

# 2018 Student Handbook

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## MGSM Student Handbook

Updated: 10 September 2018

### Disclaimer

The information contained in this handbook was accurate and correct at the date of publication. MGSM reserves the right to change the information contained herein without notice. The user of this information both acknowledges and accepts these conditions.

## 1 COURSE ORGANISATION

### 1.1 PROGRAM STRUCTURE

#### 1.1.1 RECOGNITION OF PRIOR LEARNING

##### Recognition of Prior Learning Policy

Information regarding the Recognition of Prior Learning Policy applicable at MGSM can be found on the MGSM website: [Recognition of Prior Learning](#) and in the [Recognition of Prior Learning Form](#).

For further information please contact MGSM Student Services at [studentservices@mgsm.edu.au](mailto:studentservices@mgsm.edu.au)

#### 1.1.2 CHANGES TO YOUR MGSM ACADEMIC PROGRAM AND COURSE UNITS

##### Sydney Students

Sydney students can manage their own enrolment and withdrawal online via [eStudent](#). Changes via eStudent are permitted until the last eStudent enrolment date which is available on the Sydney Student Webpage at <https://students.mgsm.edu.au/sydney-students/enrolment/key-dates>.

If students wish to change their enrolment after the last eStudent enrolment date, a Change of Enrolment form must be submitted at <https://students.mgsm.edu.au/forms/change-of-enrolment-australia>.

##### Hong Kong Students

Hong Kong students are able to make changes to their enrolments by submitting a Request to Enrol/Withdraw form at <https://students.mgsm.edu.au/forms/change-of-enrolment-hong-kong>.

##### Changes to Enrolled Units after the Census Date

Changes to a student's chosen unit(s) after the term census date will be considered as an unusual event. Reasons should be given for requesting a change.

Please note the Change of Enrolment is provided for students where changes in their individual circumstances necessitate changes to their academic programs. It is not made available to encourage 'option shopping' or to enable students to make other lifestyle choices.

Changes of enrolment will only be possible if there is space available in the desired class.

If a student has to withdraw from a class **after the census date**, unless there are **exceptional** circumstances (i.e. transfer overseas, serious illness, injury or death of a close family member), it may be possible to withdraw without academic penalty but **no credit will be given for tuition fees for the unit**.

A Change of Enrolment includes the following:

- Enrolling into a unit
- Withdrawal from a unit
- Changing from one unit to another

- Changing availability in the same unit, (i.e. block to evening, from one term to another, etc.). It may be possible to change from one evening class to another in a term, in the same unit, if syndicate groups have not yet been organised and the course materials for both classes are the same.

It is a student's responsibility, before making any changes, to always consider what impact a change may have on the overall postgraduate award program.

### **Sydney and Hong Kong MRes, DBA and PhD Students**

DBA and PhD students who wish to make changes to their enrolment in either coursework or thesis units must contact the MGSM Research Office at [research@mgsm.edu.au](mailto:research@mgsm.edu.au).

#### **1.1.3 WITHDRAWAL FROM A PROGRAM**

If for any reason a student is unable to complete their program, they will be required to withdraw before the Census Date in order to receive a refund for the tuition fees for the units not commenced. (See Section 2.2 REFUND OF FEES). Students who are unable to complete their program will be required to withdraw totally from that award program and a 'not continued' status will be recorded on their student record.

Any student who does not enrol in a class within a 24-month period (8 consecutive terms of leave) will have their program status changed to 'not continued'.

For students who have already obtained a grade(s) including 'w' (withdrawn without academic penalty), they can return to resume their programs at a later stage by submitting a Returning Student Application form in accordance with section 1.1.4 Returning Student Applications.

For students who have not already obtained a grade(s), they can commence their study by submitting a new application, including all required attachments, for re-assessment.

Note that you will be re-admitted to the version of the course that is offered at the time you re-apply. This may mean you need to complete different units than those that were required when you first enrolled. The University does not guarantee the continued availability of a particular course or unit of study from year to year and you will be required to pay the current fee rate applicable in the year of re-admission.

#### **1.1.4 RETURNING STUDENT APPLICATIONS**

Students who withdraw from their program of study, but decide to continue their studies at a later date, must complete a Returning Student application at the time they wish to return. If the Returning Student application is successful, credits may be granted for coursework previously completed depending on the MGSM advanced standing policy at the time of return. Returning students must comply with current MGSM policies regarding articulation and advanced standing.

Returning Student applications may be lodged at any time. Students can download a Returning Student application form at <https://www.mgsm.edu.au/sugarcrm/mba-single-application-doc-nonsugar-gateway-form?resourceid=155393&brochure=Returning%20Student%20Application%20Form>

#### **1.1.5 ADDITIONAL UNITS**

Students who wish to enrol in an additional unit in their program may do so according to the following table. The additional unit taken will count towards the grade point average (GPA) of the current program and will be credited towards a higher program upon articulation, only if a minimum pass grade is achieved (50/100).

Award Program	No. of Additional Units Permitted
Postgraduate/Graduate Certificate	1
Postgraduate/Graduate Diploma	1
Master of Management	2
MBA	2

### 1.1.6 TRANSFER OF CANDIDATURE TO OTHER MGSM LOCATIONS

MGSM makes every effort to meet students' needs. Students who are currently enrolled and studying in an award program may transfer to award programs offered by the School in other locations, if circumstances permit. It is possible, for example, for students to transfer from the MBA in Sydney to the MBA presentation in Hong Kong; or to transfer from the Master of Management in Hong Kong to a Master of Management in Sydney. All transfers of candidature are subject to the student's performance in their current enrolled program of study, class sizes and the timetables in operation for a particular program. Students need to be aware that not all elective units are offered in Hong Kong. Students are required to pay the tuition fee rate for the new location.

Students seeking to transfer to Sydney from Hong Kong who do not hold Australian citizenship or permanent residency status, will be required to apply to Macquarie International for a student visa.

To apply for a transfer, please complete the Postgraduate Transfer Application form available at <https://students.mgsm.edu.au/forms/graduate-transfer-application>

Details about the School's award programs are contained in the brochures, and advice concerning transfer of candidature can be obtained by contacting MGSM Student Services at [studentservices@mgsm.edu.au](mailto:studentservices@mgsm.edu.au).

### 1.1.7 STUDENT EXCHANGE PROGRAMS

The MGSM has Exchange Programs or Memorandums of Understanding with a number of overseas Universities. A complete list of these Universities can be found at <https://students.mgsm.edu.au/sydney-students/exchange-and-study-tours/student-exchange-programs>

Students interested in applying to enrol in any units at these universities should email MGSM Student Services at [studentservices@mgsm.edu.au](mailto:studentservices@mgsm.edu.au) for further advice.

Where a candidate has undertaken a unit at another tertiary institution as part of the program of study, the grade for the candidate shall be recorded as follows:

“Pass (S) which indicates that the candidate has completed the unit satisfactorily.” (Source: Grades (4), 1. Rules for the Degree of Master by Coursework, Postgraduate Rules – Coursework, Macquarie University Handbook of Postgraduate Studies)

### 1.1.8 CONCURRENT AND CROSS INSTITUTIONAL STUDY

From time to time, a student may find that:

- they are unable to complete their study at their home institution prior to completing their studies, or
- wish to study a unit that is not available at their home institution.

In such instances, the student has the option of ‘transferring’ components of their study to another institution. If an MGSM student wishes to study individual units at another tertiary institution, this is called **Concurrent study**.

Conversely, when a student from another institution wishes to study individual units at MGSM this is called **Cross Institutional study**. In both Concurrent and Cross Institutional study scenarios, the units studied by a student at the other institution count as credit towards the enrolled award at the home institution. As such, upon the student completing the program of study requirements, the relevant degree will be awarded by the home institution. For instance, MGSM will award an MGSM student with the relevant degree (on completion of all study requirements) in the case of Concurrent Study.

If a student wishes to apply for Concurrent Study, MGSM's approval must be sought in advance. Approval is sought by filling in a Concurrent Study Application Form which can be accessed by clicking [here](#) or by contacting MGSM Student Services at [studentservices@mgsm.edu.au](mailto:studentservices@mgsm.edu.au).

Students wishing to participate in Concurrent study are advised that MGSM only approves concurrent study where the proposed unit(s) to be studied at the other institution:

- are part of an equivalent tertiary program, and
- have similar unit content, face-to-face teaching hours, textbooks and assessment criteria as MGSM units, and
- make up 50% or less of the MGSM program.

### 1.1.9 PROGRESSION TO OTHER PROGRAMS - ARTICULATION

MGSM students who graduate with their current award may progress into higher programs through articulation. Information about articulation can be found on the student websites under:

- <https://students.mgsm.edu.au/sydney-students/enrolment/articulation> for Sydney students
- <https://students.mgsm.edu.au/hong-kong-students/enrolment/articulation2> for Hong Kong students

Applications for articulation can be submitted at any time via the student websites at:

- <https://students.mgsm.edu.au/forms/application-for-admission-by-articulation> for Sydney students
- <https://students.mgsm.edu.au/forms/application-for-admission-by-articulation-hong-kong> for Hong Kong students

### 1.1.10 CHANGES TO PROGRAM STRUCTURES

In 2009, MGSM revised the core-unit structure of its certificate and diploma programs by removing MGSM800 Human Resource Management and adding MGSM870 Organisational Behaviour. With this change, students who completed MGSM800 in a lower program prior to 2009 were granted credit for MGSM800 as a core unit in their higher award, instead of requiring the student to take MGSM870.

In 2012, MGSM revised the core-unit structure of its programs by removing MGSM800 Human Resource Management, and splitting the content of MGSM860 into two units: MGSM860 Strategic Management and pre-requisite MGSM850 Strategic Frameworks. With this change, the standard articulation arrangement for students who have already completed MGSM860 in their lower award (on or before Term 3 2012) was:

- a) For students who have completed MGSM800 in their lower program, credit was granted for MGSM800 as a core unit in their higher award, instead of requiring the student to take MGSM850.
- b) For students who have not completed MGSM800, automatic approval was granted to substitute MGSM850 with a MGSM 800 level elective.

### 1.1.11 GRADUATION

A student will be eligible for graduation on successful completion of all required units within the student's program, providing there are no outstanding fees, and upon ratification of the completion by the University Academic Senate.

There are two (2) Sydney and one (1) Hong Kong graduation ceremonies each year: a Sydney ceremony is held in each half of the year, while the Hong Kong ceremony is held only in the second half of the year.

Only MBA, Master of Management and Postgraduate/Graduate Diploma students can participate in a graduation ceremony. Postgraduate/Graduate Certificate students will have their testamurs and transcripts sent by mail after graduation.

All information regarding graduation is sent out by the Macquarie University Graduation Unit. The [Graduation Unit website](#) contains details of all upcoming Graduation Ceremonies.

### 1.1.12 PROGRAM TRANSFER

A student can apply to transfer from one program to another when the student has not completed all the units required in the new program. The request to transfer must be submitted prior to the census date of the final unit in the new program.

If a student has already completed the number of units required in the new program then a program transfer is not possible. In this case the student can apply for Back Graduation.



### 1.1.13 BACK GRADUATION

A student who is unable to continue with their program but has met the academic requirements for a lower qualification may apply to back graduate with the lower qualification. Applications for back graduation will be considered in light of the student's academic record and the current MGSM policy at the time of application.

A Postgraduate Transfer Application Form should be submitted for consideration and processing by the Director, Academic Programs. This form is available at <https://students.mgsm.edu.au/forms/graduate-transfer-application>

If the option to back graduate is accepted, students should note that there is a two year waiting period before studies can be resumed at MGSM. On resumption of study the student will only receive a credit of 25% of the nominated program; e.g. an MBA student wishing to back graduate with a Graduate Diploma degree, having completed 12 units, will only receive a credit for 4 units upon returning to the MBA program. After the two year period has expired, a student must submit a **new and complete application** for assessment. (Approved by Macquarie University Academic Senate, August 2004)

DBA students who successfully complete the coursework, but do not obtain a Credit Grade average may apply to back graduate with the exit degree known as Master of Arts. A student who is unable to complete the thesis, for whatever reason, may apply to graduate with the Master of Arts. Graduation with the Master of Arts implies that a student does not intend to return to the DBA program.

### 1.1.14 NOMENCLATURE OF DEGREE

Students are eligible to add their degree after their name once they have **graduated from their MGSM program**. For this purpose the following abbreviations should be used.

**Please note:** If a student commences study at a lower degree and articulates and graduates with a higher degree, only the higher degree abbreviation should be used.

Degree	Abbreviation of Degree
Graduate Certificate of Management	GradCertMgt Macq.
Graduate Certificate of Management Post-MBA	GradCertMgtPostMBA Macq.
Graduate Certificate of Social Entrepreneurship	GradCertSocEntre Macq.
Graduate Diploma of Management	GradDipMgt Macq.
Postgraduate Certificate in Electronic Commerce Management	PGCertEComMgt Macq.
Postgraduate Certificate in/of Management	PGCertMgt Macq.
Postgraduate Certificate of Credit Analysis	PGCertCrAnalysis Macq.
Postgraduate Certificate of Social Entrepreneurship	PGCertSocEntre Macq.
Postgraduate Diploma in Banking Management	PGDipBankMgt Macq.
Postgraduate Diploma in Electronic Commerce Management	PGDipEComMgt Macq.
Postgraduate Diploma in Finance Management	PGDipFinanceMgt Macq.
Postgraduate Diploma in Financial Management	PGDipFinMgt Macq.
Postgraduate Diploma in Financial Services Law	PGDipFinServLaw Macq.
Postgraduate Diploma in Hospitality and Tourism Management	PGDipHTMgt Macq.
Postgraduate Diploma in Human Resource Management	PGDipHumResMgt Macq.
Postgraduate Diploma in Logistics Management	PGDipLogisticsMgt Macq.
Postgraduate Diploma in/of Management	PGDipMgt Macq.

