UNSW Course Outline

PHCM9615 Principles and Practice of Primary Health Care - 2024

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General Course Information

Course Code : PHCM9615
Year : 2024
Term : Term 2
Teaching Period : T2
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 : Undergraduate, Postgraduate
Units of Credit : 6

Useful Links

Handbook Class Timetable

Course Details & Outcomes

Course Description

Around the world health systems are struggling to cope with ageing populations, rising rates of chronic disease, increasing demands on health services. Primary health care focuses on prevention, early intervention, and community-based care across the span of people's lives. Can

it hold the key to unlocking a healthier and more equitable future for all?

Primary health care is a critical component of all health systems, with the potential to improve efficiency and effectiveness. Primary Health Care is also a major focus of health care reform in Australia and overseas. The Principles and Practice of Primary Health Care course provides an introduction to the principles of primary health care and their application in the delivery of health care in the community. The integration between primary health care and specialised and hospital care is also examined. You will learn practical skills in appraising the design and delivery of primary health care services and identifying opportunities for change.

Course Aims

The aim of this course is to enable you to understand how primary health care can and does address the needs of individuals, population groups and communities in Australia and overseas.

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.

This course is an elective course of the Master of Public Health, Master of Global Public Health, Master of Infectious Diseases Intelligence, 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 infectious disease prevention and control being offered to School of Population Health postgraduate coursework students.

Course Learning Outcomes

Course Learning Outcomes
CLO1 : Explain the objectives, functions and organisation of primary health care services
CLO2 : Identify and examine the population and community needs which primary health care services address in different settings, and evaluate the extent to which this is achieved equitably for different groups in society
CLO3 : Critically analyse primary health services according to their objectives, functions and organisation
CLO4 : Critically evaluate the extent to which care is integrated, coordinated and shared between consumers and providers, and between providers involved in the various levels of health care and other human services
CLO5 : Describe the performance of primary health care services and identify opportunities for change

Course Learning Outcomes	Assessment Item
CLO1 : Explain the objectives, functions and organisation of primary health care services	• Appraisal of a Primary Healthcare Policy or Strategy in Australia or Elsewhere
CLO2 : Identify and examine the population and community needs which primary health care services address in different settings, and evaluate the extent to which this is achieved equitably for different groups in society	• Online Forum - Includes Participation, Moderation and Submission of an Online Participation Journal • Appraisal of a Primary Healthcare Policy or Strategy in Australia or Elsewhere
CLO3 : Critically analyse primary health services according to their objectives, functions and organisation	• Online Forum - Includes Participation, Moderation and Submission of an Online Participation Journal • Appraisal of a Primary Healthcare Policy or Strategy in Australia or Elsewhere
CLO4 : Critically evaluate the extent to which care is integrated, coordinated and shared between consumers and providers, and between providers involved in the various levels of health care and other human services	• Online Forum - Includes Participation, Moderation and Submission of an Online Participation Journal • Appraisal of a Primary Healthcare Policy or Strategy in Australia or Elsewhere
CLO5 : Describe the performance of primary health care services and identify opportunities for change	• Appraisal of a Primary Healthcare Policy or Strategy in Australia or Elsewhere

Learning and Teaching Technologies

Moodle - Learning Management System | Fortnightly hybrid tutorial

Learning and Teaching in this course

The educational approach in this course is to actively involve students in analysing and reflecting on the functions and impact of primary health care on the community. This is achieved by ensuring that there are plenty of opportunities for discussion and for students themselves to present their own experiences and thoughts in small group discussions and presentations. We encourage a critical approach, both to what is presented in classes and to comparisons of the performance of primary health in different countries and states.

The course provides opportunities to further develop your analytic and evaluative skills and to work on projects related to your own workplaces or experience. Students are encouraged to relate what they have learnt to their own experience in the assignments and group discussions.

Assessments

Assessment Structure

Assessment Item	Weight	Relevant Dates
Online Forum - Includes Participation, Moderation and Submission of an Online Participation Journal Assessment Format: Individual Short Extension: Yes (2 days)	40%	Start Date: 10/06/2024 12:00 PM Due Date: 22/07/2024 12:00 PM Post Date: 05/08/2024 12:00 PM
Appraisal of a Primary Healthcare Policy or Strategy in Australia or Elsewhere Assessment Format: Individual Short Extension: Yes (2 days)	60%	Due Date: 12/08/2024 12:00 PM Post Date: 26/08/2024 12:00 PM

Assessment Details

Online Forum - Includes Participation, Moderation and Submission of an Online Participation Journal

Assessment Overview

This online peer-led discussion forum assessment aims to facilitate ongoing engagement with the course material and synthesis of concepts, and provides a structured opportunity for students to reflect on their learning in this course. It also aims to encourage collaboration and is an opportunity to share ideas and exchange information, and maintain a sense of student community.

You will be assessed on the quality and relevance of your contributions to weekly online

discussions. You are expected to lead the discussion for their group for a period of one week and contribute to all other discussion weeks during the assessment period.

