



**UNSW**

## UNSW Course Outline

# PHRM1021 Introductory Pharmaceutical Sciences - 2024

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## General Course Information

**Course Code :** PHRM1021

**Year :** 2024

**Term :** Term 2

**Teaching Period :** T2

**Is a multi-term course? :** No

**Faculty :** Faculty of Medicine and Health

**Academic Unit :** School of Health 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

This course develops foundational knowledge in mathematics, basic pharmaceutical sciences and organic chemistry that will support your subsequent studies in biochemistry, pharmacology, medicinal chemistry, pharmaceutics, and nutrition. An important aspect of the course is its

series of workshops that are designed to develop essential mathematical skills, with a particular focus on differential and integral calculus. The chemistry content covers a range of fundamental concepts that can be used to explain phenomena in chemistry as well as pharmaceutical and medicinal sciences. Students who have completed CHEM1832 previously will build on their skills to explore topics such as introduction to functional groups, structure determination, isomerism and stereochemistry. The course concludes with an introduction to pharmaceutical sciences, with an emphasis on drug dosage forms and introductory pharmacokinetics.

## Course Aims

This course aims to provide you with essential, foundational knowledge in mathematics, pharmaceutical sciences and organic chemistry that will underpin many of your subsequent studies. The laboratory component of the course equips you with the necessary skills to safely handle chemicals and laboratory equipment, perform accurate measurements, meaningful analyses, and to manipulate and present data.

## Relationship to Other Courses

Introductory Pharmaceutical Sciences (PHRM1021) develops foundational knowledge in mathematics, basic pharmaceutical sciences and organic chemistry that will support your subsequent studies in biochemistry, pharmacology, medicinal chemistry, pharmaceutics, and nutrition. The Pharmaceutical Sciences concepts introduced in this course will be explored further in PHAR2911, PHRM3011, and throughout the pharmacy program.

### 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	Australian Pharmacy Council Accreditation Standards (APC)
CLO1 : Apply key mathematical principles required for future pharmaceutical studies and research	<ul style="list-style-type: none"> <li>• PHRM1 : Professionalism in practice</li> <li>• PHRM3 : Professional expertise</li> <li>• PHRM5 : Research, inquiry and education</li> </ul>
CLO2 : Describe the importance of isomerism and stereochemistry in the context of modern drug development	<ul style="list-style-type: none"> <li>• PHRM1 : Professionalism in practice</li> <li>• PHRM3 : Professional expertise</li> <li>• PHRM5 : Research, inquiry and education</li> </ul>
CLO3 : Integrate different types of spectroscopic data to deduce the structures of unknown organic compounds	<ul style="list-style-type: none"> <li>• PHRM1 : Professionalism in practice</li> <li>• PHRM3 : Professional expertise</li> <li>• PHRM5 : Research, inquiry and education</li> </ul>
CLO4 : Describe key structures and reactions of organic molecules in the context of modern pharmaceutical studies	<ul style="list-style-type: none"> <li>• PHRM1 : Professionalism in practice</li> <li>• PHRM3 : Professional expertise</li> <li>• PHRM5 : Research, inquiry and education</li> </ul>
CLO5 : Demonstrate proficiency in defined core chemistry laboratory skills by safely investigating chemical reactions in first-hand scientific investigations	<ul style="list-style-type: none"> <li>• PHRM1 : Professionalism in practice</li> <li>• PHRM3 : Professional expertise</li> <li>• PHRM5 : Research, inquiry and education</li> </ul>
CLO6 : Outline fundamental pharmacokinetic and pharmaceutics principles which govern medicine administration and use	<ul style="list-style-type: none"> <li>• PHRM1 : Professionalism in practice</li> <li>• PHRM3 : Professional expertise</li> <li>• PHRM5 : Research, inquiry and education</li> </ul>