Degree	Abbreviation of Degree
Postgraduate Diploma in Marketing Management	PGDipMarketMgt Macq.
Postgraduate Diploma in Operations Management	PGDipOpsMgt Macq.
Postgraduate Diploma in Retail Management	PGDipRetailMgt Macq.
Postgraduate Diploma in Technology Management	PGDipTechMgt Macq.
Master of Business Administration	MBA Macq.
Master of Electronic Commerce Management	MEComMgt Macq.
Master of Financial Services Law	MFinServLaw Macq.
Master of Management	MMgt Macq.
Master of Management in Operations Management	MMgtOpsMgt Macq.
Master of Social Entrepreneurship	MSocEntre Macq.
MBA Extension Postgraduate Certificate	PGCertMBAExt Macq.
Master of Arts	MA Macq.
Doctor of Business Administration	DBA Macq.
Doctor of Philosophy	PhD Macq.

### 1.1.15 ACADEMIC COSTUME RULES

Details regarding dress to be worn for graduation can be found in the University's Calendar of Governance, Legislation & Rules: Regulations and Rules: Academic Costume Rules. The Divisional colour for Macquarie Graduate School of Management is Smalt (A/S B51), which is a powder blue colour.

## 1.2 CLASSES

### Planning Your Time

A unit is based on an average student workload of 150 hours, made up of 40 hours face to face contact and 110 hours unsupervised private study and group work. Some students may require more time and others a little less, but students should plan to commit 150 hours to a unit.

Classes may be presented through a series of weekly lectures over a ten (10) week term or in a variety of block course modules.

#### 1.2.1 STUDY PERIOD DATES

##### Sydney Study Period Dates

The Sydney Study Period dates are available on the Student Website at <https://students.mgsm.edu.au/sydney-students/enrolment/key-dates>

##### Hong Kong Study Period Dates

The Hong Kong Study Period dates are available on the Student Website at <https://students.mgsm.edu.au/hong-kong-students/enrolment/key-dates>

#### 1.2.2 WEEKLY PRESENTATIONS

Weekly classes are taught over ten (10) weeks and generally involve evening sessions from 6.00pm to 10.00pm. Classes for Full-Time students are generally run from 9.00am to 1.00pm at North Ryde. Please check the online class timetables for further details.

### 1.2.3 BLOCK PRESENTATIONS

**Domestic** block units generally are delivered over five full days from 9:00am to 5:00pm. Blocks offered during term are usually held on Fridays and weekends, while blocks held during recess periods are commonly delivered for five consecutive days (Monday to Friday). The schedule and timing of block units will be indicated on program timetables. Some block presentations have pre-course work, prior to commencement of the unit. Most DBA classes are held on Fridays and weekend blocks.

**Offshore** units are offered in a block format over two weekends including Friday evenings.

Hong Kong class times are available on the Student Website at <https://students.mgsm.edu.au/hong-kong-students/units/timetable>.

**Note:** The units listed on the timetable are subject to change from time-to-time. The University and MGSM reserve the right to change the content or the method of presentation of any unit of study, or to withdraw any unit or course of study which it offers, or to impose limitations on enrolment in any unit or course of study.

### 1.2.4 STUDENT ATTENDANCE POLICY

MGSM students are required to attend the full duration of all classes in the units they are enrolled. Students must apply for exemption from attendance at class directly to the Unit Lecturer at least 24 hours before the class unless there is a genuine emergency. In the case of illness or misadventure, students may apply for consideration for not meeting the attendance requirements under the [Disruption to studies policy](#).

The following applies to all MGSM students studying in Australia:

1.2.4.1 Students are expected to be regular, punctual, and present for the full duration of all classes in the units in which they are enrolled, starting from the first week of the unit. To monitor this, Lecturers will ensure the class attendance sheet is signed by students at every class (timing and frequency of this may vary at each class).

1.2.4.2 It is the student's responsibility to read the unit guide before the unit starts, to become familiar with any specific attendance requirements for that unit.

1.2.4.3 If examinations or other forms of assessment have been missed, then the student must make a [Disruption to Studies](#) application.

1.2.4.4 To apply for exemption from attendance at class, students must apply in writing directly to the Unit Lecturer at least 24 hours before the start of the relevant class unless there is a genuine emergency. It should not be assumed that the exemption will automatically be granted.

1.2.4.5 In the case of illness or misadventure, students may apply for consideration for not meeting the attendance requirements (see [Disruption to Studies](#) policy):

- a. for weekly classes, students may be excused from attendance at class for not more than two weeks, subject to timely provision of evidence eg medical certificate.
- b. for block classes, students may be excused from attendance at class for one day, subject to timely provision of evidence eg medical certificate.

1.2.4.6 Given clauses 1.2.4.4 and 1.2.4.5, students in face-to-face classes must attend at least 80% of the scheduled hours per unit. If a student has not attended the first 2 weeks of a unit they will be contacted by Student Services and given the option to withdraw without penalties. If a student misses three or more classes without approval or application under the [Disruption to Studies](#) policy, the Unit Lecturer in consultation with the Program Director may withdraw the student, with academic and/or financial penalty.

1.2.4.7 Holders of student visas must meet attendance requirements as part of student visa requirements. Non-attendance may result in cancellation of the student visa.

1.2.4.8 An exception may be provided in the case of students in the Armed Forces, who require extended absences due to full-time service. In an event such as this the student may be permitted to withdraw without academic or financial penalty.

### 1.2.5 SYNDICATE GROUPS

Syndicate groups typically comprise of four to six students. Students are allocated into a class syndicate group by the class lecturer. Once allocated into a syndicate group students are not permitted to change to another group.

### 1.2.6 RECOMMENDED SEQUENCE OF UNITS

All MGSM postgraduate award students are required to complete the following six core units before continuing to any other unit. These six units can be completed in any order: MGSM820 Marketing Management, MGSM840 Accounting for Management, MGSM845 Economic Context of Management, MGSM850 Strategic Frameworks, MGSM870 Organisational Behaviour and MGSM960 Information and Decision Analysis.

### 1.2.7 MGSM INTERNSHIPS: OUTLINE

Internships are a 10 week placement for an MGSM MBA/Masters student enrolled in a full-time study load to work on a project within an organisation. In order to be considered for the Internship students must have successfully completed a minimum of six units in their program and achieved a minimum grade point average of 3.0. Students must apply for the Internship well in advance of the term they wish to undertake the internship, initially through the Careers Office. Admission is by competitive entry.

Internships provide an ideal opportunity for students to gain work experience in a particular area or industry. Students do not receive any payment for the work undertaken as part of an internship.

#### 1.2.7.1 Admission Requirements

In order to be considered for an internship, students must have successfully completed a minimum of six units of their MBA program and achieved a minimum GPA of 3.0 out of 4.0 (or 5.0 out of 7.0) or a Credit Average.

The time allocated for the project will be approximately 140-180 hours over the 10 week period and will involve contact hours, research into the project and submission of a document of approximately 10,000 words for assessment for grading purposes.

Expressions of interest for an internship placement should be emailed to the MGSM Careers Office [execareers@mgsm.edu.au](mailto:execareers@mgsm.edu.au)

Please note: Whilst every effort is made to find suitable internship projects for eligible students, placements cannot be guaranteed.

### 1.3 UNIT ASSESSMENT

The Macquarie Graduate School of Management utilises a variety of assessment procedures which include individual and group assignments, syndicate work, class participation, performance and examinations.

Unit guides for each unit include information concerning the structure, presentation and assessment requirements for the unit. These are distributed to students during the first week of lectures, during the first session of a block, or prior to the block/term presentation if pre-course work is required.

The Sydney Unit Guides are available on the Student Website at <https://students.mgsm.edu.au/sydney-students/units/unit-guides>

The Hong Kong Unit Guides are available on the Student Website at <https://students.mgsm.edu.au/hong-kong-students/units/unit-guides>

It is essential that students check the student website for information prior to the commencement of each term.

### 1.3.1 ASSIGNMENTS

#### Cover Sheet

Students are required to submit the standard cover sheet for both individual and group assignments. Further details are provided in the Unit Guide for each unit.

#### Assignment Coversheet and Declaration Forms (Group/Individual)

All students are required to complete, sign and attach an Assignment Coversheet and Declaration form (group or individual, depending on the nature of the task) to each assignment submitted. Assignments cannot be marked unless the signed declaration is attached.

The Assignment Coversheet and Declaration forms can be found at <https://students.mgsm.edu.au/sydney-students/study-resources/assignment-cover-sheets>

#### Plagiarism / Academic Honesty

Students who have been found to have plagiarised will be contacted by their lecturer and given an opportunity to explain. The student is to be given the opportunity to put his/her case in writing if he/she chooses to do so.

In accordance with the University's policy, penalties imposed for plagiarism will take into account the student's level of experience, reason or circumstances relating to the breach, the effect on others, the benefit obtained, the extent of any damage to property, whether the student has previously been found to be in breach of the policy and the amount of plagiarised material or the amount of work claimed as original that is not the work of the claimed author.

Penalties include, but are not limited to:

- counselling of the student by the lecturer
- issuing a written warning about any subsequent breaches of the Academic Honesty Policy
- requiring the student to undertake a remedial or other learning exercise
- referral to services to assist the student
- applying a fail grade for the assessment task
- requiring the student to re-submit the assessment task for a mark no greater than 50
- applying a zero mark for the assessment task
- applying a fail grade to the unit of study
- applying a fail grade to the unit of study and may include referral to the University Discipline committee

All breaches of plagiarism regulations will result in a written warning about any subsequent breaches of the policy. It will be signed, dated and retained by both the lecturer and the student, and placed on the student's central file.

Students will be given an opportunity to put their case at every level in accordance with the University By-Laws and principles of natural justice.

Further details on the policy of academic honesty are available at [http://www.mq.edu.au/policy/docs/academic\\_honesty/policy.html](http://www.mq.edu.au/policy/docs/academic_honesty/policy.html)

#### Submitting your Assignment: Sydney Students

**NORTH RYDE:** Assignments are to be handed to the course lecturer in class or left in the assignment chute, which is located in Building E12A (Stage 5). The chute is cleared regularly Monday-Friday. Assignments will be delivered to MGSM Student Services, Client Services Centre, where they will be date stamped, registered and then delivered to the relevant member of faculty.

Please note that assignments must **not** be placed in the lecturer's pigeonhole nor will they be accepted by the staff at the main MGSM Reception.

**CBD:** Assignments can be handed to lecturers or handed in to staff at Reception for registration and forwarding to lecturers.

**Assignments can also be couriered to:**

Client Services Centre  
Building E12B  
Macquarie Graduate School of Management  
99 Talavera Road  
NORTH RYDE NSW 2113

**Return of Assignments**

Assignments may be returned to students in class, or by collection from MGSM Student Services. Students with assignments ready for collection will be notified by MGSM Student Services through their MQ e-mail. Under no circumstances are individual assignment results made available by phone or fax. Results are not made available to students who have outstanding debt.

**Assignment Due Date**

All assignments specified for a unit are to be handed in prior to the commencement of the examination period for the term concerned, or by the deadline given by the lecturer. Failure to complete assignments by this date will result in failure of the unit. Only where a student has been asked to resubmit an assignment previously considered unsatisfactory, will an exception be made.

Late submissions may be penalised in accordance with course assessment guidelines as listed in the unit guide for each unit.

In the event of illness, students must provide a medical certificate **within 48 hours** of the assignment deadline.

Assignments must be prepared to a standard equivalent to that of a first-rate consultant reporting to a chief executive, with proper attention to structure, expression, grammar, spelling and punctuation, as well as footnotes and references. Please refer to Section 3.1.1 of the Student Handbook Essay Writing Guidelines.

Please note that additional courses are available for students requiring English assistance. For more information, see the Macquarie University English Language Centre (ELC) website at [http://mq.edu.au/courses/english\\_language\\_centre/home/](http://mq.edu.au/courses/english_language_centre/home/) or contact them on + 61 2 9850 7667.

**Confidentiality**

All students who are involved in external projects for their units are reminded that they must maintain complete confidentiality regarding the privileged material with which they may be provided. This includes comments made by executives during interviews, unless they have the written approval of the organisation in question to do otherwise. The following statement of confidentiality has been prepared for use by students when submitting class assignments and reports containing confidential company information:

"Material not in the public domain has been used in this assignment. The matters that are confidential have been noted and are included on the basis that the material will only be sighted by the course presenter for the purpose of assessment."

**Group Projects**

Group projects constitute a significant component of the learning and assessment process, except for the DBA program. They provide an excellent opportunity for students to network and complete required coursework in real life situations. Each group member must participate equally.

If problems with group participation occur, they must be brought to the attention of the lecturer of the unit and, if unresolved, details can be faxed to (+ 61 2 9850 6094) or emailed in confidence to MGSM Student Services at [studentservices@mgsm.edu.au](mailto:studentservices@mgsm.edu.au) to be forwarded to the Director, Academic Programs.

### 1.3.2 EXAMINATIONS

Examinations constitute one of a number of different methods of assessment, which allow students to demonstrate their learning and knowledge in particular subjects. The examination procedures at MGSM are designed to provide an atmosphere which is conducive to students being able to do the best work they are capable of in the examination context. Such an atmosphere is dependent on the cooperation of all concerned with the examination process -- staff and students.

All examination supervisors at the MGSM have been carefully screened by the University's Academic Program Section to ensure that they are capable of providing appropriate examination conditions. These include the expectations that they will recognise and relate to MGSM students as adult members of the University community.

Outlined below is a set of straightforward procedures, which aim to permit people to move easily in and out of the examination room and, as far as possible, to be undisturbed during the examination time. They represent MGSM and the University's expectations of student behaviour during the examination. In order to meet these expectations, you are requested to read and become fully conversant with these procedures and to respond appropriately to reasonable requests made of you during your examination.