Close to the end of the term students are required to submit an **online participation journal for assessment**. The journal is submitted as a single document. The journal includes: a copy of the three best posts from the discussion weeks, and a copy of the critical review for the co-moderator week.

Individual feedback will be provided within 10 working days.

Course Learning Outcomes

- CLO2 : Identify and examine the population and community needs which primary health care services address in different settings, and evaluate the extent to which this is achieved equitably for different groups in society
- CLO3 : Critically analyse primary health services according to their objectives, functions and organisation
- CLO4 : Critically evaluate the extent to which care is integrated, coordinated and shared between consumers and providers, and between providers involved in the various levels of health care and other human services

Detailed Assessment Description

1. Your three best forum posts, 150 words per post exactly as posted to Moodle, i.e. no modifications (12/40 marks. N.B. marks are across all three posts in aggregate, it is not 4 marks for each post).
2. Moderator critical review, 500 words exactly as posted to Moodle, i.e. no modifications. Each student is required to post their own review to Moodle which is then submitted verbatim as part of this assessment. Duplication or shared reviews are not permitted, even if you have co-moderated with other students (22/40 marks).
3. Making at least one forum post every week during Weeks 3-8. You are required to contribute to and post in ALL discussion forums as part of this assessment. This means that all students have to make a minimum of one post every week for all six assessable weeks, and preferably more (6/40 marks).

Assessment Length

950 words

Submission notes

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

Assessment information

This assessment task will be marked on the basis of your contributions to the development of

the group discussion both as a moderator and as a contributor. You should consider the following when contributing to this assessment:

- Does your participation contribute to addressing the key questions for the week's topic?
- Does your participation contribute to the group's development of new understandings?
- Do you contribute respectfully and meaningfully to debates and ideas?
- Do you contribute to discussion by identifying possible strengths and weaknesses in the material/reading being discussed and by explaining your reasons for identifying those strengths/weaknesses?
- Do you relate your own ideas to those being articulated by others?
- Do you facilitate the articulation of other people's ideas, by engaging with their contribution, by asking them to explain what you cannot follow, and by making connections between others' ideas and the course material?
- Do you bring in new sources and resources and share these with the group?

You will receive a mark that reflects the overall quality of the work you have submitted for assessment.

<u>Criteria with marking rubric</u>

Criteria: Part 1: Three best forum posts

Fail -

Pass -

Credit -

Distinction -

High Distinction -

Criteria: Part 2: Moderator critical review

Fail -

Pass -

Credit -

Distinction -

High Distinction -

Criteria: Part 3: Make at least one forum post every week during weeks 3-8

Fail -

Pass -

Credit -

Distinction -

High Distinction -

Assignment submission Turnitin type

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

Appraisal of a Primary Healthcare Policy or Strategy in Australia or Elsewhere

Assessment Overview

Appraisal of a primary health care policy or strategy in Australia or elsewhere. This can be a generic primary health care policy or a primary health care policy for specific conditions (e.g. primary mental health, oral health) or populations (e.g. maternal and children's health, vulnerable groups).

The report needs to include a description of the policy, a critical analysis of the policy/strategy, implications for providers, consumers and the heath system, consideration on how the policy or strategy is being evaluated and/or monitored, and recommendations on how to improve the policy or strategy.

Report to be submitted at the completion of the course. Individual feedback will be provided within 10 working days.

Course Learning Outcomes

- CLO1 : Explain the objectives, functions and organisation of primary health care services

- CLO2 : Identify and examine the population and community needs which primary health care services address in different settings, and evaluate the extent to which this is achieved equitably for different groups in society
- CLO3 : Critically analyse primary health services according to their objectives, functions and organisation
- CLO4 : Critically evaluate the extent to which care is integrated, coordinated and shared between consumers and providers, and between providers involved in the various levels of health care and other human services
- CLO5 : Describe the performance of primary health care services and identify opportunities for change

Detailed Assessment Description

- **Policy description (400 words)**
  Provide a description of the policy/strategy including the problem/s being addressed, and proposals for changes to structure, funding and/or organisation of primary health care services.
- **Critical analysis of the policy/strategy (500 words)**
  Critically analyse the policy/strategy with respect to two of the topics below (these align to topics covered within the course):
  - Integrated care
  - Access and equity in primary health care
  - Continuity of care
  - Participation and co-production
  - The role of primary health care in population health.
- **Implications for providers, consumers and the health system (500 words)**
  Identify and address the implications for PHC providers, consumers, and the rest of the health system.
- **Evaluation and monitoring (400 words)**
  Propose how to evaluate or monitor the policy/strategy. If evaluation and monitoring approaches are not already determined, describe what might be relevant performance measures.
- **Recommendations (200 words)**
  Make at least two substantive recommendations on how to improve the policy/strategy.