Course Learning Outcomes	Assessment Item
CLO1 : Apply key mathematical principles required for future pharmaceutical studies and research	<ul style="list-style-type: none"> <li>• In-Term Tests (Maths)</li> </ul>
CLO2 : Describe the importance of isomerism and stereochemistry in the context of modern drug development	<ul style="list-style-type: none"> <li>• Laboratory Work (Chemistry)</li> <li>• In-Term Tests (Chemistry)</li> </ul>
CLO3 : Integrate different types of spectroscopic data to deduce the structures of unknown organic compounds	<ul style="list-style-type: none"> <li>• Laboratory Work (Chemistry)</li> <li>• In-Term Tests (Chemistry)</li> </ul>
CLO4 : Describe key structures and reactions of organic molecules in the context of modern pharmaceutical studies	<ul style="list-style-type: none"> <li>• Laboratory Work (Chemistry)</li> </ul>
CLO5 : Demonstrate proficiency in defined core chemistry laboratory skills by safely investigating chemical reactions in first-hand scientific investigations	<ul style="list-style-type: none"> <li>• Laboratory Work (Chemistry)</li> </ul>
CLO6 : Outline fundamental pharmacokinetic and pharmaceutics principles which govern medicine administration and use	<ul style="list-style-type: none"> <li>• Exam (Pharmacy)</li> </ul>

# Learning and Teaching Technologies

Moodle - Learning Management System | Echo 360

## 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.

## Additional Course Information

### Expectations of students:

Students are reminded that UNSW recommends that a 6 units-of-credit course should involve approximately 150 hours of study and learning activities. The formal learning activities total approximately 50 hours throughout the term and students are expected (and strongly recommended) to do at least the same number of hours of additional study.

Students are expected to attend all in-person workshops, seminars and laboratory classes for this course, as well as the “Welcome to the Profession Networking Event”. If a workshop, seminar or laboratory class is missed due to illness or misadventure, students are to submit a special consideration application along with supporting documentation via the special consideration portal.

On-time attendance is important for all scheduled classes and students arriving more than 10 minutes after the commencement of a workshop or tutorial will be marked as absent. Students swapping a class without prior approval from the course coordinator will be marked as absent.

Workshops (mathematics): You will have a weekly workshop that will cover the essential mathematical skills required for pharmaceutical science studies. A large focus of the workshops will be to build skills in logarithms and calculus. In these workshops, you will then apply key mathematical skills to analytical problems commonly seen in scientific evaluations.

Lectures (chemistry/pharmacy): You are expected to engage with all lectures each week. You should take notes and participate in problem-solving during lectures. The questions asked in lectures are a valuable source of feedback – they will help you target the areas that will require

further clarification in your personal study time.

Seminars (chemistry): attendance at all seminars is compulsory as no worked answers to problems are provided outside of these sessions. The purpose of seminars is to provide activities for you that consolidate the concepts covered in lectures. You are expected to come prepared by having attempted the assigned pre-work and to engage in problem-solving activities and complete work as directed.

Laboratories (chemistry): See the laboratory manual for more details, including what to do if you are unavoidably absent from a lab class, how to prepare for your lab class, complete assessments, and the criteria for grading your laboratory work

Laboratories (pharmacy): See the relevant section in the course learning management system for more details, including what to do if you are unavoidably absent from a lab class, and how to prepare for your lab class.

#### **Communication and email etiquette:**

Good communication skills, both verbal and written, are essential attributes of health professionals.

Hence, it is expected that all student communication with university staff, placement supervisors, clients/patients and fellow students is polite, respectful and conducted in a professional manner. This includes telephone calls and emails. When emailing, it is important that you:

1. use your university email address
2. write in the subject line something that accurately reflects what the email will discuss in addition to the course code
3. start your email by addressing the person to whom the email is sent in an appropriate manner
4. avoid shorthand or TXT language
5. use full sentences so that your message is not misunderstood
6. sign the email with your name, student ID, program, year group and telephone number (in the event that a longer discussion is required to answer your question/s)

By including these details, this will not only assist in a prompt response to your email, but also ensure that the email is not considered as spam.

