



UNSW Course Outline

PHAR2911 Introductory Pharmacology for Pharmacy - 2024

Published on the 29 Jan 2024

General Course Information

Course Code : PHAR2911

Year : 2024

Term : Term 1

Teaching Period : T1

Is a multi-term course? : No

Faculty : Faculty of Medicine and Health

Academic Unit : School of Biomedical Sciences

Delivery Mode : In Person

Delivery Format : Standard

Delivery Location : Kensington

Campus : Sydney

Study Level : Undergraduate

Units of Credit : 6

Useful Links

[Handbook Class Timetable](#)

Course Details & Outcomes

Course Description

This course will provide an introduction to pharmacology and therapeutics, that will form a foundation for future courses. You will learn the basic principles of pharmacology with an emphasis on drug action, from the molecular and cellular levels to tissue, organ and whole

organism levels. The course will cover key topics including the principles of drug action (pharmacodynamics), the processes of absorption, distribution, metabolism and excretion (pharmacokinetics), as well as toxicology and the adverse effects of drugs, drug safety and pharmacovigilance.

Course Aims

The course aims to provide you with an understanding of the core principles of pharmacology, including an appreciation of the mechanisms by which drugs act, a basic understanding of how the body handles drugs through the pharmacokinetic processes of absorption, distribution, metabolism and excretion, as well as an understanding of the indications, contraindications, adverse effects and potential toxicity of drugs.

Relationship to Other Courses

Assistance with progression checking:

If you are unsure how this course fits within your program, you can seek guidance on optimising your program structure from staff at the [Nucleus Student Hub](#).

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

Course Learning Outcomes

Course Learning Outcomes
CLO1 : Describe basic pharmacological concepts underlying dose response relationships, sites of absorption, distribution and excretion, as well as chemical and biological factors affecting disposition and metabolism of drugs
CLO2 : Assess drug activity through interactions with target molecules including receptors, transporters and enzymes.
CLO3 : Describe the specific pharmacology of common drug classes including their mechanisms of action, indications, clinical uses, contraindications and major side effects.
CLO4 : Explain the effects of drug toxicity and polypharmacy on the human body, as well as gaining a basic understanding of the process of evaluating drug safety and pharmacovigilance.
CLO5 : Communicate complex pharmacological information in formats appropriate to both clinical peers and the general public.

Course Learning Outcomes	Assessment Item
CLO1 : Describe basic pharmacological concepts underlying dose response relationships, sites of absorption, distribution and excretion, as well as chemical and biological factors affecting disposition and metabolism of drugs	<ul style="list-style-type: none"> • Quizzes • Mid-term progress test • Final examination
CLO2 : Assess drug activity through interactions with target molecules including receptors, transporters and enzymes.	<ul style="list-style-type: none"> • Quizzes • Mid-term progress test • Final examination
CLO3 : Describe the specific pharmacology of common drug classes including their mechanisms of action, indications, clinical uses, contraindications and major side effects.	<ul style="list-style-type: none"> • Health education product • Quizzes • Mid-term progress test • Final examination
CLO4 : Explain the effects of drug toxicity and polypharmacy on the human body, as well as gaining a basic understanding of the process of evaluating drug safety and pharmacovigilance.	<ul style="list-style-type: none"> • Health education product • Quizzes • Mid-term progress test • Final examination
CLO5 : Communicate complex pharmacological information in formats appropriate to both clinical peers and the general public.	<ul style="list-style-type: none"> • Health education product

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.

Assessments

Assessment Structure

Assessment Item	Weight	Relevant Dates
Quizzes Assessment Format: Individual	20%	Start Date: Weeks 2, 4, 8 & 10 Due Date: Weeks 2, 4, 8 & 10 - during Applied Pharmacology Sessions
Mid-term progress test Assessment Format: Individual	20%	Start Date: Week 5 Due Date: 14/03/2024 10:00 AM
Health education product Assessment Format: Group	25%	Start Date: Week 1 Due Date: 08/04/2024 10:00 AM
Final examination Assessment Format: Individual	35%	Start Date: During exam period (see exam schedule) Due Date: During exam period (see exam schedule)

Assessment Details

Quizzes

Assessment Overview

Four quizzes will be held during the term. Each quiz will be based on the materials covered up to that stage in the course, including lectures and applied pharmacology sessions. Feedback will be made available through the learning management system after each quiz.

