UNSW Course Outline

OPTM8514 Optometry Research Project (For students commencing in T1 2024) - 2024

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General Course Information

Course Code : OPTM8514
Year : 2024
Term : Term 1
Teaching Period : T1
Is a multi-term course? : Yes
Additional Term(s) : 2024, Term 22024, Term 3
Faculty : Faculty of Medicine and Health
Academic Unit : School of Optometry and Vision Science
Delivery Mode : In Person
Delivery Format : Standard
Delivery Location : Kensington
Campus : Sydney
Study Level : Undergraduate, Postgraduate
Units of Credit : 4

<u>Useful Links</u>

<u>Handbook</u> <u>Class Timetable</u>

Course Details & Outcomes

Course Description

Modern optometrists need to be able to understand clinical and vision science research. This course introduces students to research and the scientific method. The course covers the following: a literature review, critical analysis of the literature, developing a hypothesis, experimental design, ethical considerations, and the research process. Students will work in pairs, under the supervision and guidance of a member of academic staff, visiting staff, staff optometrists, postgraduate research students or external researchers, to develop a realistic research proposal.

Course Aims

The course aims to introduce the student to optometric and vision science research and to develop skills in research methods and critical analysis. By the end of the course, students will be able to:

- Conduct a thorough literature review
- Prepare a research proposal and Human Research Ethics Application
- Design and implement a research plan
- Collect and analyse data
- Present an oral and poster presentation at a research presentation day
- Write a scientific paper

Students will also have the opportunity to:

- Use effective communication skills to present information in a convincing manner
- Show strong information literacy skills by conducting an analytical literature review
- Work collaboratively to explore a research topic

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](#).

Course Learning Outcomes

Course Learning Outcomes	Optometry Australia competency standards
CLO1 : Undertake independent scientific research and demonstrate understanding of the research process to an area of Vision Science.	• OPT4 : Scholar and Lifelong Learner
CLO2 : Communicate high-level disciplinary knowledge and research findings in both written and oral form	• OPT2 : Professional and Ethical Practitioner
CLO3 : Enhance information literacy skills by conducting an analytical literature review.	• OPT3 : Communicator and Collaborator
CLO4 : Understand and apply sound ethical practices during the research process.	• OPT1 : Clinical Care Provider

Course Learning Outcomes	Assessment Item
CLO1 : Undertake independent scientific research and demonstrate understanding of the research process to an area of Vision Science.	• Written Research Report • Research Presentation
CLO2 : Communicate high-level disciplinary knowledge and research findings in both written and oral form	• Supervisor Report • Written Research Report • Research Presentation
CLO3 : Enhance information literacy skills by conducting an analytical literature review.	• Written Research Report
CLO4 : Understand and apply sound ethical practices during the research process.	• Supervisor Report • Research Presentation • Written Research Report

Learning and Teaching Technologies

Moodle - Learning Management System

Learning and Teaching in this course

All course materials and course announcements are provided on the course learning

management system, Moodle (or Open Access).

By accessing and using the ICT resources provided by UNSW, you are agreeing to abide by the

'Acceptable Use of UNSW ICT Resources' policy particularly on respect for intellectual property

and copyright, legal and ethical use of ICT resources and security and privacy.

Other Professional Outcomes

The course aims to introduce the student to optometric and vision science research and to develop skills in research methods and critical analysis.

At the successful completion of this course you (the student) should be able to:

1. Conduct a thorough literature review
2. Prepare a research proposal and Human Research Ethics Application
3. Design and implement a research plan
4. Collect and analyse data
5. Present research orally and as a poster at a research presentation day
6. Write a scientific report of their research findings, usually based on format of a scientific paper
7. Students will also have the opportunity to:

   1. Use effective communication skills to present information in a convincing manner
   2. Show strong information literacy skills by conducting an analytical literature review
   3. Work collaboratively to explore a research topic.