#### 1.3.2.1 Prior to the Examination

##### Examination Timetable

**Sydney** examinations are held during the examination period, scheduled during week 12 of each study period, at the MGSM North Ryde campus. In preparing examination timetables, every effort is made to minimise the number of students with two examinations on any one day. Detailed timetables for Sydney examinations are available each study period at the following website: <https://students.mgsm.edu.au/sydney-students/units/exams>

**Hong Kong** examination dates are recorded on the timetable on the Hong Kong student website at <https://students.mgsm.edu.au/hong-kong-students/units/timetable>. The HKMA secretariat also advises Hong Kong students of examination dates. Examinations are required for most modules. All Hong Kong examinations are held on a Saturday afternoon.

Since the University reserves the right to make changes to student timetables, including examination timetables, students should re-check one week prior to the examination for any variations.

##### Unavoidable Disruption

Students are expected to sit their examinations on the specified date and time during the examination period.

Only in **exceptional** circumstances (i.e. in the event of serious illness, injury or death of a close family member) will alternative arrangements be considered. **In the event of illness, students must submit a medical certificate within 48 hours of the date of the missed exam.**

For the purpose of adhering to the Master Degree Regulations, Academic Senate will also treat as unavoidable disruption cases where the student has been prevented from attending an examination for the following reasons:

- As a member of the armed forces involved in compulsory exercises
- As a person in full-time employment required to be overseas by his or her employer
- As a person representing their country at an international sporting or cultural competition

Students, who for any of the reasons set out above, cannot sit in the exam period, must advise their lecturer and submit a Request for an Alternate Exam Date form which can be downloaded from the student website at <https://students.mgsm.edu.au/media/documents/ss-forms/Request-Alternate-Exam-Date.pdf>. **Full supporting documentation** must be attached to any request proposing to sit an exam outside of the scheduled time. Upon approval, an alternate exam date will be advised.

##### Examination Preparation



Students who have not sat for formal examinations for a number of years are strongly encouraged to practise their handwritten (not word processed) essay writing techniques under exam conditions and within the set time allowed.

Full details of the dates, times and rooms are included on the Examination Timetable.

### **Location of Examinations – Sydney**

All Sydney exams are held at the North Ryde campus.

Prior to entering the examination room, Sydney students must check the noticeboard outside the exam room for their seat number.

### **Location of Examinations – Hong Kong**

HKMA Secretariat will notify Hong Kong students of the full details of the dates, times and locations within the week prior to the exam.

#### **1.3.2.2 Entering the Examination Room**

##### **Photo ID Card**

Students are required to present their Macquarie University Campus Card to the supervisor as they enter the examination room. Students who do not have their Campus Card with them are required to complete a pink identification of candidate form, and display some alternative form of identification such as a driver's licence. This form will be checked by the supervisor and handed back to the candidate to take into the examination room and display on his or her desk until it is collected with the attendance slips.

##### **Materials permitted to be taken into the examination room**

Students may take only basic materials (pens, pencils, ruler, and pencil rubber) to their seat **unless** the examiner has advised that the examination is "open book" and/or that a non-programmable calculator is permitted.

To avoid spillage in the examination room students may not take drinks in. Water is available in the room. Students with diabetes may bring and consume food in the examination room. Please bring a letter from your doctor.

All bags or briefcases taken into the examination room **must** be placed in a designated secure area provided by the examination supervisor.

Dictionaries are **not** permitted for closed book exams.

For open book exams, **only** handwritten notes and printed materials are allowed.

Programmable devices including but not limited to iPads, notebooks, tablets, smart phones, laptops and calculators are **NOT** allowed to be used in exams.

Mobile phones must be switched off and placed in bags at the front of the room.

After entering the examination room, a candidate must not talk or communicate in any way with any other candidate.

#### **1.3.2.3 Commencing the Examination**

##### **Reading Time**

Candidates must wait until the supervisor announces the commencement of the examination. Most examination papers are preceded by ten (10) minutes reading time during which candidates may read their papers but must not write.



### **Attendance Slips and Cover Pages of Exam Books**

Attendance slips and cover pages of exam books must be completed during the time allocated for the examination. Allowance is made in the examination time for the time taken to complete attendance slips and exam book covers. Attendance slips should be filled in before the reading time or as soon as writing time commences as they will be collected by supervisors after half an hour of examination time has elapsed.

### **Candidates Arriving Late or Leaving Early**

Candidates will be admitted for one hour from the time of commencement of the examination. No candidate may leave within the first hour or during the final ten minutes of an examination.

### **Temporary Absence of Students from the Examination Room**

A candidate who seeks permission to leave the examination room during the examination period for a short time, will remain under supervision. Students will be allowed to go to the toilet one at a time. They should not take any other materials with them when they leave, including their mobile phones.

The student is to present their Campus Card to the Room Supervisor and complete the Absence from Examination Room Form. The supervisor will then accompany the student up to the door of the toilet and await their return in the foyer. Any unusual period of absence is checked. Before being allowed to re-enter the exam room the student is required to present their Campus Card to the Room Supervisor and sign in on the same Form before returning back to his/her seat.

### **Rough Work**

Rough work may be done on the unruled page of the examination writing book. No rough working booklet is provided unless requested by the examiner. If the unruled space is insufficient for the rough work required, candidates may request a small book for this purpose. This book is to be handed in at the conclusion of the examination.

### **Suspected Misconduct**

If a student is observed using unauthorised material, this will be confiscated and the Assistant Registrar from the Academic Programs Section of the University will be advised immediately. A complete written report setting out all the details of the incident, together with the confiscated material, will be submitted by the supervisor to the Academic Programs Section.

### **Illness**

In cases of illness requiring medical attention, the student will be escorted by a supervisor to the medical centre. If it is expected that the student will return to the examination room, the attending supervisor will remain with the student. All cases of illness drawn to the supervisor's attention will be reported by the supervisor on an Examination Report Form and any medical certificates submitted by the candidate will be attached.

For requests for special consideration for examinations, where the circumstances occur during or immediately before the examination, the student should contact MGSM Student Services **immediately on 9850 7829** or HKMA secretariat for Hong Kong students. Students who miss an examination due to illness must submit a medical certificate **within 48 hours of the date of the examination**. Conditions for special consideration are outlined in Section 1.4.5 Special Consideration.

### **Queries on the Paper**

Any queries on the examination paper will be referred to the supervisor-in-charge. Supervisors will not answer questions concerning the interpretation of, or alleged errors in, an examination paper. If such questions arise, they will be referred to the Exam Co-ordinator and the lecturer in charge of the unit will be contacted. If a change is required to the paper, this will be announced to all candidates and details of the change written on the whiteboard.

### **Completing Multiple Choice Questions**

Some exam papers are set with a section to be answered on "auto marked" answer sheets and **must be completed using a 2B pencil**. The edges and corners of the paper should not be bent, torn or stapled.

The **NAME** field and the **IDENTIFICATION NUMBER** field need to be completed by filling in the relevant circles completely from the left of the field. Use an eraser to change your choice. Do not cross out a mistake. Make sure you do not leave stray marks on the sheet. Mark only within the **NAME** and **IDENTIFICATION** field and within the chosen circles.

### **Control of the Examination**

Supervisors are in complete control of the examination room, subject to directions given from the Exam Co-ordinator in accordance with University rules and procedures. Candidates are required to observe any instruction given by a supervisor for the proper conduct of an examination. It is important that supervisors maintain strict control and order, as the rules and procedures are intended for the benefit of **all** candidates.

The rules governing students' conduct in examinations will be strictly applied and infringements will be reported immediately. Within the framework of these rules and of the examination system generally, it is the duty of supervisors to present conditions for the examinees as favourable as circumstances permit.

#### **1.3.2.4 Concluding the Examination**

Ten (10) minutes prior to the conclusion of an examination a supervisor will announce the time remaining. No student is permitted to leave during this time. A further announcement instructing candidates to cease writing will be made at the conclusion of the examination. Candidates are to remain seated whilst supervisors collect the examination books.

A summary of these examination rules approved by Academic Senate is outlined below. These rules are placed on the door of each examination room during Exam Week. In Sydney, these are also placed on the Exam board in the foyer.

Important - Please note:

- Students are expected to sit their examinations as timetabled during the examination period. This is part of the course requirement.
- Make sure you bring your Campus Card as proof of identification and for admittance to all exams.

#### **For Sydney Students:**

- Please make sure the current Term's fees are paid before commencement of each exam week. Failure to do so will impede the accessing of your result(s).
- All exams are held at the North Ryde Campus in Building E12A (Stage 5) in Rooms 167, 267 and 248. 167 and 267 will include 165 and 265 respectively.
- Exams normally start at 9:00am and 2:00pm. This can vary depending on the exam timetable for the relevant term. Students must check for the start time for each unit.
- You are required to come at least 15 - 20 minutes early in order to check the notice board where the exam lists are posted. These lists include your name, seat number and room number.
- If your name is not listed please notify MGSM Student Services on 9850 7829 immediately.
- All bags are to be left in the front area of the exam room. ALL MOBILES must be switched off.
- Free parking is available at the MGSM North Ryde campus car park during Exam Week.

#### **For Hong Kong Students:**

- Please make sure the current Term's fees are paid before commencement of each exam week. Failure to do so will impede the accessing of your result(s). Please contact HKMA if you have not received an invoice for the current term.
- Exams normally start at 2:30pm.
- You are required to come at least 15 - 20 minutes early
- All bags or briefcases taken into the examination room must be placed in a designated secure area provided by the examination supervisor. ALL MOBILES must be switched off.

- If your exam is an OPEN BOOK Exam you are allowed to bring in any and all printed material/handwritten notes that will aid you in answering questions successfully. Make sure these can fit on your desk.
- If you are unwell please complete the Disruption to Studies form (available from the exam supervisors) and submit with a Medical Certificate to either HKMA (for students in Hong Kong) or the Exam Supervisor or MGSM Student Services at [studentservices@mgsm.edu.au](mailto:studentservices@mgsm.edu.au).
- Please read and familiarise yourself with the Rules governing Students' Conduct in Examinations (below).

#### Useful information

- If a multiple-choice question section is included in your exam paper, make sure you bring a good eraser and 2B pencil. It is important to listen to the supervisor's advice as to how to shade in your answers as ticks and crosses are not allowed.
- Some examinations allow non-programmable calculators irrespective of whether these are open book exams or not. For details please consult the Exam Timetable under the Extra Equipment column on what extra items you should bring.
- If you have further queries please contact MGSM Student Services on +61 2 9850 7829.

#### North Ryde Campus Maps

- [North Ryde Campus](#)
- [Location of Exams](#)

#### Students Examination Rules of Conduct

- Candidates are required to obey any instruction given by an examination supervisor for the proper conduct of the examination.
- No bag, writing paper, blotting paper, manuscript or book, other than a specified aid, is to be brought into or removed from an examination room.
- No candidate shall be admitted to an examination after one hour from the time of commencement of the examination. No candidate shall be permitted to leave an examination room before the expiry of one hour from the time the examination commences. Where in special cases this rule is varied an appropriate announcement will be made.
- No candidate shall be re-admitted to an examination room after he or she has left it unless, during the full period of the absence the candidate has been under approved supervision.
- A candidate shall not by any improper means obtain or endeavour to obtain, assistance in his or her work; give or endeavour to give, assistance to any other candidate.

### 1.4 GRADES

#### 1.4.1 AWARD OF GRADES

Grades awarded to students for individual pieces of academic work such as assignments may be graded from HD to F or a mark may be awarded out of 100.

The **official final grade** for all units is shown either as a HD, D, Cr, P, PC, CQ, S or F which represents the level of achievement at which the student has completed the unit, based on the following table. Students will also be provided with a standardised numerical grade (SNG).

HD	Provides consistent evidence of deep and critical understanding in relation to the learning outcomes. There is substantial originality and insight in identifying, generating and communicating competing arguments, perspectives or problem solving approaches; critical evaluation of problems, their solutions and their implications; creativity in application as appropriate to the discipline.
D	Provides evidence of integration and evaluation of critical ideas, principles and theories, distinctive insight and ability in applying relevant skills and concepts in relation to learning outcomes. There is demonstration of frequent originality in defining and analysing issues or problems and providing solutions; and the use of means of communication appropriate to the discipline and the audience.

Cr	Provides evidence of learning that goes beyond replication of content knowledge or skills relevant to the learning outcomes. There is demonstration of substantial understanding of fundamental concepts in the field of study and the ability to apply these concepts in a variety of contexts; convincing argumentation with appropriate coherent justification; communication of ideas fluently and clearly in terms of the conventions of the discipline.
P	Provides sufficient evidence of the achievement of learning outcomes. There is demonstration of understanding and application of fundamental concepts of the field of study; routine argumentation with acceptable justification; communication of information and ideas adequately in terms of the conventions of the discipline. The learning attainment is considered satisfactory or adequate or competent or capable in relation to the specified outcomes.
PC (Prior to 2011)	A PC grade, i.e. Conceded Pass, cannot be used for a unit which is a prerequisite for further study. The unit will have to be repeated and a minimum Pass grade achieved.
CQ (Prior to 2001)	A pass which is marginal; does not satisfy the specified outcomes.
S	Used for units where grading is on a pass or fail basis only. The learning attainment is considered satisfactory in relation to the specified outcomes. S Satisfactory No Single Numerical Grade F Fail No Single Numerical Grade
F	Does not provide evidence of attainment of learning outcomes. There is missing or partial or superficial or faulty understanding and application of the fundamental concepts in the field of study; missing, undeveloped, inappropriate or confusing argumentation; incomplete, confusing or lacking communication of ideas in ways that give little attention to the conventions of the discipline.
I	Indicates that the unit is incomplete and more coursework may be required or is outstanding.
W	Denotes that the student has withdrawn from the unit and no failure is recorded.
NE	Indicates that the student is not effectively enrolled in the unit.

