PHIL3930 - Human Values & Commercial Practice

Course Outline

Course Co-ordinator: Chris Falzon
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Email: chris.falzon@newcastle.edu.au
Consultation hours: Monday 4-5pm or by appointment

Course Overview

Semester Semester 1 - 2008
Unit Weighting 10
Teaching Methods Lecture, Tutorial

Brief Course Description
Teaches the nature and systematic analysis of normative decisions, in particular in business settings. It sets that study in a larger framework of analysis of Western commercial, political and social systems and their functioning, and of the professional ethics that flow from that.

Contact Hours
Lecture for 1 Hour per Week for the Full Term
Tutorial for 2 Hours per Fortnight for 10 Weeks

Learning Materials/Texts
Additional course readings are available on-line in Auchmuty Library Short Loans.
Recommended:
Greetham, How to Write Better Essays, Palgrave, 2001

Course Objectives
(1) to give students a knowledge of the nature and basic principles of normative decisions, particularly in business.
(2) to impart to students the skills required for them to be able to engage in critical assessment of business practice and in problem solving to meet societal ethical expectations.

Course Outline Issued and Correct as at: Week 1, Semester 1 - 2008

CTS Download Date: 29/1/08
(3) to enable students to effectively communicate their understanding and to interact effectively so as to problem solve with diverse communal groups.

(4) to provide students with a critical appreciation of the larger framework of Western commercial, political and social systems within which business practice operates, and of the professional ethics that flow from that.

**Course Content**
The course covers the nature of norms and their application, analyses of major societal systems and their normative character and impacts, and an introduction to ethical corporate design and professional ethics.

**Assessment Items**

<table>
<thead>
<tr>
<th>Assessment Items</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>Essays / Written Assignments</td>
<td>The tutorial assignment is to help students start on normative, and not just factual, analysis of business problems. Tutorial assignment, 10%.</td>
</tr>
<tr>
<td>Essays / Written Assignments</td>
<td>The group project provides opportunity to develop an extended normative analysis, demonstrating the application of both knowledge and skills, and provides experience in performing multi-tasking group work. Group project, 30%.</td>
</tr>
<tr>
<td>Examination: Formal</td>
<td>The examination evaluates the systematicity of student understanding of basic principles and how to apply them. Examination, 50%.</td>
</tr>
<tr>
<td>Group/tutorial participation and contribution</td>
<td>Tutorial participation, attendance and group presentation, 10%</td>
</tr>
</tbody>
</table>

**Assumed Knowledge**
Either 10 units of Philosophy courses at 1000 level, or 40 units of any courses at any level.

**Callaghan Campus Timetable**

**PHIL3930**
**HUMAN VALUES & COMMERCIAL PRACTICE**
Enquiries: School of Humanities and Social Science

**Semester 1 - 2008**

<table>
<thead>
<tr>
<th>Lecture and Tutorial</th>
<th>Monday 10:00 - 11:00</th>
<th>V01</th>
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</thead>
<tbody>
<tr>
<td>Wks 3,5,7,9 &amp; 11 only</td>
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<tr>
<td>or</td>
<td>Monday 12:00 - 14:00</td>
<td>V103</td>
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<tr>
<td>Wks 3,5,7,9 &amp; 11 only</td>
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<tr>
<td>or</td>
<td>Monday 14:00 - 16:00</td>
<td>V105</td>
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<tr>
<td>Wks 3,5,7,9 &amp; 11 only</td>
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<tr>
<td>or</td>
<td>Monday 18:00 - 20:00</td>
<td>V105</td>
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<tr>
<td>Wks 3,5,7,9 &amp; 11 only</td>
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<tr>
<td>or</td>
<td>Monday 14:00 - 16:00</td>
<td>V105</td>
</tr>
<tr>
<td>Wks 4, 6, 8, 10 &amp; 12 only</td>
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<tr>
<td>or</td>
<td>Monday 12:00 - 14:00</td>
<td>V105</td>
</tr>
<tr>
<td>Wks 4, 6, 8, 10 &amp; 12 only</td>
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</tbody>
</table>

**Plagiarism**
University policy prohibits students plagiarising any material under any circumstances. A student plagiarises if he or she presents the thoughts or works of another as one's own. Without limiting the generality of this definition, it may include:

