified assessment tasks.
- Based on a **criterion-referenced assessment.** That is grades are awarded on how well a student meets the standard required for a particular assessment task, not on how well they do compared to other students in the course.

Feedback on assessment and review of results

If you who believe the mark you've received for an assessment task doesn't reflect your performance you should first check you have grounds to seek a review: https://student.unsw.edu.au/results

In the first instance, you should discuss your performance with your Course Convenor. In your communication, you should clearly outline the reasons you are seeking clarification and do so against the marking criteria for the assessment.

Students may also formally apply to have their results reviewed. An application, which includes a justification for the review must be submitted through The Nucleus (https://student.unsw.edu.au/results) **within 5 days** of receiving the result. A review of results may result in an increase or decrease in marks.

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 0 : 2 September - 8 September	Other	Welcome to PHMC9793
Week 1 : 9 September - 15 September	Topic	Introduction to public health advocacy and communications
Week 2 : 16 September - 22 September	Topic	Storytelling as an advocacy tool
Week 3 : 23 September - 29 September	Topic	Effective media communication
	Assessment	Storytelling in Public Health: Refer to Moodle for submission information.
Week 4 : 30 September - 6 October	Topic	Engaging with media for advocacy
Week 5 : 7 October - 13 October	Topic	Embedding political science in advocacy
	Topic	Global impact and clinician-led advocacy
Week 6 : 14 October - 20 October	Topic	Putting advocacy principles into practice
	Assessment	Media Communications Report: Refer to Moodle for submission information.
Week 7 : 21 October - 27 October	Topic	Advocacy and public health law
Week 8 : 28 October - 3 November	Topic	Lived experience advocacy
Week 9 : 4 November - 10 November	Assessment	Advocacy Strategy: Refer to Moodle for submission information.
Week 10 : 11 November - 17 November	Topic	Course synthesis

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.

Students enrolled in online courses should also refer to Moodle as some classes are not centrally timetabled (e.g., workshops) and will not appear on the timetable website.

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 (of relevant).

Course Resources

Prescribed Resources

Learning resources for this course consist of the following and are available on Moodle:

1. Course notes

2. Course readings (available on Leganto)

3. Lectures slides

4. Lecture recordings

5. Relevant course resources for each Module

6. Other (as required).

There are no set text books for this course.

Recommended Resources

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

ENDNOTE: As a UNSW student Endnote is freely available to you. If you don't already use Endnote you are recommended to download it and learn it now: https://www.myit.unsw.edu.au/software-students

You can find details about Endnote training here: https://www.library.unsw.edu.au/research/support-for-your-research/managing-references

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	Patricia Cullen				By appointment, requests via email	No	Yes

Other Useful Information

Academic Information

As a student of UNSW Medicine & Health you are expected to familiarise yourself with the contents of this course outline and the UNSW Student Code and policies and procedures related to your studies.

Student Code of Conduct

Throughout your time studying at UNSW Medicine & Health, you share a responsibility with us for maintaining a safe, harmonious and tolerant University environment. This includes within the courses you undertake during your degree and your interactions with the UNSW community, both on campus and online.

The UNSW Student Code of Conduct website provides a framework for the standard of conduct expected of UNSW students with respect to both academic integrity and your responsibility as a UNSW citizen.

Where the University believes a student may have breached the code, the University may take disciplinary action in accordance with the Student Misconduct Procedure.

The Student Conduct and Integrity Office provides further resources to assist you to understand your conduct obligations as a student at UNSW.

Academic Honesty and Plagarism

Academic integrity

UNSW has an ongoing commitment to fostering a culture of learning informed by academic integrity. All UNSW staff and students have a responsibility to adhere to the principle of academic integrity, and ethical scholarship of learning is fundamental to your success at UNSW

Medicine & Health.

Plagiarism, contract cheating, and inappropriate use of generative AI undermine academic integrity and are not tolerated at UNSW. For more information see the Academic Integrity and Plagiarism toolkit.