The University grading system is as follows:

For students who commence at Macquarie University before 1 January 2017, their GPA will be calculated as detailed below:

Macquarie Grade	Abbreviation	From 2011 Standardised Numerical Grades	Prior to 2011 Standardised Numerical Grades	Prior to 2001	GPA Purposes
High Distinction	HD	85 - 100	85 - 100	A	4
Distinction	D	75 - 84	75 - 84	A	4
Credit	Cr	65 - 74	65 - 74	B	3
Pass	P	50 - 64	50 - 64	C	2
Conceded Pass	PC	No PC grades awarded from January 2011	45-49	CQ	1

Macquarie Grade	Abbreviation	From 2011 Standardised Numerical Grades	Prior to 2011 Standardised Numerical Grades	Prior to 2001	GPA Purposes
Satisfactory	S	Satisfactory (used for units where grading is only on a pass/fail basis)			
Fail	F	0 - 49	0 - 44	F	0

For students who commence at Macquarie University from 1 January 2017, their GPA will be calculated on a 7-point scale as detailed below:

Macquarie Grade	Abbreviation	From 2017 Standardised Numerical Grades	GPA Purposes
High Distinction	HD	85 - 100	7
Distinction	D	75 - 84	6
Credit	Cr	65 - 74	5
Pass	P	50 - 64	4
Fail	F	0 - 49	0

The University operates on the premise that through assessment students are encouraged to engage in their education, rather than merely pursue grades. The grades achieved at MGSM reflect assessment of the extent to which students have met the learning outcomes of a unit.

Marks awarded in the continuous assessment items will not automatically guarantee a specific grade. Final grades for all the units are formally determined at the MGSM Examiners' Meeting, in accordance with University assessment procedure.

Where a grade of Incomplete is used, this means that the assessment procedure is incomplete and further assessment is required. This further assessment should be completed within four weeks.

The Academic Programs Committee of MGSM has determined that any variation from this system needs to be explicitly stated in the unit guide. The unit guide must also provide a general statement of the exam format. The outline is to be read in conjunction with the Student Handbook and the University Calendar.

#### 1.4.2 RECOGNITION FOR OUTSTANDING PERFORMANCE

A **Certificate of Merit Award** is given to a student in recognition of outstanding performance in all manners of assessment in a class for that term. The nomination for this award is at the discretion of the lecturer. To be eligible for consideration a student must have achieved the highest mark in the class.

A list of the Sydney Certificate of Merit Award recipients for each term can be found on the Student Website at <https://students.mgsm.edu.au/sydney-students/units/awards>.

A list of the Hong Kong Certificate of Merit Award recipients for each term can be found on the Student Website at <https://students.mgsm.edu.au/hong-kong-students/units/awards>.

#### 1.4.3 RELEASE OF FINAL GRADES

Results are available to students via eStudent at <https://student1.mq.edu.au>. Students need their Student ID number and eStudent password to access results. Please contact MGSM Student Services, by email, if your place of employment requires written notification of results.

The University has determined that **no paper-based unit result notifications will be sent to students, except for those students who qualify for an award.** All unit result information and details regarding eligibility to graduate can be obtained from eStudent.

If you experience any difficulty accessing eStudent, contact Macquarie University Student IT Help via email at [help@mq.edu.au](mailto:help@mq.edu.au), telephone +61 2 9850 4357 or log a call 24x7 using [OneHelp](#).

Under no circumstances are results made available by phone or e-mail. Results are not made available to students who have outstanding debt.

**NOTE: Please make sure that the current term's fees are paid by the due date. Failure to pay will prevent the processing of your results. Students who pay their tuition fees after the due date will incur a \$200 late fine and will experience delays in receiving their results.**

### **Incomplete Grades**

An 'I' grade denoting **Incomplete** is given if:

- A part of your assessment is incomplete, which must be resolved between you and your lecturer **OR**
- You have outstanding student fees, and should contact MGSM Student Services on +61 2 9850 7829.

It is a policy of the MGSM that students must complete any outstanding assessment **within one term.**

MGSM's four-term year means that it will sometimes not be possible for the results for some units to be resolved by these dates. In this situation, students are advised that the result for the unit is Incomplete, and they will be notified of their outstanding grade(s) as soon as possible.

### **Fail Grades**

An 'F' grade denoting Fail can impact on further study. If the unit is part of your award program OR is a prerequisite, then you must re-enrol in the unit in the following term and successfully complete it in order to progress. Students are required to satisfy minimum rate of progress criteria for their program (refer to Section 1.4.4 Minimum Rate of Progress for more information). Students who fall below the minimum GPA of 2.0 out of 4.0 (or 4.0 out of 7.0) will be sent a warning letter advising that they must raise their GPA to the minimum within a 2 term period. Students who fail to raise their GPA to 2.0 out of 4.0 (or 4.0 out of 7.0) or above will be asked to show cause as to why their candidature should not be terminated. Students who fail the same unit twice will also be sent a show cause letter, and if no response is received by the due date, the Dean will recommend termination of candidature.

### **Satisfactory Grades**

A 'S' grade, denoting Satisfactory, is given for any units undertaken as part of an exchange program with an overseas or interstate university. Only the 'S' grade is shown on the student's transcript. No numerical mark is shown and the unit does not contribute to the GPA.

### **MGSM Policy on Failure of a Core Unit**

The policy with regard to failing core units is as follows:

Domestic students who fail a core unit must re-enrol in that unit within their next two terms of study.

Hong Kong students who fail a core unit **must re-enrol in that unit the next time it is offered at their location.** They may not enrol in any unit for which the failed unit is a pre-requisite. This also applies to those with a Conceded Pass (PC).

The above policy is designed to protect students who may find themselves ineligible to receive an award due to failure of a core unit. Students repeating core units are strongly advised to discontinue from other units in the same term of enrolment, in order to maximise their chances of obtaining a passing grade. Students who fail the

same core unit twice will be sent a show cause letter, and if no response is received by the due date, the Dean will recommend termination of candidature.

### **Conceded Pass Grades**

Conceded Pass ('PC') grades can also impact on further study as this grade is insufficient to satisfy prerequisite requirements. In addition, PC grades will not be accepted for those students wishing to articulate to a higher program. Where the unit is a prerequisite for a core unit, students will be required to re-enrol and achieve a minimum grade of Pass in order to progress.

Students with PC grades who wish to articulate and who receive Fee-Help, must re-enrol into that unit prior to completing their current program. If they re-enrol into the unit after the current program has been completed, the second attempt at the unit will be as a Single Unit and therefore will not be eligible for Fee-Help assistance. From 2011, PC grades will no longer be awarded.

### **Study Tour Entry Requirements**

As per MGSM entry requirements for eligibility for the Study Tours, please note that minimum rate of progress in the Grade Point Average (GPA) must be maintained, i.e. 2.0 out of 4.0 (or 4.0 out of 7.0) and above, and that any Fail grade(s) and/or PC grade(s), in any of the units preceding the Study Tour, and/or if the GPA is below 2.0 out of 4.0 (or 4.0 out of 7.0), will affect your eligibility to enrol into the Study Tour.

The Study Tour is NOT AVAILABLE to Post Graduate Certificate program or Non-Award Single Unit students.

#### **1.4.4 ACADEMIC PROGRESSION**

University regulations relating to the DBA, MBA, Master of Management and Postgraduate/Graduate Diploma, Postgraduate/Graduate Certificate and the doctoral and research programs are contained in the Macquarie University Handbook at <http://www.handbook.mq.edu.au/>. The relevant section provides details concerning the broad University requirements with regard to program admission, enrolment, student records and examinations. **Students are required to familiarise themselves with such regulations.**

Academic Progression refers to the academic progress of students toward successful completion of their program. It will be assessed at the end of each term, and finalised by the Census Date of the following term.

Satisfactory Academic Progression requires students to pass at least 51% of the attempted unit load in the term under consideration. All students will receive advice regarding their Academic Standing status (see below), with appropriate counselling offered following any change to a student's Academic Standing status.

Student progress in the DBA program is assessed at the end of each term of the coursework component of the program. Permission to proceed to the dissertation stage of the program is granted after successfully completing the DBA coursework. During the thesis component of the DBA program, progress is assessed every three to six months.

### **Academic Standing**

Academic Standing refers to the status of a student's progress towards meeting the requirements for their program of study as assigned at the end of each study period (term). The levels of Academic Standing are:

#### **Satisfactory Standing:**

A student who has passed 51% or more of the attempted load in the Study Period under consideration.

#### **Academic Caution:**

A student, previously on Satisfactory Standing, who has not passed 51% or more of the attempted load in the Study Period under consideration, or someone previously on Conditional Enrolment who has passed 51% or more in the subsequent Study Period.

#### **Conditional Enrolment:**

A student on Academic Caution, who has not passed 51% or more of the attempted load in the Study Period under

consideration, or a student on Probation who has passed 51% or more of the attempted load in the Study Period under consideration.

**Suspension:**

A student on Conditional Enrolment who has not passed 51% or more of the attempted load in the Study Period under consideration.

**Probation:**

A student who has returned to study following a period of Suspension.

**Exclusion:**

A student who is on Probation and who has not passed 51% or more of the attempted load in the Study Period under consideration will be excluded from the University for a period of not less than 2 academic years, and must formally re-apply for admission, in the prescribed manner, at the end of the Exclusion period.

Specific requirements and restrictions will be applicable at various levels of Academic Standing as follows:

Academic Standing	Requirements / Restrictions
Satisfactory	No requirements or restrictions apply, other than general program requirements.
Academic Caution	It is recommended that students with this status consult an Academic Adviser for advice on their study plan and subsequent enrolment. Students are encouraged to seek support from Campus Wellbeing.
Conditional Enrolment	Students with this status are <b>required</b> to consult an Academic Adviser for <b>approval</b> in relation to their study plan and subsequent enrolment. Students are strongly encouraged to seek support from Campus Wellbeing.
Suspension	Students with this status are required to take a break in their studies for a period of two study periods, but have an automatic right of re-admission to the current version of the same program (subject to availability). Students are recommended to seek support from Campus Wellbeing whilst on suspension.
Probation	Upon return from Suspension, a student is on Probation for the first study period. The student <b>must</b> seek academic advice before enrolment is permitted.
Exclusion	Students with this status are considered unlikely to complete their program. Students are excluded from Macquarie University for a period of 2 academic years and must re-apply for admission if they wish to complete their studies. The student is encouraged to seek appropriate support to develop an action plan to help get them back on track.

**Grade Point Average**

For these purposes the Grade Point Average (GPA) is calculated at the completion of each term on the basis of attributing points to each unit completed. Each grade is equivalent to a set amount of grade points, as outlined below:

Grade	Grade Points (prior to 2017)	Grade Points (from 2017)
High Distinction	4	7
Distinction	4	6
Credit	3	5
Pass	2	4
Conceded Pass	1	



Grade	Grade Points (prior to 2017)	Grade Points (from 2017)
CQ	1	
Satisfactory	0	
Fail	0	0

A Grade Point Average (GPA) is a calculation that reflects the overall grades of a student in a coursework program. It will be calculated on the basis of the units completed at Macquarie University towards the program. It will not take into account credit points granted for credit for previous studies, advanced standing or through non-award study.

Refer to the University link <https://students.mq.edu.au/study/my-study-program/calculate-your-gpa> for more information about the GPA including a link to the GPA Calculators.

**Note:** Any student who **fails a unit and is permitted to repeat** that unit shall be subject to any timetable limitations, which may delay progress. Failure can result in a GPA which is too low for continuation (i.e. less than 2.0 out of 4.0, or 4.0 out of 7.0). Students whose GPA falls below the minimum level of 2.0 out of 4.0 (or 4.0 out of 7.0) will be sent a warning letter advising that they must raise their GPA to the minimum level within a two term period.

It is expected that DBA students will maintain a CR grade average (GPA of 3.0 out of 4.0, or above) during the completion of their coursework. DBA candidates may be permitted to repeat a failed unit once only. In an attempt to raise their overall mark to a CR average (GPA of 3.0 out of 4.0, or above), a DBA student may repeat one unit.

#### 1.4.5 SPECIAL CONSIDERATION

The University recognises that students may experience events or conditions that adversely affect their academic performance.

If you experience serious and unavoidable difficulties at exam time or when assessment tasks are due, you can consider applying for Special Consideration.

**Serious and Unavoidable circumstances:** The University classifies circumstances as *serious and unavoidable* if they:

- could not have reasonably been anticipated, avoided or guarded against by the student; and
- were beyond the student's control; and
- caused substantial disruption to the student's capacity for undertaking assessment for the unit(s); and
- occurred during an event critical study period and was at least **three (3)** consecutive days duration, and/or a total of 5 days within the teaching period and/or
- prevented completion of an assessment task scheduled for a specific date (e.g. final examination, in class test/quiz, in class presentation).

#### How to apply for Special Consideration

Applications must be made within five working days of the assessment task due date. Lodge Special Consideration applications through AskMQ at <https://ask.mq.edu.au/>

Click 'Special Consideration' on the SUBMIT menu on the left then fill in the required fields and attach your supporting evidence.

Supporting evidence can include:

- original supporting documentation, or
- a medical certificate, or
- a completed [Professional Authority Form \(PAF\)](#), or

- appropriate documentary evidence for non-medical circumstances

The evidence must:

- identify the circumstances
- include dates and/or the length of the circumstances
- explain the severity and impact of the circumstances
- clearly describe how the circumstances have adversely affected your capacity for effective study to which an assessment relates
- include the date(s) on which you were seen by the professional providing the evidence

Applications for Special Consideration may be refused if:

- not submitted in the manner and timeframe required
- you have not complied with all other mandatory requirements for successful completion of the unit
- they are not supported by appropriate documentary evidence

NOTE: Applications made on behalf of a student by an external representative will only be accepted in cases where the student is incapacitated.