# Assessments

## Assessment Structure

Assessment Item	Weight	Relevant Dates	Australian Pharmacy Council Accreditation Standards (APC)
In-Term Tests (Maths) Assessment Format: Individual	30%	Start Date: Not Applicable Due Date: Week 4, 10	<ul style="list-style-type: none"><li>• PHRM3 : Professional expertise</li><li>• PHRM5 : Research, inquiry and education</li></ul>
Laboratory Work (Chemistry) Assessment Format: Individual	15%	Start Date: Not Applicable Due Date: Variable	<ul style="list-style-type: none"><li>• PHRM1 : Professionalism in practice</li><li>• PHRM3 : Professional expertise</li><li>• PHRM5 : Research, inquiry and education</li></ul>
In-Term Tests (Chemistry) Assessment Format: Individual	30%	Start Date: Not Applicable Due Date: Week 5, 9	<ul style="list-style-type: none"><li>• PHRM1 : Professionalism in practice</li><li>• PHRM3 : Professional expertise</li><li>• PHRM5 : Research, inquiry and education</li></ul>
Exam (Pharmacy) Assessment Format: Individual	25%	Start Date: Not Applicable Due Date: Exam period	<ul style="list-style-type: none"><li>• PHRM1 : Professionalism in practice</li><li>• PHRM3 : Professional expertise</li><li>• PHRM5 : Research, inquiry and education</li></ul>

## Assessment Details

### In-Term Tests (Maths)

#### Assessment Overview

During the term, you will take two in-term tests (maths), which will assess the mathematics content covered in the course. These tests are summative in nature, and you may only attempt each test once. Further instructions on the process will be published in the learning management system. Feedback will be available within two weeks of completion.

#### Course Learning Outcomes

- CL01 : Apply key mathematical principles required for future pharmaceutical studies and research

#### Detailed Assessment Description

In-term tests will assess the mathematics content covered in the course.

The in-term tests will be conducted on the Möbius platform, which is the same platform utilised for the formative maths assessment tasks. For this assessment task, you will be required to book a lab session at your convenience to complete the test.

Further instructions on the process will be published in the learning management system.

Feedback will be available via the Möbius gradebook within two weeks of completion.

#### **Submission notes**

Refer to Moodle for submission information.

#### **Assessment information**

NO ASSISTANCE using AI (Artificial Intelligence)

Invigilated exam: 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**

This is not a Turnitin assignment

### **Laboratory Work (Chemistry)**

#### **Assessment Overview**

The practical classes are designed to provide you with experience in the lab and develop your observational and chemical theory and application skills.

Each practical class is preceded by an online quiz that must be completed before attending to prepare you for the class.

You must submit your completed worksheets at the end of each class for marking.

General feedback will be provided to help identify areas for further development. You will receive personalised feedback on your progress from your demonstrator during practical classes.

#### **Course Learning Outcomes**

- CLO2 : Describe the importance of isomerism and stereochemistry in the context of modern drug development
- CLO3 : Integrate different types of spectroscopic data to deduce the structures of unknown organic compounds

- CLO4 : Describe key structures and reactions of organic molecules in the context of modern pharmaceutical studies
- CLO5 : Demonstrate proficiency in defined core chemistry laboratory skills by safely investigating chemical reactions in first-hand scientific investigations

#### **Detailed Assessment Description**

Throughout the laboratory classes you will be assessed by your demonstrator on your competency in certain skills (see the laboratory manual for more details).

This assessment will be done both in real-time in the laboratory (for manual lab skills) and retrospectively based on your written reports.

#### **Submission notes**

Refer to Moodle for submission information.

#### **Assessment information**

Degree of permitted use of generative AI: N/A (not applicable)

#### **Assignment submission Turnitin type**

This is not a Turnitin assignment

### **In-Term Tests (Chemistry)**

#### **Assessment Overview**

There are two in-term tests in chemistry that are designed as opportunities to obtain feedback on your learning of the core chemistry concepts covered in the course.

General feedback is provided to help identify areas for further review.

#### **Course Learning Outcomes**

- CLO2 : Describe the importance of isomerism and stereochemistry in the context of modern drug development
- CLO3 : Integrate different types of spectroscopic data to deduce the structures of unknown organic compounds

#### **Detailed Assessment Description**

The in-term tests will consist of multiple-choice and short-answer questions.

The in-term tests will assess all chemistry content covered in the course at the time of the assessment, similar to the formative quizzes and practice questions completed in class.

General feedback will be provided within 2 weeks via the learning management system to help

identify areas for further review.

### **Submission notes**

Refer to Moodle for submission information.

### **Assessment information**

NO ASSISTANCE using AI (Artificial Intelligence)

Invigilated exam: 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**

This is not a Turnitin assignment

## **Exam (Pharmacy)**

### **Assessment Overview**

The final exam will consist of multiple-choice and short-answer questions. The exam will assess all pharmacy content covered in the course.