In addition to the information you are required to review in your ELISE training, UNSW Medicine & Health strongly recommends that you complete the Working with Academic Integrity module before submitting your first assessment task.

Referencing

Referencing is a way of acknowledging the sources of information that you use to research your assignments. Preferred referencing styles vary among UNSW Medicine & Health disciplines, so check your course Learning Management System (e.g. Moodle or Open Learning) page for information on preferred referencing styles.

For further information on referencing support and styles, see the Current Student Referencing page.

Academic misconduct and plagiarism

At UNSW, academic misconduct is managed in accordance with the Student Misconduct Procedure. Allegations of plagiarism are generally handled according to the UNSW Plagiarism Management Procedure. Plagiarism is defined in the UNSW Plagiarism Policy and is not tolerated at UNSW.

Use of Generative AI and other tools in your assessment

UNSW has provided guiding statements for the use of Generative AI in assessments. This will differ, depending on the individual assessment task, your course requirements, and the course stage within your program.

Your course convenor will outline if and how you can use Generative AI in each of your assessment tasks. Inappropriate use of generative AI is considered academic misconduct.

Options for the use of generative AI include: (1) no assistance (for invigilated assessments); (2) simple editing assistance; (3) drafting assistance; and (4) full assistance with attribution; and (5) Generative AI software-based assessments. See your individual assessment descriptions for the

level of permitted use of generative AI for each task and see your course Moodle (or Open Learning) page for the full instructions on permitted use of generative AI in your assessment tasks for this course.

Instructions may include a requirement to submit the original generative AI responses, or drafts of your original work, or provide on request.

Submission of Assessment Tasks

Short extensions and special consideration

Short extension

UNSW has a short extension procedure for submission of assessment tasks. Not all tasks are eligible, and eligible tasks have a predetermined extension length. UNSW Medicine and Health have set School-level extension lengths for eligible assessment tasks. See your course assessment descriptions for more information.

Students must check the availability of a short extension in the individual assessment task information for their courses.

Short extensions do not require supporting documentation. They must be submitted through [Special Consideration](#) before the assessment task deadline. No late applications will be accepted.

Late penalties apply to submission of assessment tasks without approved extension.

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. Examinations include centrally timetabled examinations and scheduled, timed examinations and tests managed by your School.

Important information relating to Short Extension and Special Consideration is available [here](#),

including eligibility for Special Consideration, circumstances where students with Equitable Learning Plans can apply for Short Extensions and Special Consideration, and the appeals process.

Examinations

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

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

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

Additional Resources

Additional resources are available on the SPH website: https://sph.med.unsw.edu.au/current-students/student-resources

Subject guides

Use these guides as a quick and easy pathway to locating resources in your subject area. These excellent guides bring together the core web and print resources in one place and provide a one click portal into the online resources.

UNSW Library Subject Guides: http://subjectguides.library.unsw.edu.au/subjectguides

Public Health Subject Guide: http://subjectguides.library.unsw.edu.au/publichealth

Recording of lectures, tutorials and other teaching activities

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 as directed by your Course Convenor.

In cases where email communication with course convenors is necessary, we kindly request the following:

- Use your official email address for any correspondence with teaching staff.

- We expect a high standard of communication. All communication should avoid using short-hand or texting language.

- Include your full name, student ID, and your course code and name in all communication.

Our course convenors are expected to respond to emails during standard working hours of Monday to Friday, 9am-5pm.

Administrative questions

If you have an administrative question about your program of study at the School please submit your enquiry online at UNSW Ask Us.

Complaints and appeals

Student complaints and appeals: https://student.unsw.edu.au/complaints

If you have any grievances about your studies, we invite you to address these initially to the Course Convenor. If the response does not meet your expectations, you may then contact the School Grievance Officer, A/Prof Timothy Dobbins (t.dobbins@unsw.edu.au).