Serious Circumstances	Supporting Evidence
Short-term illness	Medical Certificate or Professional Authority Form
Hardship or Trauma	Statutory Declaration or Medical Certificate or Professional Authority Form – stating how the student was affected or Official letter from relevant source/authority
Death or a relative/close friend	Statutory Declaration – stating the relationship to the student or Medical Certificate or Professional Authority Form - stating how the student was affected or Death Notice/Certificate
Unavoidable commitments	Wedding invitations accompanied by Statutory Declaration or Letter from religious leader/Elder

Serious Circumstances	Supporting Evidence
	or Letter from employer – stating why the student cannot be released from the unexpected work commitments or Letter from doctor/medical certificate or Letter confirming student's attendance to Jury Duty/court date
Exacerbation of ongoing illness	Medical Certificate or Professional Authority Form – supporting exacerbation
Elite athlete or performer commitments	Official letter from the Macquarie Elite Athlete Program supporting increased training commitments/ competition
Army Reservists/SES commitments and Volunteer Firefighters	An official training notice from organiser explaining why attendance is required or Statutory Declaration

### Special Consideration application outcome

The University will aim to let you know the outcome of your application via your student email address within 5 working days of receipt of the application and all necessary supporting evidence.

### If special consideration is granted, what happens next?

If your Special Consideration application is accepted, you may be offered:

- an additional assessment to assess your performance
- a supplementary examination
- an extension to a deadline for an assessment
- an aggregated/average mark

If you have any questions or require assistance, contact Student Services at [studentservices@mgsm.edu.au](mailto:studentservices@mgsm.edu.au)

### Ongoing/Long term circumstances

You may already be registered with Campus Wellbeing due to ongoing/long term circumstances such as

- Chronic illness/disability
- Carer status

If you have ongoing or long term circumstances and you are **not** registered with Campus Wellbeing you should contact them to seek support:

**Location:** 16 Wally's Walk, Building C8A, Level 2

**Opening Hours:** Monday to Friday 8.30am - 5.30pm (excluding public holidays)

**Telephone:** +61 (2) 9850 7497

**Email:** [campuswellbeing@mq.edu.au](mailto:campuswellbeing@mq.edu.au)

## Exams and in-class tests

The University operates under a 'Fit to Sit' model, where, in sitting an examination or in-class test, you are declaring you are fit to do so. However, you may be taken ill during the assessment (in the case of an examination or test) or may not have been fit to make reasonable judgement on your fitness at the time. In these cases, you must advise the examination supervisor, who will record the case on the Examination Room Report Form in order for you to be able to apply for Special Consideration.

For further information on Special Consideration, please read through the official university policy at

<https://students.mq.edu.au/study/my-study-program/special-consideration>

### 1.4.6 GRADE APPEAL

Grade appeals can only be considered where a student can establish one (or more) of the grounds stated in the Grade Appeal Policy. You must demonstrate where the University has erred in their process. If an error is not identified in relation to one or more of these grounds, an appeal will be unsuccessful.

#### Review your Grade(s) First

Before appealing you should:

- Add the final *weighted mark* of each of your *assessment tasks* together. You want to ensure there has been no clerical error in adding these marks together to achieve your final grade.
- Review your final exam/assessment paper. Your faculty may require you to make a booking, or, to contact your unit convenor directly.

**Note:** Reviewing an exam paper is not an opportunity to challenge marks. You can use this time to reflect on your performance and identify any clerical errors.

#### Appeal Steps

**STEP 1:** Read the Grade Appeal [Policy](#). Remember Grade Appeals only concern your *final* grade not an individual assessment task. If you appeal on the basis that an individual task should have had a higher mark, it will not satisfy the policy.

**STEP 2:** After reviewing your grade, consider the Grade Appeal Policy and if you meet at least one of the grounds listed for appeal.

**STEP 3:** If you believe you meet the grounds for appeal, lodge a grade appeal for the Unit via [AskMQ](#). This must be done within 20 working days.

**STEP 4:** If you have any problems, first contact the faculty of the unit you are appealing. If you still experience difficulties, contact Student Advocacy.

#### Formal appeal following a grade appeal

If you believe there has been a procedural irregularity in the consideration of your Grade Appeal, you may submit a written appeal to the University Grading Appeals Committee. Appeals on this basis are limited to procedural grounds only.

## 1.5 STUDENT ADMINISTRATION ISSUES

### 1.5.1 CAMPUS CARDS

All enrolled students are issued with a student photo identity card. Campus cards must be carried with you at all times during attendance at MGSM. Failure to abide by this requirement could result in students being refused entry to the facilities.

The ID card shows your student ID number, which should be quoted on all communication with the University. Presentation of the card is required to borrow books from the Library, to sit for examinations and to collect assignments, pick-up book orders or other documents from the MGSM Reception.

If the card is lost, report it immediately to Macquarie University Student Connect (Tel: +61 2 9850 6410). Details on how to replace your campus card can be found at <https://students.mq.edu.au/study/getting-started/student-essentials/campus-card>.

### **1.5.2 COMMUNICATION WITH THE STUDENT BODY**

Correspondence between lecturers, staff and students is conducted via your MQ email account or online via the student web pages. Unit guides are available online, and students are advised by email when course materials are available. It is essential that students check their MQ email account regularly as failure to do so could result in missing important course information or correspondence. Your MQ email account is accessed via [Gmail](#). Note: your MQ email remains active for up to 5 years after your graduation.

It is essential that students keep their contact details up to date at all times via eStudent at <https://student1.mq.edu.au/>.

### **1.5.3 STUDENT CONTACT LISTS**

Students' work phone number, mobile phone number and MQ email address are included on the Class Contact Lists that are made available each term to lecturers.

It is essential that students keep their contact details up to date at all times via eStudent at <https://student1.mq.edu.au/>.

### **1.5.4 NOTIFICATION OF CHANGE OF PERSONAL INFORMATION**

It is essential that students keep their contact details up to date at all times via eStudent at <https://student1.mq.edu.au/>. Failure to do this could result in not receiving important correspondence or course information.

The University cannot accept responsibility if official communications fail to reach a student who has not notified the University of any changes to personal information.

#### **Using eStudent to update your Contact Details**

The URL for eStudent is <https://student1.mq.edu.au/>. The username is your Student Number and the password is your eStudent password. If you need assistance logging in, please go to <https://student1.mq.edu.au/LoginHelp.html>

The information you enter via eStudent directly updates your record on the Macquarie University (and MGSM) student system.

PLEASE CHECK your typing before saving and DO NOT include comments or extra directions in any of the fields. If you need to provide further information, please send details by email to [studentservices@mgsm.edu.au](mailto:studentservices@mgsm.edu.au).

#### **Personal Details**

Name and date of birth details cannot be changed using eStudent. Please contact MGSM Student Services if these details are incorrect.

#### **Address Details**

Address Line 1 cannot be left blank. Address details can be changed, but addresses cannot be deleted using eStudent.

#### **Contact Address**

You must select the **Contact Address** as your **Preferred Mailing Address**. You may enter a post office box address or a business address. International students must enter an address within Australia.

### **Business Address**

Line 1 must include your Organisation name, Line 2 must include your Business or Function title.

### **Permanent Address**

**Local Students:** your Permanent Address must be a residential street address. DO NOT enter a post office box address.

**International students:** your Permanent Address must be an overseas residential street address, and your Contact Address must be within Australia.

**External Study Only Address** should not be used by MGSM students.

**Copy the selected address to other Address Types** feature will minimise data entry by copying details of one address type to another.

### **Phone Details**

Include STD and ISD codes for all phone numbers. The phone number can have a maximum of 20 characters.

### **Email Details**

The email address can have a maximum of 40 characters. Do not enter any other details in this section except valid email addresses.

## **1.5.5 COURSE MATERIALS**

Lecturers will distribute course materials, which may include unit guides, class lists and readings. Unit guides may also be accessed online at:

- <https://students.mgsm.edu.au/sydney-students/units/unit-guides> for Sydney students
- <https://students.mgsm.edu.au/hong-kong-students/units/unit-guides> for Hong Kong students

For any enquiries regarding course materials please contact MGSM Student Services on +61 2 9850 7829.

## **1.5.6 TEXTBOOKS**

Sydney students may access their textbook list via the MGSM Student Website at <https://students.mgsm.edu.au/sydney-students/study-resources/textbooks>. The required texts for each unit are also listed in the Unit Guides. For more information on MGSM textbooks, please contact MGSM Student Services on +61 2 9850 7829.

Textbooks can be ordered from the University Co-op Bookshop. For more information, see Section 4.2.12 Co-op Bookshop.

## **1.5.7 WEBSITES AND PASSWORDS**

### **MGSM Students Website: Sydney / Hong Kong**

Use this site: As the central portal to all MGSM information and resources, including:

- Timetables
- Unit Guides and Materials
- Textbook Information
- Program & Unit Information
- Examination Information
- Online Syndicate Room Booking

- Link to Macquarie University Library
- MGSM IT Support Helpdesk
- Forms (e.g. Parking Application Form)

Web Address: <https://students.mgsm.edu.au/>

Username: 8 digit student ID

Password: OneID password

(To get initial password, go to <https://mypassword.mq.edu.au/index.php?screen=MQInitPW>)

To Reset Password or To Get help:

- Contact the University Student IT Help Desk at Phone: +612 9850 4357, send an e-mail to [help@mq.edu.au](mailto:help@mq.edu.au) or log a call at OneHelp: <https://help.mq.edu.au/>

## Student Home (Macquarie University)

Use this site:

- As the central portal to all Macquarie University resources and information including the University Calendar and campus facilities.
- To check and redirect your MQ email.

Web Address: <http://students.mq.edu.au/>

## eStudent

Use this site: to manage your 'student account', for example:

- update personal details
- view results
- view financial account details
- enrol in or withdraw from classes
- lodge an online Fee-Help form
- pay tuition fees by credit card

Web Address: <https://student1.mq.edu.au/>

Username: 8 digit student ID

Password: initial password is your date of birth in ddmmyyyy format

To Reset Password or To Get help: Contact MGSM Student Services at +612 9850 7829 or email [studentservices@mgsm.edu.au](mailto:studentservices@mgsm.edu.au)

## MGSM iLearn

Use this site: access to unit/class content (lecture slides, notes), interactive tools and learning applications.

Web Address: <https://ilearn.mq.edu.au/login/MGSM>

Username: 8 digit student ID

Password: OneID password

To Reset Password or To Get help:

- Use "Forgotten your password?" link or
- Contact the University Student IT Help Desk at Phone: +612 9850 4357, send an e-mail to [help@mq.edu.au](mailto:help@mq.edu.au) or log a call at OneHelp <https://help.mq.edu.au/>

### 1.5.8 WIRELESS NETWORK

"Macquarie OneNet" is the wireless internet access service for current MGSM Students. This offers internet access to MGSM student resources, MU Library databases and other Internet sites via hotspots located at MGSM and Macquarie University campuses.

Campus wide WiFi coverage is available for use by students via the "Macquarie OneNet" SSID. Students are able to use their OneID and Password to connect wireless devices including laptops, iPads, iPhones and Android devices.

SSID: Macquarie OneNet  
 Username: 8 digit student ID  
 Password: OneID password

WiFi assistance can be requested from MGSM Student Services.

Visit: Client Services Centre (Building E12A - Stage 5)  
 Phone: (02) 9850 7829  
 Email: [studentservices@mgsm.edu.au](mailto:studentservices@mgsm.edu.au)

## 1.6 AWARDS AND PRIZES

A number of awards and prizes are given by MGSM to outstanding students for exceptional performance, either in specific units or for overall performance in a program. Prizes are awarded at the end of each year and take into account students who are enrolled in programs locally and overseas, and students who have completed their studies mid-year and at the end of the year. The following postgraduate prizes may be offered by MGSM.

### SYDNEY STUDENT PRIZES

Prize	Awarded for
Allen Knott Scholar Award	Academic merit in the Master of Business Administration program
E.C. Bloomfield Memorial Prize	Proficiency in the unit MGSM835 Financial Management
Peter Strickland Memorial Prize	Academic excellence in the unit MGSM880 Foundations of Management Thought
Dean's Merit Award	For academic excellence in all the core units in a master degree program within the Macquarie Graduate School of Management.

### HONG KONG STUDENT PRIZES

Prize	Awarded for the student with the highest overall grade point average for the specified program conducted in Hong Kong	Value
Hong Kong Management Association Director's Award	Master of Management	HK\$1000
Hong Kong Management Association for Best Overall Performance	Master of Management in Financial Management	HK\$600
Hong Kong Management Association Award for Best Overall Performance	Master of Management in Human Resources Management	HK\$600
Hong Kong Management Association Award for Best Overall Performance	Master of Management in International Management	HK\$600
Hong Kong Management Association Award for Best Overall Performance	Master of Management in Logistics & Operations Management	HK\$600
Hong Kong Management Association Award for Best Overall Performance	Master of Management (General) Management	HK\$600
Hong Kong Management Association Award for Best Overall Performance	Master of Management in Marketing Management	HK\$600



Prize	Awarded for the student with the highest overall grade point average for the specified program conducted in Hong Kong	Value
Hong Kong Management Association Award for Best Overall Performance	Master of Business Administration	HK\$600

Hong Kong Management Association Award certificates are given for proficiency in each of the following units:

- MGSM800 Human Resource Management
- MGSM801 Advanced Human Resource Management
- MGSM802 International Human Resource Management
- MGSM815 International Marketing
- MGSM816 Marketing Research
- MGSM817 Strategic Marketing
- MGSM818 Advertising and Promotions Management
- MGSM819 Consumer Behaviour
- MGSM820 Marketing Management
- MGSM822 Services Marketing
- MGSM835 Financial Management
- MGSM836 Investment Management
- MGSM837 Advanced Financial Management
- MGSM838 International Financial Management
- MGSM840 Accounting for Management
- MGSM842 Business Performance Measurement & Management
- MGSM845 Economic Context of Management
- MGSM856 Global Strategic Management
- MGSM860 Strategic Management
- MGSM870 Organisational Behaviour
- MGSM871 Managerial Psychology
- MGSM876 Leadership and Motivation
- MGSM879 Management With a Global Mindset
- MGSM890 Operations Management
- MGSM891 Logistics & Operations Strategy
- MGSM892 Management of Service Operations
- MGSM893 Logistics Management
- MGSM897 Management of Innovation
- MGSM960 Information and Decision Analysis
- MGSM990 Quantitative Research Methods in Management
- MGSM991 Qualitative Research Methods in Management
- MGSM992 Literature Survey and Criticism
- MGSM994 Management Research and Investigation
- MGSM985A Entrepreneurial Finance

## 1.7 SCHOLARSHIPS

The MGSM offers a number of scholarships to both local and international students. Information about these scholarships can be found on the MGSM Website: <https://www.mgsm.edu.au/mba-and-graduate-programs/scholarships/>

## 2 TUITION FEES

### 2.1 PAYMENT OF TUITION FEES

#### SYDNEY STUDENTS

Payment of tuition fees is required by the term due dates which are published on the Sydney student website at <https://students.mgsm.edu.au/sydney-students/resources/key-dates/>.