Course Learning Outcomes

- CL01 : Describe basic pharmacological concepts underlying dose response relationships, sites of absorption, distribution and excretion, as well as chemical and biological factors affecting disposition and metabolism of drugs
- CL02 : Assess drug activity through interactions with target molecules including receptors, transporters and enzymes.
- CL03 : Describe the specific pharmacology of common drug classes including their mechanisms of action, indications, clinical uses, contraindications and major side effects.
- CL04 : Explain the effects of drug toxicity and polypharmacy on the human body, as well as gaining a basic understanding of the process of evaluating drug safety and pharmacovigilance.

Detailed Assessment Description

Task description

At the beginning of the applied pharmacology sessions in weeks 2, 4, 8, and 10, a designated time slot will be reserved for taking the quiz. These quizzes will be conducted through Inspira, accessible via the provided link. A password, necessary for accessing the quiz, will be distributed

beforehand.

The content of each quiz will encompass the material covered in the preceding 2-3 weeks of the course, drawing from both the learning topics and the applied pharmacology sessions. The format of the quiz will be multiple-choice, featuring 10 questions to be completed within a 15-minute timeframe.

Please note:

- You can refer to your non-electronic notes during each Quiz.
- No short extension is available for this assessment task.
- Use of artificial intelligence is not allowed for this assessment task.
- Detailed information about this assessment will be provided on the course Moodle page.

Assessment Length

15 minutes (10 multiple choice questions)

Submission notes

No short extension is available for this assessment task.

Assessment information

Use of artificial intelligence is not allowed for this assessment task.

Assignment submission Turnitin type

Not Applicable

Mid-term progress test

Assessment Overview

The mid-term progress test will include questions in a variety of formats such as multiple choice and short answer questions, the format of the test will be communicated to you at the start of the term. This test will give you feedback on how you are progressing in the course and will be based on the material covered in weeks 1-4 from the lectures and applied pharmacology sessions. Cohort feedback will be made available within 2 weeks after the test via the learning management system.

Course Learning Outcomes

- CL01 : Describe basic pharmacological concepts underlying dose response relationships, sites of absorption, distribution and excretion, as well as chemical and biological factors affecting disposition and metabolism of drugs
- CL02 : Assess drug activity through interactions with target molecules including receptors,

transporters and enzymes.

- CLO3 : Describe the specific pharmacology of common drug classes including their mechanisms of action, indications, clinical uses, contraindications and major side effects.
- CLO4 : Explain the effects of drug toxicity and polypharmacy on the human body, as well as gaining a basic understanding of the process of evaluating drug safety and pharmacovigilance.

Detailed Assessment Description

Task description

During the week 5 applied pharmacology session, the mid-term progress test will be conducted. This test will be administered through Inspira, and you can access it using the link that will be provided. A password, essential for entry into the test, will be issued to you in advance.

This mid-term progress test will cover content from weeks 1 to 4 of the course, incorporating material from both the learning topics and the applied pharmacology sessions. The test will comprise two parts: a multiple-choice section with 10 questions worth a total of 10 marks, and a short answer section where you will choose 2 questions out of 3, worth a total of 40 marks. As a guideline, approximately 15 minutes should be allocated for completing the multiple-choice questions and 40 minutes for the two short answer questions.

Please note:

- You can refer to your non-electronic notes during the mid-term progress test.
- No short extension is available for this assessment task.
- Use of artificial intelligence is not allowed for this assessment task.
- Detailed information about this assessment will be provided on the course Moodle page.

Assessment Length

60 minutes (10 multiple choice questions and 2 short answer questions)

Submission notes

No short extension is available for this assessment task.

Assessment information

Use of artificial intelligence is not allowed for this assessment task.

Assignment submission Turnitin type

Not Applicable

Health education product

Assessment Overview

You will work in teams to create a product (video, web page, pamphlet etc.) to inform the public about a pharmacological topic. All members of the group are required to contribute to this task. Each group will need to research their topic and search for relevant information based on the latest literature. The product will be marked on scientific content, structure, design, critical analysis and presentation. Team members will also provide an assessment of each member's contribution to the team; this will be used to moderate each individual's mark based on contribution. Feedback will be provided to you via the learning management system.