Additional Course Information

SCHOOL OF OPTOMETRY AND VISION SCIENCE, UNSW SUPPLEMENTARY EXAMINATION INFORMATION, 2024

SPECIAL CONSIDERATION

On some occasions, sickness, misadventure or other circumstances beyond your control may prevent you from completing a course requirement, such as attending a formal end of semester examination. In these cases you may apply for Special Consideration. **UNSW operates under a Fit to Sit/ Submit rule for all assessments. If a student wishes to submit an application for special consideration for an exam or assessment, the application must be submitted prior to the start of the exam or before an assessment is submitted. If a student sits the exam/ submits an assignment, they are declaring themselves well enough to do so.** The application must be made via Online Services in myUNSW. Log into myUNSW and go to My Student Profile tab > My Student Services > Online Services > Special Consideration. Submit the application (including supporting documentation) to UNSW Student Central.

CHRONIC ISSUES AND PRE-EXISTING CONDITIONS

If you have chronic issues and pre-existing conditions, we recommend you apply for Educational adjustments for disability support through Disability Services.

Register for Disability Services at https://student.unsw.edu.au/disability-registration

Absence from a final examination is a serious matter, normally resulting in a Fail (FL) grade. **If you are medically unfit to attend an examination, YOU MUST CONTACT THE SCHOOL DIRECTLY ON THE DAY OF THE EXAMINATION TO ADVISE OF THIS** (telephone 02 9385 4639,

email: optometry@unsw.edu.au). You must also submit a Request for Special Consideration application as detailed on the UNSW website: https://student.unsw.edu.au/special-consideration.

It is the responsibility of the student to consult the web site or noticeboard to ascertain whether they have supplementary examinations. This information WILL NOT be conveyed in ANY other manner. Interstate, overseas or any other absence cannot be used as an excuse.

This information will be available on the School web site at http://www.optometry.unsw.edu.au (do not confuse the School website with the myUNSW website) and posted on the notice board on Level 3. This information will be available as soon as possible after the School Examination Committee meeting.

SUPPLEMENTARY EXAMINATIONS FOR 2024 WILL BE HELD AS FOLLOWS: FOR TERM 1:

- STAGE 1-4* COURSES: WEDNESDAY, 15 MAY 2024 – FRIDAY, 17 MAY 2024
- THERE WILL BE NO SUPPLEMENTARY EXAMINATIONS FOR STAGE 5 STUDENTS IN TERM 1 2024

FOR TERM 2:

- STAGE 1-4 COURSES: WEDNESDAY, 28 AUGUST 2024 - FRIDAY, 30 AUGUST 2024
- THERE WILL BE NO SUPPLEMENTARY EXAMINATIONS FOR STAGE 5 STUDENTS IN TERM 2 2024

FOR TERM 3:

- STAGE 5 COURSES ONLY: DURING THE WEEK OF MONDAY, 9 DECEMBER 2024 – FRIDAY, 13 DECEMBER 2024
- STAGE 1-4* COURSES: WEDNESDAY, 11 DECEMBER 2024 - FRIDAY, 13 DECEMBER 2024

Supplementary examinations will be held at the scheduled time only. If students who are granted supplementary examinations do not attend, a failure will be recorded for that course. **Students**

should not make travel arrangements, or any other commitments, before establishing whether or not they have supplementary examinations. Ignorance of these procedures, interstate, overseas or any other absence will not be accepted as an excuse. But usual Special Consideration still applies.

If additional assessment is not scheduled, this does NOT indicate whether or not a student has passed or failed the course. Results will be received in the usual way. Please do not contact the School in this regard.

Please note the above applies to OPTM and VISN courses only. Any information on supplementary examinations for servicing courses (e.g. CHEM****) is the responsibility of the School conducting the course.

* Stage 4 includes courses in the first year of the MClinOptom program.

School of Optometry and Vision Science, UNSW, 3 August 2023

Assessments

Assessment Structure

Assessment Item	Weight	Relevant Dates	Optometry Australia competency standards
Written Research Report Assessment Format: Individual	55%	Start Date: Not Applicable Due Date: 15/11/2024 05:00 PM Post Date: 29/11/2024 12:00 AM	• OPT3 : Communicator and Collaborator • OPT2 : Professional and Ethical Practitioner • OPT1 : Clinical Care Provider • OPT4 : Scholar and Lifelong Learner
Supervisor Report Assessment Format: Individual	30%	Start Date: Not Applicable Due Date: 09/08/2024 12:00 AM Post Date: 25/10/2024 12:00 AM	• OPT1 : Clinical Care Provider • OPT3 : Communicator and Collaborator • OPT2 : Professional and Ethical Practitioner
Research Presentation Assessment Format: Individual	15%	Start Date: Not Applicable Due Date: Not Applicable Post Date: 06/12/2024 12:00 AM	• OPT3 : Communicator and Collaborator