Students can view their amount payable through eStudent at <https://student1.mq.edu.au/> immediately after enrolment. After logging in to eStudent:

- Click Finances
- Click Outstanding Debt
- To receive an e-mail of your Statement of Outstanding Charges, click Email my Statement of Outstanding Charges for the last 180 days link.

Please note that students who do not meet their financial obligation will have sanctions imposed, and will not be able to complete, graduate or articulate until all outstanding fees or debts are cleared.

**Students who pay their tuition fees after the term due date will be liable for a \$200 late payment fine imposed by Macquarie University** (Macquarie University Calendar of Governance, Legislation and Rules).

**The following payment methods can be used:**

- By Cheques/bank drafts made payable to **Macquarie University** and mailed to:  
Fees Office  
Client Services Centre  
MGSM  
Macquarie University NSW 2109
- By BPAY. The Biller Code is 50443 and the Reference Number is your student id number.
- By Phone to 1300 301 043 (24 hour service) using your Master, Visa or American Express card.
- By Web via eStudent at <https://student1.mq.edu.au/>
- By Credit Card. Complete your payment details on the Statement of Outstanding Charges and fax it to MGSM Student Services on +61 2 9850 6094.
- By POST billpay. Billpay Code: 2156. Pay at any Post Office or Phone 13 18 16.
- By [Macquarie University's Western Union payment portal](#)

## HONG KONG STUDENTS

Payment of fees is required, initially, on enrolment for the first unit. Thereafter, students are required to pay on a unit-by-unit basis. The payment of each future unit is due two weeks prior to course commencement. All tuition fees **MUST** be paid on or before this deadline. Cheques should be made payable to the Hong Kong Management Association.

### 2.1.1 SPONSORSHIP

A sponsored student is one whose fees are fully or partly paid directly to MGSM by his or her employer. Sponsorship does not cover individual arrangements made by a student for reimbursement of his or her fees from an employer upon completion of the unit. Sponsored students are required to sign a guarantee of Sponsorship form which makes them responsible for the payment of their own fees should their sponsor decline to pay the fees.

Students sponsored by an organisation are required to mail a Guarantee of Sponsorship form and a Confirmation of Sponsorship form (printed on the sponsor's letterhead) to MGSM Student Services, Client Services Centre. If a student articulates or transfers into a new program, they must submit new sponsorship forms for the new program.

The [Confirmation of Sponsor Commitment](#) form and the [Guarantee of Sponsorship](#) form can be downloaded from the Sydney Student Website at <https://students.mgsm.edu.au/sydney-students/enrolment/fees>.

If the sponsorship ceases for any reason, under the Guarantee of Sponsorship, the student will be responsible for all fees. In addition, the student must notify MGSM if any changes occur to the conditions of the sponsorship during the year (this includes change of contact details). A letter covering the changes can be sent to MGSM Student Services, Client Services Centre, Macquarie University NSW 2109.

**IMPORTANT:** Tax invoices for sponsored students are mailed directly to the sponsor at the beginning of each term. Students are responsible for arranging with their sponsor to have payments made by the invoice due date. It

is the responsibility of the student to ensure that their sponsor's contact details are kept up to date at all times. The University does not accept responsibility for invoices being sent to incorrect mailing addresses.

Sponsorship does not include parking fees, boom gate payment, or any other arrangements a student may have for reimbursement of fees from employers.

### 2.1.2 ARTICULATION FEE

All Articulating students are required to pay the fees current at the time of articulation.

## 2.2 REFUND OF FEES

Students who make changes to their enrolment after the unit census date will not be entitled to a refund of tuition fees.

The Sydney term census dates are available on the Student Website at <https://students.mgsm.edu.au/sydney-students/enrolment/key-dates>.

The Hong Kong class census dates are **two weeks prior** to the commencement date of the unit.

Exceptional circumstances would be considered (i.e. transfer overseas, serious illness, injury or death of a close family member) which are substantiated with relevant documentation e.g. a medical certificate. Refunds for continuing students are held as pre-payments of future units up to the end of their program. On the completion of the program, any outstanding credit will be refunded.

## 2.3 FAILURE TO MEET LIABILITIES

The University By-laws and Fees Regulations provide that a student who is indebted to the University may incur certain penalties, such as exclusion from the use of University facilities, from examinations or from enrolment.

If, due to exceptional circumstances, a student is unable to pay his or her student fees by the payment due date, the student may apply to MGSM Student Services for an extension of time. The student must apply before the payment due date and must clearly explain the reasons why they are unable to pay the fees by the due date, and indicate when they will be able to make payment in full. All such requests must be made in writing to MGSM Student Services at [studentservices@mgsm.edu.au](mailto:studentservices@mgsm.edu.au).

Macquarie University reserves the right to withhold grades due to non-payment of fees. Details are provided in Regulation 12 of the Fees Regulations, as printed in the 2012 Calendar of Governance, Legislation and Rules [http://www.mq.edu.au/data/assets/pdf\\_file/0004/56632/161837.pdf](http://www.mq.edu.au/data/assets/pdf_file/0004/56632/161837.pdf).

# 3 STUDY SKILLS

This section contains some useful information for preparing the various assignments you will encounter at MGSM. For more resources, visit the Learning Skills page on the MGSM Student Website at <https://students.mgsm.edu.au/sydney-students/study-resources/learning-skills>.

## 3.1 ASSIGNMENT PREPARATION

### 3.1.1 ESSAY WRITING GUIDELINES

Essays present one of the opportunities a student has to pursue independent and critical research, and this guide should be used to facilitate this end. Although it is not intended that what follows should be a complete, dogmatic statement on how to write your essay, it should be regarded as a guide to what is expected of you, and as a guide to the minimum expected of you in relation to referencing and presentation. DBA candidates should also refer to the "HDR Guide for Candidates & Supervisors" at [http://www.hdr.mq.edu.au/information\\_about/hdrguide](http://www.hdr.mq.edu.au/information_about/hdrguide) . and to a writing guide manual, such as "Strunk Jr., William, and E.B. White **The Elements of Style**, 4th Ed. Needham Heights, MA: Allyn & Bacon, 2000".

#### Layout

A suggested format for any essay is:

- Title sheet
- Abstract or Synopsis (where appropriate)
- Essay (introduction, body and conclusion)
- Appendices
- Bibliography

The Title sheet should contain, minimally:

- Student's full name
- Student Number
- Syndicate group number and members' names, if appropriate
- Course unit number and name
- Essay title
- Lecturer's full name

The abstract, or synopsis, should set out the principal strands of thought in the essay and its conclusions, if they are significant. Generally about 10% of the essay's length, a synopsis is not the same as a table of contents - a synopsis should demonstrate the logical development and conclusions in continuous prose.

### **Setting Out**

Essays should preferably be typed (one and a half or double spaced), or written legibly, on one side of the paper only, and with an adequate margin for comments (e.g. 4-5 cm). It is difficult for lecturers to mark and comment on a script which cannot be read easily, and both marks and comments suffer. Ambiguities caused by punctuation and spelling should be minimised, although any standard system such as Oxford English Dictionary or Macquarie Dictionary is acceptable if used consistently.

### **Content**

Essays should be developed logically and analytically and should attempt to confront the problem (i.e. answer the question) at all times. Because of this, it is imperative you determine exactly what the topic or question requires you to do, e.g. analyse, discuss, compare and contrast, etc. Emphasis should be placed on analysis and argument, not just description.

All of the essay should be relevant, and furthermore, this relevance should be demonstrated. Similarly, it is insufficient to present a loosely related set of arguments gleaned from textbooks, and worse if they are only peripheral to the topic.

You are encouraged to engage in your own research, particularly in developing and substantiating your own views on the topic. Additionally, your research should cover the available literature - it is obviously necessary to know what other scholars think about the topic, and often useful to synthesise these views in your essay to use as a benchmark for your own ideas. Note that in researching the literature the readings that may accompany the course are only intended as a guide and a starting point.

### **References**

References should be used to supplement, verify, and extend your own ideas on the topic and, while it is assumed you will always be conversant with the relevant literature, it is not sufficient to just regurgitate it, irrespective of how good you are at summarising. Note that this is not to preclude you synthesising other people's ideas to use as a basis for, or in contrast to, your own thoughts.

Quotations, ideas, and data drawn from other sources should be used to bolster your own arguments and should not comprise them in total. Avoid, for instance, building the essay out of a string of quotations, diagrams, tables, etc. unless you show how the quotations, diagrams, etc. are relevant to your own thesis. Quotes out of their original context are often not self-evident and, worse, are often misleading.

Additionally, you must acknowledge the sources of ideas and data when these have been borrowed from other sources. Clearly some discretion is involved in this for example, it would be pointless to acknowledge any particular source unless the source in question has contributed something significant, or unless it deviates in some way from the generally accepted norm.

It is especially important to avoid **plagiarism** which involves borrowing extensively from sources without acknowledging them, and without contributing any of your own ideas - an offence which is comparable to cheating and is treated accordingly. For more information relating to the dangers of plagiarism, please see Section 3.1.4 University Policy on Academic Honesty.

There are a number of ways referencing may be carried out and any clear, unambiguous method is acceptable. The following section on references is taken from University of Technology Sydney Faculty of Business "Guide to Writing Assignments" Revised Edition, Sydney 1990.

DBA students are advised to use EndNote software to organise and standardise their references. This software is available for download via the Macquarie University Student Portal <http://students.mq.edu.au/>

### **Procedure for Acknowledging Sources**

Every thought, concept, theory, finding, suggestion or opinion that comes from anyone other than the student, must be accompanied by a clear indication of its source. The only exception to this is where a large block of material has been drawn from one source, in which case this may be noted at the beginning of the section. For example: "The theory, as described by Jones and Smith (1980), is summarised in the following three paragraphs."

Most sentences that begin with the following phrases call for the source to be cited:

It has been found that ...

Researchers have ...

Studies have shown that ...

Some think that ...

It has been suggested that ...

There are three basic techniques for acknowledging sources: "footnotes", "references" (sometimes known as the Harvard System), and the "numbering system". Only one technique should be used in an essay or report and students should consult their lecturers on the preferred form.

### **Footnotes or Endnotes**

This technique uses numbers, placed slightly above the line at the end of a quotation or directly after the mention of research work. "The footnotes should be numbered continuously throughout the essay not numbered afresh for each page."<sup>1</sup> The number of the reference is repeated at the bottom of the same page with accurate information identifying the source (see the example below). An alternative version of this system lists all of the footnotes consecutively at the end of the assignment before the bibliography. These are called endnotes. Such a listing is not a substitute for a bibliography. Some examples of this technique are listed below:

It has been found that positive results occur in only 20% of cases<sup>2</sup>. Researchers have noted several problems with this technique<sup>3,4</sup>

There are five major aspects to this theory.<sup>5</sup>

Studies have shown that \_\_\_\_\_<sup>6</sup> and that \_\_\_\_\_.<sup>7</sup>

Some think that this problem can be overcome<sup>8</sup>

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1 Baxter J.E, Report Writing, Swinburne: Swinburne College Press, 1976, p.7.

2 A.F. Smith (1987). Management Research, New York: Harper Row p.25

3 Ibid.

4 B.R. James (1988), *Techniques of Assessment*, London: Atholone Press

5 J.G. Johnson (1986), "A Five-level Theory of Managerial Effectiveness." *Management Review*, 12, (5) pp. 52-65.

6 Smith, *op.cit.*

7 James, *op.cit.*

8 Johnson, *op.cit.*

### **References or the Harvard System**

With this system the author and year (and page number, where necessary) of the work being referred to are placed within the text of the report or essay. In the above example, an alternative way of making the reference would be: "Baxter (1976:7) states that...." All authors that are cited within the paper are then listed in alphabetical order in the reference list/bibliography at the end of the paper. If the work being referred to was written by a government department, committee, etc., then the name of this department etc. is used as the author. Some examples of the Harvard System are given below.

It has been found that positive results occur in only 20% of all cases (Smith, 1987:25). Researchers have noted several problems with this technique (Smith, 1987; James, 1988).

There are five major aspects of this theory (Johnson, 1986).

Studies conducted by Smith (1987) and James (1988) have shown that \_\_\_\_\_.

Some think that this problem can be overcome (e.g. Johnson, 1986).

Brown (1989) has suggested that \_\_\_\_\_.

### **The Numbering System**

Instead of using authors' names, this technique uses numbers. The numbers should be written on the line in brackets and after the quotation or work requiring reference. The numbers should follow consecutively from the beginning to the end of the essay or report [1]. The references are listed at the end of the work separate from and prior to the bibliography. For example the list of references may appear like this:

Baxter, J, *Report Writing*, Swinburne: Swinburne College Press, 1976.