- copying or paraphrasing material from any source without due acknowledgment;
- using another's ideas without due acknowledgment;
- working with others without permission and presenting the resulting work as though it was completed independently.
Plagiarism is not only related to written works, but also to material such as data, images, music, formulae, websites and computer programs. Aiding another student to plagiarise is also a violation of the Plagiarism Policy and may invoke a penalty. For further information on the University policy on plagiarism, please refer to the Policy on Student Academic Integrity at the following link:


The University has established a software plagiarism detection system called Turnitin. When you submit assessment items please be aware that for the purpose of assessing any assessment item the University may:

- Reproduce this assessment item and provide a copy to another member of the University; and/or
- Communicate a copy of this assessment item to a plagiarism checking service (which may then retain a copy of the item on its database for the purpose of future plagiarism checking).
- Submit the assessment item to other forms of plagiarism checking

Written Assessment Items

Students may be required to provide written assessment items in electronic form as well as hard copy.

Extension of Time for Assessment Items, Deferred Assessment and Special Consideration for Assessment Items or Formal Written Examinations

Students are required to submit assessment items by the due date, as advised in the Course Outline, unless the Course Coordinator approves an extension of time for submission of the item. University policy is that an assessment item submitted after the due date, without an approved extension, will be penalised.

Any student:

1. who is applying for an extension of time for submission of an assessment item on the basis of medical, compassionate, hardship/trauma or unavoidable commitment; or
2. whose attendance at or performance in an assessment item or formal written examination has been or will be affected by medical, compassionate, hardship/trauma or unavoidable commitment;

must report the circumstances, with supporting documentation, to the appropriate officer following the instructions provided in the Special Circumstances Affecting Assessment Procedure - Policy 000641.

Note: different procedures apply for minor and major assessment tasks.

Please go to the Policy at http://www.newcastle.edu.au/policylibrary/000641.html for further information, particularly for information on the options available to you.

Students should be aware of the following important deadlines:

- **Requests for Special Consideration** must be lodged no later than 3 working days after the due date of submission or examination.
- **Requests for Extensions of Time on Assessment Items** must be lodged no later than the due date of the item.
- **Requests for Rescheduling Exams** must be received in the Student Hub no later than ten working days prior the first date of the examination period.

Your application may not be accepted if it is received after the deadline. Students who are unable to meet the above deadlines due to extenuating circumstances should speak to their Program Officer in the first instance.
Changing your Enrolment

The last dates to withdraw without financial or academic penalty (called the HECS Census Dates) are: for semester 1 courses: 31 March 2008

Students may withdraw from a course without academic penalty on or before the last day of semester. Any withdrawal from a course after the last day of semester will result in a fail grade.

Students cannot enrol in a new course after the second week of semester/trimester, except under exceptional circumstances. Any application to add a course after the second week of semester/trimester must be on the appropriate form, and should be discussed with staff in the Student Hubs.

To check or change your enrolment online, please refer to myHub - Self Service for Students https://myhub.newcastle.edu.au

Faculty Information

The Student Hubs are a one-stop shop for the delivery of student related services and are the first point of contact for students on campus.

The four Student Hubs are located at:

Callaghan campus
• Shortland Hub: Level 3, Shortland Union Building
• Hunter Hub: Student Services Centre, Hunter side of campus

City Precinct
• City Hub & Information Common: University House, ground floor in combination with an Information Common for the City Precinct

Ourimbah campus
• Ourimbah Hub: Administration Building

Faculty websites

Faculty of Business and Law: http://www.newcastle.edu.au/faculty/business-law/
Faculty of Education and Arts: http://www.newcastle.edu.au/faculty/education-arts/
Faculty of Engineering and Built Environment: http://www.newcastle.edu.au/faculty/engineering/
Faculty of Health: http://www.newcastle.edu.au/faculty/health/
Faculty of Science and Information Technology: http://www.newcastle.edu.au/faculty/science-it/

Contact details

Callaghan, City and Port Macquarie
Phone: 02 4921 5000  Email: EnquiryCentre@newcastle.edu.au

Ourimbah
Phone: 02 4348 4030  Email: EnquiryCentre@newcastle.edu.au

The Dean of Students
Resolution Precinct
Phone: 02 4921 5806  Fax: 02 4921 7151
Email: resolutionprecinct@newcastle.edu.au
Various services are offered by the University Student Support Unit:  

Alteration of this Course Outline

No change to this course outline will be permitted after the end of the second week of the term except in exceptional circumstances and with Head of School approval. Students will be notified in advance of any approved changes to this outline.