Assessment Details
Written Research Report

<u>Assessment Overview</u>

This major assessment will include two components. The first will be a literature review. The literature review will be marked by the supervisor based on:

- Demonstrated knowledge of topic area
- Content and organisation, coverage of key issues
- Depth and breadth of analysis and discussion
- Correctness and scope of references
- Appropriate style and presentation

The second component is a written research report which details your independent research. The report should be no longer than 10,000 words, and should be prepared as a journal submission in this field of research. This generally involves an abstract, introduction, methods, results and discussion. Variations of this format are allowed given disciplinary variations regarding how research is to be reported.

The written research report is to be submitted at the end of term. This report will be marked by two independent assessors in the school or elsewhere when expertise is needed. This assessment is based on:

- Demonstrated knowledge of topic area
- Depth and breath of discussion
- Content and organisation of report, coverage of key issues
- Appropriate use of figures and tables
- Correctness and appropriate use of reference
- Organisation, clarity and format in appropriate scientific style and presentation.
- Appropriate use of figures and tables

If applicable for the research that will be undertaken, you will work with their supervisor to write and submit an ethics application to the relevant ethics committee at UNSW. Supervisors will provide feedback to you in terms of draft applications. If an ethics application is not required, you will undertake a compulsory online quiz to test your knowledge of ethics within research.

<u>Course Learning Outcomes</u>

- CLO1 : Undertake independent scientific research and demonstrate understanding of the research process to an area of Vision Science.
- CLO2 : Communicate high-level disciplinary knowledge and research findings in both written and oral form

- CLO3 : Enhance information literacy skills by conducting an analytical literature review.
- CLO4 : Understand and apply sound ethical practices during the research process.

<u>Detailed Assessment Description</u>

A Written Project Report should be submitted to the supervisor by the end of trimester 3 (November 2024).* With permission of the supervisor this deadline may be extended into the second week of December, but submission deadlines must take into account the time needed for external examination of the report by two independent assessors and collation of marks before the School Examination Committee meeting in late December.

*Note: Because of the format of Year 5 in the revised program, these dates may be varied at the supervisor's discretion, particularly if students have been engaged in off-campus clinical rotations during the relevant session.

Literature review

The literature review will be marked by the supervisor based on:

- *Demonstrated knowledge of topic area – 20%*

- *Content and organisation, coverage of key issues – 20%*

- *Depth and breadth of analysis and discussion – 20%*

- *Correctness and scope of references – 20%*

- *Appropriate style and presentation – 20%*

Research report

Organisation, clarity and format of the report in appropriate scientific style - 15%

Content of the report, coverage of the main issues - 40%

Depth and breadth of discussion of study outcomes - 25%

Appropriate use of tables and figures - 10%

Correctness and appropriate use of references - 10%

Assessment Length

Generally or <10,000 words. Size of a typical scientific paper in Optometry – such as in the journals Eye & Contact Lens

Submission notes

Submit to the course coordinator, and copy your supervisor(s)

Assessment information

A Human Research Ethics Application (either HREC or HREA Panel application as deemed appropriate by the supervisor) relating to the topic will be submitted to the supervisor no later than the end of trimester 2 (August 2022)*. Note that it is highly recommended that Ethics Applications are submitted much earlier than this date. Please check at the relevant website (http://research.unsw.edu.au/human-ethics-submission-deadlines-meeting-dates) for closing dates for HREC and HREA Panel applications.

If the project is purely laboratory based with no need to submit an ethics application as no human participant involvement, the students will undertake a test to re-enforce their knowledge of the human ethics application process.

Conduct of the research project should commence as soon as possible once ethics clearance has been obtained, and should be completed by the end of November.

For literature review

≤ 20 pages– double spaced, 12 font, including figures, tables and references

For research report

Generally or <10,000 words. Size of a typical scientific paper in Optometry – such as in the journals Eye & Contact Lens; Contact Lens and Anterior Eye; Clinical and Experimental Optometry.