Anderson, J, Durston, B.H., Poole, M., *Thesis and Assignment Writing*, Sydney: John Wiley and Sons, 1970.

If specific pages of a source need to be referred to (as with a quotation), the page number can appear after the reference number, but within the bracket. For example [1:14], where 14 is the page number and 1 is the source.

### **World-Wide Web Reference System**

The World Wide Web is a distribution channel not a source, so your reference should be to the author and the original source. If this is not possible it should be referred to as <http://www....etc>.

### **Appendices**

These are not included in calculating the work's length. Again, it is largely a matter of discretion as to what should go into an appendix.

Generally an appendix should contain evidence which is necessary, as it supports the argument in the text, but which is too voluminous, too detailed, or only of tangential significance to warrant inclusion either in the text or in a footnote. This is particularly relevant if you wish to use the results of research which you yourself have undertaken, but which is unavailable elsewhere (i.e. the reader cannot otherwise evaluate the validity of your statements). Note that the usual rules of referencing, etc. apply in appendices too.

### **Bibliography/Reference List**

The bibliography or reference list should comprise a list of all sources consulted and used. Items should be listed alphabetically and full details given, i.e.. author, title, publisher, place of publication and date.

### **Key Words in Essay Questions**

When students are given particular instructions regarding an assignment, it is very important that they understand exactly what they are being asked to do.

The following list defines words that are commonly found in questions for assignments or examinations, which often determine the strategy that is expected of the student.

ANALYSE	Consider the various components of the whole and describe the inter relationships between them.
ARGUE	Develop a logical sequence of discussions, either presenting opposing views or supporting a particular one.
COMPARE	Demonstrate the similarities and differences between the objects or situations in question.
CONTRAST	Examine the objects or situations in question with a view to demonstrating differences.
CRITICISE	Express your judgment about the merit or truth of the factors or views mentioned. Give the results of your analysis of these factors, discuss their limitations or weaknesses and good or strong points.
DEFINE	Give concise, clear and authoritative meanings. Don't give details, but make sure to give the limits of the definition. Show how the thing you are defining differs from things in other classes.
DESCRIBE	Recount, characterise, sketch, or relate in sequence or story form. Present the different aspects of a question or problem.
DIAGRAM	Give a drawing, chart, plan or graphic answer. Usually you should label the diagram. In some cases, add a brief explanation or description.
DISCUSS	Examine, analyse carefully, and give reasons pro and con. Be complete and give details.
ENUMERATE	Specify, write in list or outline form, giving points concisely one by one.
EVALUATE	Carefully appraise the problem, citing both advantages and limitations. Emphasise the appraisal of authorities and, to a lesser degree, your personal valuation. Consider the various arguments and try to reach a judgement.
EXAMINE	Appraise, judge, criticise
EXPLAIN	Clarify, interpret, and spell out the material you present. Give reasons for differences of opinion or of results and try to analyse causes.
ILLUSTRATE	Use a figure, picture, diagram, or concrete example to explain or clarify a problem.
INTERPRET	Translate, give examples of, solve, or comment on a subject usually giving your judgment about it.
JUSTIFY	Prove or give reason for decisions or conclusions, taking pains to be convincing.
LIST	As in "enumerate", write an itemised series of concise statements.

<b>OUTLINE</b>	Organise a description under main points and subordinate points, omitting minor details and stressing the arrangement or classification of things. Describe the essential features.
<b>PROVE</b>	Demonstrate or show by logical argument.
<b>RELATE</b>	Show how things are related to, or connected with, each other or how one causes another, correlates with another, or is like another.
<b>REVIEW</b>	Examine a subject critically, analysing and commenting on the important statements to be made about it.
<b>STATE</b>	Present the main points in brief, clear sequence, usually omitting data, illustrations or examples.
<b>SUMMARISE</b>	Give the main points or facts in condensed form, like the summary of a chapter, omitting details and illustrations. Present concisely all main points.

### 3.1.2 PROJECT REPORTS

Good report writers have a **SYSTEMATIC APPROACH**.

You could divide your reports in the following way. Remember this is just an informal guide:

#### **Instructions**

Establish the purpose, full title and readership of the report.

Ensure you have clear, agreed instructions - i.e.. in **TERMS OF REFERENCE** - which outline the objective of the report, the scope of a report and the line the writer is required to follow. Outline aspects to be considered and indicate the limitations to be observed.

If you are not absolutely certain that you understand what is required then write out your own version (in a sentence) of what the report is about and check.

#### **Preparation**

Accuracy is essential. Ensure the collection of information is as thorough and painstaking as time will allow. Remember when collecting to evaluate the:

- Reliability of information
- Its relevance to the project
- Its suitability for the reader

Note-making - Good notes are essential. Remember to write down accurate reference to their origin eg:

- From books: Houghton, B., Technical Information Sources; Clive Bingley, London, 1972; p 91
- From periodicals: Author: title of article; journal; date; volume; page no(s)

#### **Structure**

Structure is absolutely crucial. It is determined by **purpose** and **convention**.

#### **Purpose**

If the report is intended to inform, i.e.. information papers - structure it in a simple and systematic way that conveys the information clearly and with the least likelihood of confusion for the reader. Choose a logical sequence such as:

- Chronological
- Geographical (e.g. deal with area A before considering area B)



- Order of importance (e.g. deal with the most important facts before the less important, or vice versa)

When the intention is to persuade, it is important to choose a structure which leads the reader naturally towards the conclusions and recommendations which you are advocating. In management writing this is usually achieved by the power of reasoning and logic. There are several logical structures which can be readily adopted, such as:

- Statement of problem
- Analysis of problem
- Possible solutions
- Recommended solution

**OR**

- Proposal for action
- Need for action
- Possible problems
- Expected benefits
- Conclusions
- Recommendations

**Convention**

If in doubt then the following convention should help:

- Title page
- Foreword (very rare - usually written by someone else)
- Executive summary
- Contents
- Introduction
- Body of the report
- Conclusions
- Recommendations
- Appendices
- Bibliography
- Glossary
- References
- Index
- Illustrations

**Title Page**

As attractive as possible and should include:

- Title - (avoid long titles) - it should convey as briefly as possible the subject and contents. Do not underline the title.
- Date on which the report was presented
- Reference number
- Classification (secret, confidential etc.)
- Author's name and position
- Authority for the report e.g. produced at the request of...
- Distribution - to whom sent

**Executive Summary**

This is extremely important. It should provide a clear foresight to the main thrust of the document. It should incorporate:

- The intention - brief statement of the purpose and scope of the report
- What has been done or observed and how it was done (very brief outline)
- Findings
- Conclusions
- Recommendations

## **Contents**

On own page - List main sections and headings and these should be reproduced EXACTLY as they appear in the report. NB: page numbering begins with the report itself, i.e. the introduction and NOT title page or summary.

## **Introduction**

Sets the scene but is usually written last. It may include:

- Why the document was written
- What it seeks to do (i.e. its aim or purpose)
- What it covers
- The context within which it is to be read
- The rationale for the order in which the material is to be presented
- Any special considerations

## **Body of the Report**

The main body of the document is the part which is least governed by convention. It is the part where the writer has total freedom to achieve its purpose. It should include facts and findings and inferences to be drawn.

The body of the report must contain a number of sections:

- a) Headings

The body must contain headings. They serve two purposes: they reveal the structure and act as signposts.

- b) Numbering sections

The numbering system helps reveal the underlying structure of the document. As a minimum, each heading and sub-heading should be numbered. Often each paragraph is given its own number but this is optional. When using a decimal numbering system then the numbering is limited to only two places. It is perfectly acceptable to use a hybrid of numbers and letters.

BE CONSISTENT.

## **Conclusions**

*'The purpose of the conclusion is to gather up the threads of the argument and to present a considered judgement upon them'.* Nothing new should be introduced at this stage.

Summing up should be:

- Consistent with what has gone before
- Reasonable
- Clear
- Concise

The conclusions are normally presented as a simple list of fairly brief statements.

## **Recommendations**

Sound recommendations are the hallmark of a good report. They are proposals for actions which are required as a result of the paper's conclusions. Any recommendations should be:

Sound  
Well-defined  
Concise  
Itemised  
Discreet

The result of fully considered consequences and costs where appropriate.

### **Bibliography/References**

A list of works consulted by the author of the report.

There are MANY alternative formats.

Whichever you use - BE CONSISTENT.

### **Appendices**

Use for stowing away material that is needed to support the body of the report but is too detailed to be placed within. True appendix material is what the reader does not need to study in order to understand the report but may turn to for supporting evidence.

### **Glossary**

a) Index

Only for longer reports. It will require very careful consideration.

b) Illustrations/Tables

Often very useful. Illustrations should be selective and reference made to them within the report. Remember people think in pictures.

### **3.1.3 CASE ANALYSIS**

The following steps can be used as a guide in preparing notes for case analysis.

#### **Step 1: What Are The Facts?**

This step involves re-listing the major "facts" presented by the case. The purpose is to **systematically** summarise the facts, and thereby:

- Test for lack of clarity
- Develop an organised sense of the whole
- Discover differences in reading (among the group).

**Note:** Someone's opinion is not a fact but an important fact may be that someone holds such an opinion.

#### **Step 2: What Can One Infer From The Facts?**

We can make many kinds of inferences from the facts, including inferences about:

- Attitudes
- Internal relations
- Relative power and influence
- The requirements of the job
- Relevant criteria for success

All such inferences are speculative and may often be only tentative or contradictory.

Such inferences grow out of one's knowledge and theory of human behaviour, organisations, and economics. They contribute hypotheses or probability statements. Managers must often make decisions and initiate action on the basis of just such judgments of what is probably the true situation. Thus, these inferences may be a basis for deciding on a course of action later on.

**Step 2a:** What Is Going on Here?

An alternative to Step 2 is to analyse what is going on here and why? This is particularly useful in terms of human behaviour. Analyse why someone is angry, why is the company under such time pressure, why is there such little contact between departments, etc.

**Step 3:** What Problems Exist? And why?

The obvious problem, or the problem stated by the characters in the case, is often not a real problem or not the most basic problem.

The second part of this step is to attempt to analyse why the problems exist. This can often lead to the recognition of more basic problems. For example, the direct problem of insufficient output, when analysed, might be due to a lack of coordination between two departments, thus suggesting that poor departmental relations is a more basic problem.

Also note the importance of seeking multiple causes for problems and not just a single cause.

**Step 3a:** What Additional Information Do I Need To Analyse This Case Adequately?

Often we can obtain additional data from common references. Sometimes a decision has to be made without such data, but a thorough analysis at least includes recognising what one would do in a real situation and explicitly stating any assumptions you are making about such data.

**Step 4:** What Are Possible Solutions To The Problems?

It is easy to settle for one or two solutions. A "Brain-Storming" approach which focuses on thinking up a number of possibilities with little concern if something "far out" is suggested. Seek to be creative in thinking up a number of possible solutions (after focusing on numbers, focus on evaluating them).

**Step 5:** What Are The Consequences of Each Alternative?

The word "consequence" is neutral and includes both positive as well as negative results.

Too often we settle for just one or the other whereas most decisions have both "costs and benefits". Identifying "costs" can also suggest ways to modify an alternative so as to reduce the costs.

**Step 6:** Decision and Rationale for It

Now is the point of choice, which alternative do you choose, and why?

The "why" part is important. It involves putting together a systematic rationale for your choice and typically includes anticipating and rebutting counter arguments. It should also explicitly state assumptions you are making.

**Step 7:** What General Ideas Can Be Drawn From This Case That Might Have Applications Elsewhere?

A case may often give emphasis to theoretical concepts, and this would be worth noting. It may add a further insight to the meaning or limitation of some theoretical concept. It may raise issues that warrant further thought. It may directly suggest new concepts or hypotheses worth applying in the future.

**NOTE:** Some cases do not really pose any problem and therefore a decision is not appropriate in such instances. Steps 3-6 would be skipped. Such "analysis cases" are useful in sharpening skills of analysis and warrant considerable attention to steps 2, 2a, and 7. Step 2a sums up the focus one can usefully adopt with an "analysis case".

### 3.1.4 UNIVERSITY POLICY ON ACADEMIC HONESTY

What is Academic Honesty?

The Academic Senate in August 2009 approved policies and procedures to ensure that the University takes a consistent, equitable and transparent approach to academic honesty amongst staff and students. The Senate adopted the following as examples of dishonest academic behaviours:

**Plagiarism:** Using the work or ideas of another person and presenting this as your own without clear acknowledgement of the source of the work or ideas. This includes, but is not limited to, any of the following acts:

- a) copying out part(s) of any document or audio-visual material or computer code or website content without indicating their origins
- b) using or extracting another person's concepts, experimental results, or conclusions
- c) summarising another person's work
- d) submitting substantially the same final version of any material as another student in an assignment where there was collaborative preparatory work
- e) use of others (paid or otherwise) to conceive, research or write material submitted for assessment
- f) submitting the same or substantially the same piece of work for two different tasks (self-plagiarism).

**Deception:** includes, but is not limited to, false indication of group contribution, false indication of assignment submission, collusion, submission of a work previously submitted, creating a new article out of an existing article by rewriting/reusing it, using the same data to form the same arguments and conclusion, presenting collaborative work as one's own without acknowledging others' contributions, cheating in an examination or using others to write material for examination.

**Fabrication:** includes, but is not limited to, creating fictitious clinical data, citation(s), or referee reports.

**Sabotage:** includes, but is not limited to, theft of work, destruction of library materials.

One of the University's objectives is to produce ethically and socially aware graduates, capable of applying the skills and knowledge they have developed at University to all aspects of their lives, as well as to their academic work. Academic dishonesty undermines the integrity of the University's academic awards and assessment processes, and damages the University's reputation. It also reduces the effectiveness of a student's time at the University.