General feedback for the written exam will be provided within 2 weeks via the learning management system.

### **Course Learning Outcomes**

- CL06 : Outline fundamental pharmacokinetic and pharmaceutics principles which govern medicine administration and use

### **Detailed Assessment Description**

The final exam will consist of multiple-choice and short-answer questions.

The exam will assess all pharmacy content covered in the course, similar to the formative quizzes, with the final exam structure released to all students in week 9.

The exam will focus on the “mastery” content of the syllabus, but it will also require you to remember the “threshold” concepts as a foundation for answering the mastery questions.

General feedback for the exam will be provided within 2 weeks via the learning management system.

## Submission notes

Refer to Moodle for submission information.

## Assessment information

NO ASSISTANCE using AI (Artificial Intelligence)

Invigilated exam: 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

This is not a Turnitin assignment

## **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 class attendance requirements, as specified in the Attendance Requirements section of the Course Schedule
- 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	Chemistry: Functional groups and representations
	Workshop	Maths workshop: Introduction and Review
	Other	Welcome to the profession ceremony and cocktail event
Week 2 : 3 June - 9 June	Lecture	Chemistry: Molecular Shape and Structural Isomerism
	Workshop	Maths workshop: Functions
	Seminar	Chemistry: Chemical representations
Week 3 : 10 June - 16 June	Lecture	Chemistry: Isomerism and stereochemistry
	Workshop	Maths workshop: Differentiation
	Laboratory	Chemistry: Isolation of Caffeine from Tea
Week 4 : 17 June - 23 June	Lecture	Chemistry: Macromolecules and molecular shape
	Workshop	Maths workshop: Applications of differentiation
	Laboratory	Chemistry: Stereochemistry and Isomerism
	Assessment	Maths: In-term test 1
Week 5 : 24 June - 30 June	Lecture	Chemistry: Structure determination I: molecular formula and mass spectrometry
	Workshop	Maths workshop: Exponential and logarithmic functions
	Assessment	Chemistry: In-term test 1
Week 7 : 8 July - 14 July	Lecture	Chemistry: Structure determination II: IR and $^1\text{H}$ spectroscopy
	Workshop	Maths workshop: Integration
	Laboratory	Chemistry: Chemical Synthesis - Aspirin
Week 8 : 15 July - 21 July	Lecture	Pharmacy: Introductory Pharmacokinetics
	Seminar	Chemistry: Structure determination
	Workshop	Maths workshop: Applications of integration
Week 9 : 22 July - 28 July	Lecture	Pharmacy: Introduction to drug dosage forms
	Workshop	Maths workshop: Differential equations
	Assessment	Chemistry: In-term test 2
Week 10 : 29 July - 4 August	Lecture	Pharmacy: Oral liquids
	Workshop	Maths workshop: Mathematical modelling
	Laboratory	Pharmacy: Oral Liquid Dosage Forms
	Assessment	Maths: In-term test 2

## Attendance Requirements

Students are expected to attend all scheduled clinical, laboratory and tutorial classes. An *Unsatisfactory Fail (UF)* may be recorded as the final grade for the course if students fail to meet the minimum requirement of 80% attendance for clinical, laboratory and tutorial classes (unless otherwise specified on Moodle). Course attendance expectations are determined by the requirements of the program accrediting body. Where a student is unable to attend, they are advised to inform the course convenor as soon as possible but no later than 3 days after the scheduled class and, where possible, provide written documentation (e.g. medical certificate) to support their absence.

# 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

### Recommended Resources

Recommended resources for this course are provided on the course Moodle page and through the library reading list.

## 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.

Previous feedback has been used to redesign the assessment structure as well as incorporate more study skills development into the course.

## Staff Details

Position	Name	Email	Location	Phone	Availability	Equitable Learning Services Contact	Primary Contact
Convenor	Branko Radojkovic		Wallace Wurth 203		by appointment	Yes	Yes
Head lecturer	Sara Kyne				by appointment	No	No
	Cathy Gray				by appointment	No	No
Lecturer	Tsz Tin Yu				by appointment	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 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, Dr Chris Maloney ([c.maloney@unsw.edu.au](mailto:c.maloney@unsw.edu.au))