Web Address for Rules Governing Undergraduate Academic Awards  

STUDENTS WITH A DISABILITY OR CHRONIC ILLNESS

The University is committed to providing a range of support services for students with a disability or chronic illness. If you have a disability or chronic illness which you feel may impact on your studies, please feel free to discuss your support needs with your lecturer or course coordinator. Disability Support may also be provided by the Student Support Service (Disability). Students must be registered to receive this type of support. To register please contact the Disability Liaison Officer on 02 4921 5766, or via email at: student-disability@newcastle.edu.au. As some forms of support can take a few weeks to implement it is extremely important that you discuss your needs with your lecturer, course coordinator or Student Support Service staff at the beginning of each semester. For more information related to confidentiality and documentation please visit the Student Support Service (Disability) website at: www.newcastle.edu.au/services/disability

-------------------------------------------------------- End of CTS Entry --------------------------------------------------------

Online Tutorial Registration:

Students are required to enrol in the Lecture and a specific Tutorial time for this course via the Online Registration system. Refer - http://studinfo1.newcastle.edu.au/rego/stud_choose_login.cfm
NB: Registrations close at the end of week 2 of semester.

Studentmail and Blackboard: Refer - www.blackboard.newcastle.edu.au/

This course uses Blackboard and studentmail to contact students, so you are advised to keep your email accounts within the quota to ensure you receive essential messages. To receive an expedited response to queries, post questions on the Blackboard discussion forum if there is one, or if emailing staff directly use the course code in the subject line of your email. Students are advised to check their studentmail and the course Blackboard site on a weekly basis.

Important Additional Information

Details about the following topics are available on your course Blackboard site (where relevant). Refer - www.blackboard.newcastle.edu.au/

- Written Assignment Presentation and Submission Details
- Online copy submission to Turnitin
- Penalties for Late Assignments
- Special Circumstances
- No Assignment Re-submission
- Re-marks & Moderations
- Return of Assignments
- Preferred Referencing Style
- Student Representatives
- Student Communication
- Essential Online Information for Students
Lecture and tutorials

Lectures

There will be a 1 hour lecture, Monday 10-11 am [room V01]. For lecture overheads and lecture notes, go to COURSE DOCUMENTS on Blackboard.

Week 1 - 18 February
On the distinction between fact and value

Weeks 2-3 - 25 February, 3 March
Distinguishing and making normative judgements
Reading: Grace & Cohen Business Ethics ch. 1
Hooker, ‘Liberal values and social dynamics’ – Section V8, pp. 98-106
[Hosmer The ethics of management chs. 1, 3, 4]

Week 4 - 10 March
Ethical problems
Reading: Grace & Cohen Business Ethics ch. 1, 2, 3, Appendix 1
[Hosmer The ethics of management ch. 5]

Week 5 - 17 March
Efficiency, the market and values
Reading: Hooker, ‘Liberal values and social dynamics’ – Section III.2, pp. 8-16
[Hosmer The ethics of management ch.2]

Easter recess

Week 6 - 31 March
Ethical Nature of the Market
Reading: Grace & Cohen Business Ethics ch. 4
[Hosmer The ethics of management ch. 2]

Week 7 - 7 April
Ethical Performance of the Market
Reading: Hooker, ‘Liberal values and social dynamics’ – Sections III.3, 4, pp. 16-74

Week 8 - 28 April
Building ethical corporate cultures
Reading: Grace & Cohen Business Ethics ch. 9,
Hooker, ‘Liberal values and social dynamics’ – Section V7, pp. 95-98
Mumford, ‘Systems Design in an Unstable Environment’
[Hosmer The ethics of management ch. 6]

Semester 1 recess

Week 9 - 5 May
Professional roles, responsibilities and ethics
Reading: Grace & Cohen Business Ethics ch. 7,
Hooker, ‘Liberal values and social dynamics’ - Section V6, pp. 89-95
[Hosmer The ethics of management ch. 5]

Week 10 - 12 May
Codes of ethics
Reading: Grace & Cohen Business Ethics chs 7, 10,
[Hosmer The ethics of management ch. 6]

Weeks 11-13 - 19, 26 May, 2 June
Western culture, institutions and values
Reading: Grace & Cohen Business Ethics ch. 11,
Hooker, ‘Liberal values and social dynamics’ – Sections III.1, 4, 5, pp.1-7, 62-88
English, ‘Bribery and the United States foreign corrupt practices act’
Purves, ‘Filling the iron rice bowl’
Tutorials

There will be five 2-hour tutorials, held fortnightly. Attendance is mandatory. Three of the tutorials will start in week 3, and two in week 4. For tutorials starting in week 3, available tutorial times are Mondays 12-2pm [in room V103], 2-4pm [V105] and 6-8pm [V105]. For tutorials starting in week 4, available times are Mondays 12-2pm [V105] and 2-4pm [V105].