Course Learning Outcomes

- CL03 : Describe the specific pharmacology of common drug classes including their mechanisms of action, indications, clinical uses, contraindications and major side effects.
- CL04 : Explain the effects of drug toxicity and polypharmacy on the human body, as well as gaining a basic understanding of the process of evaluating drug safety and pharmacovigilance.
- CL05 : Communicate complex pharmacological information in formats appropriate to both clinical peers and the general public.

Detailed Assessment Description

Task description

What is a health education communication product?

A detailed overview of the group project will be given in the course introduction session in week 1.

Aim: The group project will involve working in a team of 5 students to **create a health education communication product to inform the public about a pharmacological topic.**

Topics: The list of topics will be available here, following the applied pharmacology session in week 1. Each student will have an opportunity to nominate 10 preferences for their topic. We will use this information to allocate each student to a topic to form a group of 5 students. Please note that we will do our best to allocate you to a topic from your selected preferences but we cannot guarantee this.

Format: The format of your informative product can be one of the following:

- Web page

- Pamphlet
- Poster / infographic
- Video (TV infomercial, social media post etc)
- Fact Sheet
- Podcast
- Cartoon/Comic strip

As a group you will research your topic by conducting a literature review. Each group will be allocated a group Teams channel. The channel allows groups to communicate and collaborate on documents.

Please note:

- No short extension is available for this assessment task.
- Use of artificial intelligence is allowed for this assessment task for simple editing and planning assistance.
- Detailed information about this assessment will be provided on the course Moodle page.

Assessment Length

TBA

Submission notes

No short extension is available for this assessment task.

Assessment information

Use of artificial intelligence is allowed for this assessment task for simple editing and planning assistance.

Assignment submission Turnitin type

Not Applicable

Final examination

Assessment Overview

The final examination will be held during the official examination period. The exam will include questions in a variety of formats such as multiple choice and short answer questions; the format of the exam will be communicated to you prior to the end of term. Examination questions will be based on the material covered in the lectures and applied pharmacology sessions across the whole course. General cohort feedback will be provided following completion of marking via the learning management system.

Course Learning Outcomes

- CL01 : Describe basic pharmacological concepts underlying dose response relationships, sites of absorption, distribution and excretion, as well as chemical and biological factors affecting disposition and metabolism of drugs
- CL02 : Assess drug activity through interactions with target molecules including receptors, transporters and enzymes.
- CL03 : Describe the specific pharmacology of common drug classes including their mechanisms of action, indications, clinical uses, contraindications and major side effects.
- CL04 : Explain the effects of drug toxicity and polypharmacy on the human body, as well as gaining a basic understanding of the process of evaluating drug safety and pharmacovigilance.

Detailed Assessment Description

Task description

The final exam, an extension of the learning assessed through the quizzes and mid-term progress test, will be conducted via Inspira and centrally administered by UNSW.

This comprehensive exam will span the entire course content, from weeks 1 to 10, including both the learning topics and the applied pharmacology sessions. The exam will be divided into two sections: the first, a multiple-choice section with 20 questions, each worth 1 mark, totaling 20 marks. The second part will be a short answer section, where you will select and answer 4 questions out of a provided 6, with this section totaling 80 marks. For time management, it is recommended to allot roughly 30 minutes for the multiple-choice section and 80 minutes for the short answer questions.

Please note:

- You can refer to your non-electronic notes during the exam.
- No short extension is available for this assessment task.
- Use of artificial intelligence is not allowed for this assessment task.
- Detailed information about this assessment will be provided on the course Moodle page.

Assessment Length

120 minutes (20 multiple choice questions and 4 short answer questions)

Submission notes

No short extension is available for this assessment task.

Assessment information

Use of artificial intelligence is not allowed for this assessment task.