Introduction: 3-4 paragraphs

Materials and methods: as needed

Results: as needed

Discussion: ≤ 3 pages

References: as needed

<u>Assignment submission Turnitin type</u>

Not Applicable

Supervisor Report

<u>Assessment Overview</u>

You will be assessed by the supervisor on the following:

- Involvement and engagement in conduct of project
- Contribution to data collection, collation and statistical analysis
- Attendance at project meetings
- Contributions to seminar and report preparation

<u>Course Learning Outcomes</u>

- CLO2 : Communicate high-level disciplinary knowledge and research findings in both written and oral form
- CLO4 : Understand and apply sound ethical practices during the research process.

<u>Detailed Assessment Description</u>

Assessment by the supervisor on involvement, engagement, contribution, attendance

Supervisors report

Ability to format and submit on time an ethics application, ability to reply promptly to questions raised by ethics committee (if no ethics is needed – score on the online ethics quiz – scoring at least 70%) – 25%

Involvement and engagement in project planning – 10%

Contribution to developing research methods – 20%

Attendance at project meetings – 10%

Contribution to data collection, collation, statistical analysis and writing – 25%

Evidence of teamwork – 10%

<u>Assessment Length</u>

not applicable

Submission notes

not applicable

Assessment information

Assignment submission Turnitin type

Not Applicable

Research Presentation

Assessment Overview

At the end of term, you will be required to present their scientific work as a poster and conduct a rapid fire 5 - minute presentation at a school conference. Academic staff will assess the quality of your scientific work and presentation particularly for their scientific content, communication clarity and style, evidence of teamwork

Course Learning Outcomes

- CLO1 : Undertake independent scientific research and demonstrate understanding of the research process to an area of Vision Science.
- CLO2 : Communicate high-level disciplinary knowledge and research findings in both written and oral form
- CLO4 : Understand and apply sound ethical practices during the research process.

Detailed Assessment Description

5 minute presentation in front of peers, supervisors and others

A poster outlining your research project viewed during the day of the research presentation

Research presentation

Scientific content of poster and presentation, communication clarity and style, evidence of teamwork, engagement and ability to discuss research presented in the poster.

On the day there will be markers of both the presentations and posters – these will usually be members of the School or visiting scientists. Peers will also grade the presentations.

Assessment Length

5 minute presentation, poster

<u>Submission notes</u>

<u>Assessment information</u>

<u>Assignment submission Turnitin type</u>

Not Applicable

General Assessment Information

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

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

<u>Grading Basis</u>

Standard

<u>Requirements to pass course</u>

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

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, OCANZ. 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. Students may submit a request for special consideration in the case of prolonged or multiple absences. Please note that there are severe consequences for submitting

fraudulent documents such as false medical certificates. Such cases will be referred to the Student Conduct and Integrity Unit (SCIU) for investigation.

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).

Swapping practicals

Swapping between practical groups, including practicals that involve cycloplegia or dilation, is not permitted.

Additional attendance requirements for practical classes

All practical classes are compulsory because they act to reinforce theoretical components of the course, while teaching critical practical clinical skills prior to use in the clinic in the final years of the program and are linked to clinical competencies.

Attendance will be monitored by taking the roll. Any absences due to illness must be accounted for by a medical certificate presented to your Course Convenor. Submission to Special Consideration may be required pending the number of absences.

Punctuality is expected. Lateness for practical classes may be recorded as an absence.

Contact the Laboratory Supervisor Dale Larden d.larden@unsw.edu.au if you are running late so your partner can be allocated to alternate work.

Course Resources

Recommended Resources

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

Additional Costs

Some SOVS courses have additional costs. Please check the course Moodle page for information about additional costs for 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	Mark Willcox		3.054	9065 5394	9am to 5pm	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 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

Short extensions and special consideration
Short extension

Commencing in Term 1, 2024, UNSW has introduced 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 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 short term events beyond your control affect your performance in a specific assessment task you may formally apply for Special Consideration through myUNSW.

UNSW has a **Fit to Sit rule**, which means that by sitting an examination on the scheduled 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 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 Sean Kennedy (sean.kennedy@unsw.edu.au).