Each tutorial will be divided into work groups of 4-6 students by the tutor. The initial work groups will also constitute the project groups. If you have not been assigned a tutorial group by week 4, see your tutor immediately. Students are expected to come to the tutorials having read at least the suggested readings and any relevant background material from subject texts. The first hour of the tutorial will be spent in independent group study of the issue and in preparation of a response to it relevant for the format chosen for the second hour. The second hour will be devoted to presentations and critical discussion.

Tutorial questions and handouts are available in COURSE DOCUMENTS on Blackboard. The tutorial topics and readings are as follows:

**Weeks 3, 4: Ethics and the Dirty Hands problem**

*Issue:* In your main text (ch.1) you will see that there are a number of theories employed to deal with ethical problems. In this tutorial you will be asked to define the principal theories (utilitarianism, deontological, situation, and virtue ethics). You will also be asked to consider what role, if any, ethics should play in commercial practice. Is the morality we employ in our ordinary lives quite different from that which we use to guide our actions and decisions in business? This raises the Dirty Hands problem (ch.2) and the arguments of Carr, Friedmann and others, that the way we conduct ourselves in our ordinary lives and in business are just different activities, or games, which employ quite different rules.

*Readings:* Grace & Cohen chs.1, 2 [Hosmer chs.4, 5, cf. p.125]

**Weeks 5, 6: Ethical problem solving – the 4-step strategy**

*Issue:* Each group will be given a typical ethical problem that may arise in business. You will be asked to consider all the material carefully and work through the 4-step strategy to analyse clearly the moral issues and dilemmas raised. You will then be asked to decide on what you believe would be the best solution to the problem.

*Reading:* material distributed at the end of the previous tutorial.

**Weeks 7, 8: Professional responsibilities**

*Issue:* Groups will be asked to consider three questions: a) what is a profession?; b) what general responsibilities do you think professions have?; and c) are there other occupations, like business, that should also be considered as professions?

*Readings:* Grace & Cohen ch. 7; Hooker, ‘Liberal values and social dynamics’ – Section V6, pp.89-95; Callahan, ‘Professions and professionalization’.

**Weeks 9, 10: Ethical institutional design**

*Issue:* The Exxon Valdez case. In this tutorial you will be asked to consider a number of questions. Firstly, what happened? Who do you think was responsible? How could it have been prevented? Secondly, what codes of ethics should there be to prevent events of this kind from happening again? Thirdly, consider the Exxon code of ethics. Compare with Johnson and Johnson’s. What should a good code of ethics contain? What other procedures/policies/regulations might be adopted to improve the ethical behaviour of organisations? Finally, what are the advantages and disadvantages to businesses of adopting codes of ethics? What do you think are likely to be the consequences in terms of profitability, manageability, accountability and predictability within the organisation?

*Readings:* Hosmer, ‘Managerial ethics and organisational design’ (the excerpt on the Short Loans website); Grace & Cohen pp.154-5; Mumford, ‘Systems Design in an Unstable Environment’; Pastin, excerpts from ‘The hard problems of management: gaining the ethics edge’; Sinclair, ‘Improving ethics through organisational culture: a comparison of two approaches’.

**Weeks 11, 12: Cross-cultural ethical judgement**

*Issue:* Groups will be asked to consider the different forms of gift-giving and commissions within and between cultures. You will also be asked to consider what is meant by bribery and when, if ever, it is justified.

*Readings:* Grace & Cohen ch. 7; Hooker, ‘Liberal values and social dynamics’ – Section V6, pp.89-95; Callahan, ‘Professions and professionalization’.
Assessment

Assessment items for this course are:

Tutorial attendance and participation: 10%
All students must enrol in a tutorial. Tutorials will assess how well students are coming to grips with the basic issues and concepts of the course. At the first meeting, tutorial procedures and assignments will be explained, and we will organise the work groups of 4-6 students. These workgroups will form the basis for informal tutorial activities, as well as for the group assignment. Tutorial attendance, participation, and group presentation are worth 10%. Due: throughout. Tutorials start in WEEK 3.