Assignment submission Turnitin type

Not Applicable

General Assessment Information

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

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

Course Schedule

Teaching Week/Module	Activity Type	Content
Week 1 : 12 February - 18 February	Lecture	• Introduction to pharmacology • Quantifying drug and receptor interactions
	Workshop	• Applied Pharmacology Session
	Other	• Question & Answer session
Week 2 : 19 February - 25 February	Lecture	• Sites of drug action • Cellular signalling
	Workshop	• Applied Pharmacology Session
	Other	• Question & Answer session
	Assessment	• Quiz #1(3%) - Held in the Applied Pharmacology Session
Week 3 : 26 February - 3 March	Lecture	• Drug selectivity • Introduction to autonomic pharmacology
	Workshop	• Applied Pharmacology Session
	Other	• Question & Answer session
Week 4 : 4 March - 10 March	Lecture	• Autonomic targets to treat disease • Pharmacokinetics: absorption and route of administration
	Workshop	• Applied Pharmacology Session
	Other	• Question & Answer session
	Assessment	• Quiz #2 (5%) - Held in the Applied Pharmacology Session
Week 5 : 11 March - 17 March	Lecture	• Pharmacokinetics: metabolism • Pharmacokinetics: distribution & elimination
	Other	• Question & Answer session
	Assessment	• Mid-term progress test (25%) - Held in the Applied Pharmacology Session
Week 6 : 18 March - 24 March	Other	Flex Week: No Classes
Week 7 : 25 March - 31 March	Lecture	• Neurotransmitter regulation to treat disease -1 • Neurotransmitter regulation to treat disease -2
	Workshop	• Applied Pharmacology Session
	Other	• Question & Answer session
Week 8 : 1 April - 7 April	Lecture	• Autacoid regulation to treat disease • Regulation of peptide mediators to treat disease
	Workshop	• Applied Pharmacology Session
	Other	• Question & Answer session
	Assessment	• Quiz #3 (6%) - Held in the Applied Pharmacology Session
Week 9 : 8 April - 14 April	Lecture	• Regulation of Inflammatory mediators to treat disease • Use of biologics to treat disease
	Workshop	• Applied Pharmacology Session
	Other	• Question & Answer session
	Assessment	• Health education product (25%)
Week 10 : 15 April - 21 April	Lecture	• Toxic effects of drugs • Drug safety and pharmacovigilance
	Workshop	• Applied Pharmacology Session
	Other	• Question & Answer session
	Assessment	• Quiz #4 (6%) - Held in the Applied Pharmacology Session

Attendance Requirements

Undergraduate

Students are expected to attend 80% of the applied pharmacology sessions and an

Unsatisfactory Fail (UF) may be recorded as the final grade for the course if they fail to meet the requirements.

Where a student is unable to attend, they are advised to inform the course convenor.

General Schedule Information

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

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

Course Resources

Prescribed Resources

[*Basic & Clinical Pharmacology* Bertram G. Katzung ed.; Todd W. Vanderah ed. 15](#)

Recommended Resources

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

Additional Costs

There are no additional costs associated with this course.

Course Evaluation and Development

Student feedback is taken seriously, and continual improvements are made to the course based, in part, on such feedback.

We use student feedback from myExperience surveys to develop and make improvements to the course each year. We do this by identifying areas of the course that require development from both the rating responses and written comments. Please spare a few minutes to complete the myExperience surveys for this course posted at the top of the Moodle page at the end of term.

Staff Details

Position	Name	Email	Location	Phone	Availability	Equitable Learning Services Contact	Primary Contact
Convenor	Matthew Perry		WW 3E		By appointment, requests via email	Yes	Yes
	Nicola Smith				By appointment, requests via email	No	No
Lecturer	Lu Liu				By appointment, requests via email	No	No
	Natasha Kumar				By appointment, requests via email	No	No
	Marty Le Nedelec				By appointment, requests via email	No	No
	Angela Finch				By appointment, requests via email	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

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-specific Information

Laboratory or practical class safety.

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

Master of Science in Health Data Science courses

Courses in the Master of Science in Health Data Science are hosted through [Open Learning](#).

Additional resources are available on the [Health Data Science Student Hub](#).

School Contact Information

School guidelines on contacting staff:

Course questions

All questions related to course content should be posted on Moodle (or Open Learning) or as directed by your Course Convenor.

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

- Use your official email address for any correspondence with teaching staff.
- We expect a high standard of communication. All communication should avoid using 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, Prof Nick Di Girolamo (n.digirolamo@unsw.edu.au).

For MSc. HDS students: School Grievance Officer, Dr Sanja Lujic (s.lujic@unsw.edu.au), Centre for Big Data Research in Health