Assessment Length

2000 words

Submission notes

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

Assessment information

The assignment will be assessed according to the following criteria:

- description of the policy/strategy
- critical analysis of the policy/strategy against two of the primary health care topics listed above
- identification of the implications for consumers, health workers and services, and for the health system
- appraisal of the policy's evaluation/monitoring/performance approach
- identification of opportunities and recommendations for change;
- overall quality of analysis and expression (communication of ideas).

<u>Criteria with marking rubric</u>

Criteria: Part 1: Description of the policy/strategy

Fail -

Pass -

Credit -

Distinction -

High Distinction -

Criteria: Part 2: Critical analysis of the policy/strategy against two of these topics

Fail -

Pass -

Credit -

Distinction -

High Distinction -

Criteria: Part 3: Identification of implications for health workers, consumers, and the rest of the health system

Fail -

Pass -

Credit -

Distinction -

High Distinction -

Criteria: Part 4: Appraisal of the evaluation/ monitoring/performance approach.

Fail -

Pass -

Credit -

Distinction -

High Distinction -

Criteria: Part 5: Identification of opportunities and recommendations for change

Fail -

Pass -

Credit -

Distinction -

High Distinction -

Criteria: Part 6: Overall quality of analysis expression (communication of ideas) and referencing.

Fail -

Pass -

Credit -

Distinction -

High Distinction -

<u>Assignment submission Turnitin type</u>

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

General Assessment Information

As these assessment tasks involve some planning or creative processes, you are permitted to use software to generate initial ideas. However, you must develop or edit those ideas to such a significant extent that what is submitted is your own work, i.e. only occasional AI generated words or phrases may form part of your final submission. It is a good idea to keep copies of the initial prompts to show your lecturer if there is any uncertainty about the originality of your work.

If the outputs of generative AI such as ChatGPT form a part of your submission, it will be regarded as serious academic misconduct and subject to the standard penalties, which may include 00FL, suspension and exclusion.

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. Exceptions may apply. Please refer to your individual task description for exceptions..

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 courses, 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 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 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.

<u>Grading Basis</u>

Standard

<u>Requirements to pass course</u>

50% or more in total across the assessments.

Course Schedule

Teaching Week/Module	Activity Type	Content
Week 0 : 20 May - 26 May	Online Activity	Welcome, introductions and expectations online videos to watch and students to introduce themselves by posting on padlet page.
Week 1 : 27 May - 2 June	Online Activity	Overview of primary health care lectures and resources to work through on the Moodle.
Week 2 : 3 June - 9 June	Online Activity	Primary health care in Australia lectures and resources to work through on the Moodle.
Week 3 : 10 June - 16 June	Online Activity	Integrated care lectures and resources to work through on the Moodle.
	Assessment	Online group work for Assignment 1 commences.
Week 4 : 17 June - 23 June	Online Activity	Access and equity in primary health care lectures and resources to work through on the Moodle.
Week 5 : 24 June - 30 June	Online Activity	Continuity of care lectures and resources to work through on the Moodle.
Week 6 : 1 July - 7 July	Online Activity	Participation and co-production lectures and resources to work through on the Moodle.
Week 7 : 8 July - 14 July	Online Activity	The role of primary health care in population health lectures and resources to work through on the Moodle.
Week 8 : 15 July - 21 July	Online Activity	Primary health care in practice: Teamwork lectures and resources to work through on the Moodle.
	Assessment	Final week of online group work for Assignment 1.
Week 9 : 22 July - 28 July	Online Activity	Primary health care in practice: Integrated health care services lectures and resources to work through on the Moodle.
	Assessment	Assignment 1 due - Online participation journal for assessment 12:00pm (AEST) Mon 22 Jul 2024
Week 10 : 29 July - 4 August	Online Activity	PHC in practice – Primary health care organisations lectures and resources to work through on the Moodle.
Week 12 : 12 August - 18 August	Assessment	Assignment 2 due - Appraisal of a PHC policy or strategy 12:00pm (AEST) Mon 12 Aug 2024

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 (if relevant).

Course Resources

Prescribed Resources

If students are not aware of the health care system in Australia it is recommended to read the following text book. *Stephen Duckett The Australian Health Care System (6th edition) 2022.*

For students who have a good understanding of the health care system in Australia it is still recommended to read the following chapters from the textbook on Primary Health Care and Policy Challenges for the Australian Health Care System

Recommended Resources

Learning resources for this course consist of the following:

1. Course notes and readings
2. Lectures slides (posted in Moodle)
3. Lecture recordings (available in Moodle)
4. Supplementary resources such as videos, podcasts (available in Moodle)
5. Fortnightly hybrid tutorials

Additional Costs

There are no additional costs associated with this course.

Course Evaluation and Development

Student feedback is through the fortnightly tutorials, the Q and A forums and through myExperience after week 8. 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	Margo Barr		Centre for Primary Health Care and Equity, UNSW	9065 6041		Yes	Yes
	Cathy O'Callaghan		Centre for Primary Health Care and Equity, UNSW			No	No
Teaching assistant	Rachael Ong					No	No
	Katherine Meikle					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 theWorking 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

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).