Tutorial assignment: 10%
The tutorial assignment is to help students start on normative, and not just factual, analysis of business problems. The tutorial assignment is worth 10%. Due: 31st March [WEEK 6].

Group project: 30%
Groups of 4-6 students (the initial tutorial groups) will write a 3000 word essay. You will all take equal final responsibility for the group project. The group project provides the opportunity to develop an extended normative analysis, demonstrating the application of both knowledge and skills, and provides experience in performing multi-tasking group work The group project is worth 30%. Due: 19th May [WEEK 11].

Examination: 50%
There will be an examination at the end of semester, at a time to be arranged by examinations branch. The exam will be 2 hours long. The examination evaluates the systematicity of student understanding of basic principles and how to apply them. The exam is worth 50%.

Grading guide

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<tr>
<th>Grade Range</th>
<th>Description</th>
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<tbody>
<tr>
<td>49% or less</td>
<td>Fail (FF) - An unacceptable effort, including non-completion. The student has not understood the basic principles of the subject matter and/or has been unable express their understanding in a comprehensible way. Deficient in terms of answering the question, research, referencing and correct presentation (spelling, grammar etc). May include extensive plagiarism.</td>
</tr>
<tr>
<td>50% to 64%</td>
<td>Pass (P) - The work demonstrates a reasonable attempt to answer the question, shows some grasp of the basic principles of the subject matter and a basic knowledge of the required readings, is comprehensible, accurate and adequately referenced.</td>
</tr>
<tr>
<td>65% to 74%</td>
<td>Credit (C) - The work demonstrates a clear understanding of the question, a capacity to integrate research into the discussion, and a critical appreciation of a range of different theoretical perspectives. A deficiency in any of the above may be compensated by evidence of independent thought. The work is coherent and accurate.</td>
</tr>
<tr>
<td>75% to 84%</td>
<td>Distinction (D) - Evidence of substantial additional reading and/or research, and evidence of the ability to generalise from the theoretical content to develop an argument in an informed and original manner. The work is well organised, clearly expressed and shows a capacity for critical analysis.</td>
</tr>
<tr>
<td>85% upwards</td>
<td>High Distinction (HD) - All of the above, plus a thorough understanding of the subject matter based on substantial additional reading and/or research. The work shows a high level of independent thought, presents informed and insightful discussion of the topic, particularly the theoretical issues involved, and demonstrates a well-developed capacity for critical analysis.</td>
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Written Assignment Presentation and Submission Details

Students are required to submit assessment items by the due date. Late assignments will be subject to the penalties described below.

Hard copy submission:

- **Type your assignments:** All work must be typewritten in 11 or 12 point black font. Leave a wide margin for marker’s comments, use 1.5 or double spacing, and include page numbers.
- **Word length:** The word limit of all assessment items should be strictly followed, though you will not be penalised if you go over the word limit.
- **Proof read your work** because spelling, grammatical and referencing mistakes will be penalised.
- **Staple the pages** of your assignment together (do not use pins or paper clips).
- **University Assessment Item Coversheet:** All assignments must be submitted with the University coversheet available at: [http://www.newcastle.edu.au/study/forms/](http://www.newcastle.edu.au/study/forms/)
- **By arrangement with the relevant lecturer, assignments may be submitted at any Student Hub located at:**
  - Level 3, Shortland Union, Callaghan
  - Level 2, Student Services Centre, Callaghan
  - Ground Floor, University House, City
  - Opposite Café Central, Ourimbah
- **Date-stamping assignments:** All students must date-stamp their own assignments using the machine provided at each Student Hub. If mailing an assignment, this should be address to the relevant School. Mailed assignments are accepted from the date posted, confirmed by a Post Office date-stamp; they are also date-stamped upon receipt by Schools.
- **Do not fax or email assignments:** Only hard copies of assignments will be considered for assessment, although in exceptional circumstances, and with the permission of the lecturer, you may email your assignment to meet a deadline, and submit the hard copy later.
- **Keep a copy of all assignments:** It is the student’s responsibility to produce a copy of their work if the assignment goes astray after submission. Students are advised to keep updated back-ups in electronic and hard copy formats.

Online copy submission to Turnitin

In addition to hard copy submission, students are required to submit an electronic version of the following assignments to Turnitin via the course Blackboard website available @ [www.blackboard.newcastle.edu.au/](http://www.blackboard.newcastle.edu.au/)

- **Group project**

Prior to final submission, all students have the opportunity to submit one draft of their assignment to Turnitin to self-check their referencing. Assignments will not be marked until both hard copy and online versions have been submitted. Marks may be deducted for late submission of either version.

Penalties for Late Assignments

Assignments submitted after the due date, without an approved extension of time will be penalised by the reduction of 5% of the possible maximum mark for the assessment item for each day or part day that the item is late. Weekends count as one day in determining the penalty. Assessment items submitted more than ten days after the due date will be awarded zero marks.


Special Circumstances

Students wishing to apply for Special Circumstances or Extension of Time should apply online. Refer - ‘Special Circumstances Affecting Assessment Items - Procedure 000641’ available @ [http://www.newcastle.edu.au/policylibrary/000641.html](http://www.newcastle.edu.au/policylibrary/000641.html)
No Assignment Re-submission

Students who have failed an assignment are not permitted to revise and resubmit it in this course. However, students are always welcome to contact their Tutor, Lecturer or Course Coordinator to make a consultation time to receive individual feedback on their assignments.

Re-marks & Moderations

A student may only request a re-mark of an assessment item before the final result - in the course to which the assessment item contributes - has been posted. If a final result in the course has been posted, the student must apply under ‘Procedures for Appeal Against a Final Result’ (Refer - http://www.newcastle.edu.au/study/forms/).

Students concerned at the mark given for an assessment item should first discuss the matter with the Course Coordinator. If subsequently requesting a re-mark, students should be aware that as a result of a re-mark the original mark may be increased or reduced. The case for a re-mark should be outlined in writing and submitted to the Course Coordinator, who determines whether a re-mark should be granted, taking into consideration all of the following:

1. whether the student had discussed the matter with the Course Coordinator
2. the case put forward by the student for a re-mark
3. the weighting of the assessment item and its potential impact on the student’s final mark or grade
4. the time required to undertake the re-mark
5. the number of original markers, that is,
   a) whether there was a single marker, or
   b) if there was more than one marker whether there was agreement or disagreement on the marks awarded.

A re-mark may also be initiated at the request of the Course Coordinator, the Head of School, the School Assessment Committee, the Faculty Progress and Appeals Committee or the Pro Vice-Chancellor. Re-marks may be undertaken by:

1. the original marker; or
2. an alternate internal marker; or
3. an alternate external marker (usually as a consequence of a grievance procedure).

Moderation may be applied when there is a major discrepancy (or perceived discrepancy) between:

1. the content of the course as against the content or nature of the assessment item(s)
2. the content or nature of the assessment item(s) as against those set out in the Course Outline
3. the marks given by a particular examiner and those given by another in the same course
4. the results in a particular course and the results in other courses undertaken by the same students.

For further detail on this University policy refer - ‘Re-marks and Moderations - Procedure 000769’ available @ http://www.newcastle.edu.au/policylibrary/000769.html

Return of Assignments

Students can collect assignments from a nominated Student Hub during office hours. Students will be informed during class which Hub to go to and the earliest date that assignments will be available for collection. Students must present their student identification card to collect their assignment.


Preferred Referencing Style

In this course, it is recommended that you use the use the Harvard in-text referencing system (similar to the APA system) for referencing sources of information used in assignments. Inadequate or incorrect reference to the work of others may be viewed as plagiarism and result in reduced marks or failure.
An in-text citation names the author of the source, gives the date of publication, and for a direct quote includes a page number, in parentheses. At the end of the paper, a list of references provides publication information about the source; the list is alphabetised by authors’ last names (or by titles for works without authors). For further information on referencing and general study skills refer - ‘Infoskills’ available @ www.newcastle.edu.au/services/library/tutorials/infoskills/index.html

Student Representatives

Student Representatives are a major channel of communication between students and the School. Contact details of Student Representatives can be found on School websites.

Refer - ‘Information for Student Representatives on Committees’ available @ http://www.newcastle.edu.au/service/committees/student_reps/index.html

Student Communication

Students should discuss any course related matters with their Tutor, Lecturer, or Course Coordinator in the first instance and then the relevant Discipline or Program Convenor. If this proves unsatisfactory, they should then contact the Head of School if required. Contact details can be found on the School website.

Essential Online Information for Students

Information on Class and Exam Timetables, Tutorial Online Registration, Learning Support, Campus Maps, Careers information, Counselling, the Health Service and a range of free Student Support Services is available @ http://www.newcastle.edu.au/currentstudents/index.html