The Macquarie University Academic Honesty Policy can be found at [http://www.mq.edu.au/policy/docs/academic\\_honesty/policy.html](http://www.mq.edu.au/policy/docs/academic_honesty/policy.html)

#### Assignment Coversheet Declaration

All students are required to complete, sign and attach an Assignment Coversheet and Declaration form (group or individual, depending on the nature of the task) to each assignment submitted. Assignments cannot be marked unless the signed declaration is attached.

The Assignment Coversheet and Declaration forms can be found at the following link: <https://students.mqsm.edu.au/sydney-students/study-resources/assignment-cover-sheets>

#### 1. The Dangers of Plagiarism and How to Avoid it

The integrity of learning and scholarship depends on a code of conduct governing good practise and acceptable academic behaviour. One of the most important elements of good practise involves acknowledging carefully the people whose ideas we have used, borrowed, or developed. All students and scholars are bound by these rules because all scholarly work depends in one way or another on the work of others.

Therefore, there is nothing wrong in a student using the work of others as a basis for their own work, nor is it evidence of inadequacy on the student's part, provided they do not attempt to pass off someone else's work as their own.

To maintain good academic practice, so that a student may be given credit for their own efforts, and so that their own contribution can be properly appreciated and evaluated, they should acknowledge their sources and they should **ALWAYS:**

- State clearly in the appropriate form where they found the material on which they have based their work, using the system of reference specified by the Division in which their assignment was set;
- Acknowledge the people whose concepts, experiments, or results they have extracted, developed, or summarised, even if they put these ideas into their own words;
- Avoid excessive copying of passages by another author, even where the source is acknowledged. Find another form of words to show that the student has thought about the material and understood it, but stating clearly where they found the ideas.

If a student uses the work of another person without clearly stating or acknowledging their source, the result is falsely claiming that material as their own work and committing an act of **PLAGIARISM**. This is a very serious violation of good practice and an offence for which a student will be penalised.

**A STUDENT WILL BE GUILTY OF PLAGIARISM if they do any of the following in an assignment, or in any piece of work which is to be assessed, without clearly acknowledging their source(s) for each quotation or piece of borrowed material:**

- a) Copy out part(s) of any document or audio-visual material, including computer-based material;
- b) Use or extract someone else's concepts or experimental results or conclusions, even if they put them in your words;
- c) Copy out or take ideas from the work of another student, even if they put the borrowed material in their own words;
- d) Submit substantially the same final version of any material as a fellow student. On occasions, a student may be encouraged to prepare their work with someone else, but the final form of the assignment must be their own independent endeavour.

## 2. Examples

The following are examples of plagiarism, scaled from the mildest to most serious offences, which may be collectively known as "The Plagiarism Continuum" (Walker, J. (1998) "Student Plagiarism in Universities: What Are We Doing About it?" Higher Education Research and Development, 17, 1, 89-105)

*"Sham paraphrasing": Material copied verbatim from text and source acknowledged but represented as paraphrased.*

*"Illicit paraphrasing": Material paraphrased from text without acknowledgement of source.*

*"Other plagiarism": Material copied from another student's assignment with the knowledge of the other student.*

*"Verbatim copying": Material copied verbatim from text without acknowledgement of the source.*

*"Self-plagiarism" or "recycling": Same assignment submitted more than once for different courses.*

*"Ghostwriting": Assignment written by a third party and represented by student as own work.*

*"Purloining": Assignment copied from another student's assignment or other person's paper without the person's knowledge.*

## 3. Procedures that will be followed in cases of suspected plagiarism

It is recognised that different kinds of plagiarism take place and require different approaches and procedures. However it is in the interests of natural justice for all parties to have a consistent set of procedures and penalties.

## 4. Penalties

Offences of plagiarism will attract penalties, which may vary from counselling and a warning, the deduction of all marks for the assignment, to failure in the unit and reference to the University Discipline Committee. The penalty will depend upon the extent of the plagiarism, whether it is a first or repeated offence, whether there is evidence of deliberate deceit and whether advantage has been taken of another student.

### **3.1.5 ETHICS RELATING TO RESEARCH INVOLVING HUMAN SUBJECTS**

While students are expected to complete course evaluation questionnaires in order to maintain the quality of MGSM's programs, there is no compulsion to complete other detailed questionnaires as part of course evaluation. Questionnaires, aside from course evaluations, must be accompanied by an information and consent form.

Before conducting any research investigation with human subjects (such as interviews or surveys), all doctoral and research students of the University are required to submit for approval a project proposal form, using the appropriate form. Information on ethics clearance can be found on the University Higher Degree Research Office website: [http://www.research.mq.edu.au/for/researchers/how\\_to\\_obtain\\_ethics\\_approval](http://www.research.mq.edu.au/for/researchers/how_to_obtain_ethics_approval)

### **3.2 STUDY GUIDES AND RESEARCH**

Please refer to the study guides on the Co-op website at <http://www.coop.com.au>

## **4 FACILITIES**

### **4.1 MGSM FACILITIES AND SERVICES**

The MGSM operates its own facilities at Talavera Road, Macquarie Park (+61 2 9850 7800), which has a separate entrance in Talavera Road from the main University campus, and also at its CBD Campus at Level 24, 123 Pitt Street, Sydney (+61 2 9234 1700).

The MGSM takes pride in providing and maintaining excellent facilities and pleasant surroundings in which to learn and study. Students are requested to help in this and to inform Reception if a problem is found with any of the facilities provided.

The MGSM does not require students to wear business dress when attending classes. It is, however, important for a business school to maintain a good standard of dress. While students are encouraged to wear clothes which are casual and comfortable for the long class sessions, we do request that extremes of casual dress are avoided.

Students should note that in a learning environment, children, regardless of their age, can cause inconvenience to people trying to study or hold productive syndicate sessions. For this reason young children will not be permitted entry to the teaching buildings, even if accompanied by an adult.

On nights and weekends when lectures are held at MGSM, a Team Leader will be rostered on Reception to handle incoming enquiries and to assist with any problems that may arise. Staff members on duty at the Reception desks in the teaching buildings are responsible for the security of teaching and administration buildings and have the authority to request students to comply with the University regulations governing the use of facilities. All buildings will be locked by 11:00pm, which will require students to complete their work by 10:30pm and make their way out.

#### **4.1.1 BUILDING ACCESS**

During term the MGSM teaching buildings and syndicate rooms at North Ryde can be accessed from 8.00 am to 10.30 pm seven days a week. The CBD campus is available between 8.00am-10.30pm, Monday to Friday only, unless classes are timetabled for weekends.

#### **4.1.2 PARKING**

The MGSM facility at North Ryde has a dedicated car park, which can be accessed only through the boom gate via the Talavera Road entrance. Students wishing to park in this area must first pay the relevant University parking fee. Parking is accessible for the period for which the payment is made (i.e. 6 months or 1 year). A current parking sticker must be displayed on the windscreen of your car. Parking can be obtained at any time by completing the Parking and Traffic Rules form which is available on the Student Website at <https://students.mgsm.edu.au/sydney-students/support-for-students>. This form can be faxed, mailed or delivered in person to MGSM Student Services, Client Services Centre, MGSM.

Payment of a parking fee does not guarantee parking in the MGSM car park at all times. The parking fee paid is for access to the University campus parking facilities, the MGSM car park being one of these. Other car parks are

accessible via Herring, Culloden or Balaclava Road entrances in the event of the MGSM car park being full. We take this opportunity to advise you not to park in the Travelodge car park, as infringement notices will be issued for illegal parking. This area does not form part of the University campus parking facilities.

For map location of all car parks available at Macquarie University, please refer to [http://www.ofm.mq.edu.au/PDF/map\\_parking.pdf](http://www.ofm.mq.edu.au/PDF/map_parking.pdf).

Please note that parking should only occur in the spaces marked. Any vehicle parked on the roadway, the grass, pedestrian crossings or anywhere else not approved for parking, will be liable to an infringement issued through the NSW Police Service Self Enforcing Infringement Notice system. MGSM is not in a position to assist students who are booked for parking illegally.

The turning circle outside Reception and the roadway outside of Building E12A (Stage 5) are for setting down of passengers only and no vehicle is to be left unattended even for short periods of time.

The specially marked disabled spaces are for students whose vehicles display a NSW Transport Disability Parking Permit.

The University's Traffic and Parking Rules are intended to provide for the safety and convenience of pedestrians and motorists within the campus. Staff and students are required to make themselves familiar with the rules and comply with them. These rules are printed on the reverse of the parking application forms.

Students should also note that the regular police patrols along Talavera Road take action against vehicles illegally parked on the footpath outside MGSM. This action has the full support of MGSM, as vehicles parked illegally in this manner make it dangerous for students entering and leaving MGSM.

#### 4.1.3 CATERING

**North Ryde:** The Mortarboard Café sells food, drinks and snacks from its location in the teaching building E12A (Stage 5). When classes are not scheduled, e.g. term breaks, the café is usually closed.

Operating hours are as follows:

During Term	Hours of Operation
Monday – Thursday	8.00 am - 8.30 pm
Friday, Saturday & Sunday	8.00 am - 4.00 pm
Term Breaks (no classes scheduled)	Hours of Operation
Monday – Friday	8.00 am - 4.00 pm
Saturday & Sunday	Closed

**Note:** Hot food is available between 12.00 pm-2.00 pm and 5.00 pm-8.00 pm

**CBD:** A dining area is available at the CBD campus equipped with coffee, tea and food warming facilities. Our experience shows that during the day, mid-week, students prefer to stretch their legs and take advantage of the wide selection of food outlets which are in the proximity of the CBD campus.

#### 4.1.4 PHOTOCOPYING AND PRINTING

Students may make use of the photocopiers located in the MGSM teaching buildings. To do so, simply tap your campus card against the reader located on the front of the machine and you will then be able to photocopy, print from USB or scan to email/USB.



#### 4.1.5 SYNDICATE ROOMS

Students are entitled to use the syndicate rooms, when available, at both North Ryde and the CBD. All requests for syndicate rooms must be **made in writing** online at <https://students.mgsm.edu.au/forms/book-a-syndicate-room>. At least two (2) working days lead-time is required for all bookings. Confirmation of the booking will be sent via e-mail. The following conditions apply:

- Rooms can only be booked up to a maximum of one week in advance
- A room cannot be booked for any less than 3 students
- Names of all students to be nominated on booking form
- Time limit of booking: maximum 4 hours
- Bookings will only be held for ½ an hour for all 3 members nominated on the booking form, i.e. not 1 or 2 members. The room will be re-allocated to another student if all 3 members nominated on the booking form fail to appear.
- Every effort will be made to accommodate students' needs, however, MGSM cannot guarantee that a room will be available on the date and at the times requested. On those occasions when there are no syndicate rooms available for student use, private study group rooms are available for use in the University Library.

#### 4.1.6 TECHNOLOGY AND INFORMATION SERVICES

MGSM provides a range of IT services designed to assist students with their academic programs.

##### **IT Facilities**

Study labs which are equipped with printers, scanners and network access are available at North Ryde and the CBD.

These facilities are for **current** students for study purposes only and **cannot** be extended to a student's family or friends. Students found in breach of this request may have disciplinary action initiated against them.

Mobile phone conversations are **not** permitted in the study lab. Please switch off mobile phones before entering.

##### **Syndicate Rooms**

Network access is also available in syndicate rooms, along with wireless display systems. Please refer to section 4.1.5 Syndicate Rooms regarding room booking and use of syndicate rooms.

##### **Technical Support**

Technical support can be requested by contacting the MGSM Reception Desk.

##### **Lecture Theatres**

Lecture theatres contain computers that are connected to inbuilt multimedia projectors and have sound for teaching and presentations. The lecture theatre computers are also connected to the Internet. Student-owned laptops can also be connected to the projectors for presentations.

##### **Software and Policy**

Students are encouraged to consider the purchase of their own portable computer to facilitate assignment preparation, presentations and other required academic work. In order to gain maximum benefit from services offered by the MGSM it is required that enrolling students have access to a PC, modem and a commercial Internet provider. It is also recommended that any software be compatible with the School's existing facilities. This currently incorporates the Microsoft Office 2010 suite of application programs and Microsoft Windows 7 operating system.

Students must not use pirated software on MGSM's computer hardware.

##### **Internet Access for MGSM students**

All MGSM students are expected to have access to the Internet through a commercial Internet Service Provider before the commencement of classes. If you do not already have Internet access you should arrange this as soon as possible.

#### **4.1.7 Alumni and Careers Service**

Graduates and students of MGSM programs are welcome to become members of an active Alumni network, dedicated to the promotion of lifelong learning and a continuing relationship with the School.

At present, there are more than 14,000 members of the Alumni Association located in 51 countries around the world, and the numbers are growing each year. Current students are a valuable part of the MGSM Alumni community and are welcome to participate in Alumni events. The benefits of MGSM Alumni Association (MGSMAA) membership include:

- An international network of business contacts, with many members in senior executive positions around the world;
- Access to the MGSM Mentoring Program with Alumni, students and faculty;
- Regular networking functions that ensure Alumni members maintain contact with the School, faculty and each other;
- Online newsletter each month;
- The MGSM Magazine;
- Regular communication and research updates from MGSM to keep members informed of the latest management issues and trends;
- Careers service;
- 20%+ discount to Alumni & Careers events.

Further details can be obtained from the <https://www.mgsm.edu.au/engage-with-mgsm/alumni> webpage on the MGSM Website.

#### **Careers Service**

The MGSM experience as a whole, prepares graduates for employment. While MGSM is not a recruiter, we assist you to acquire the skills and knowledge required to help you reach your goals.

Further details can be obtained from the [Career Services](#) section on the MGSM Website.

Contact Details for the MGSM Alumni and Careers Service team can be found in section 5.2.2. Administration Contact Details

#### **4.1.8 RESEARCH OPPORTUNITIES**

MGSM has its own established Research Office which has details of the different types of research opportunities available. Information about research programs can be obtained from the Research Office at +61 2 9850 9038, fax: +61 2 9850 6094 or email [research@mgsm.edu.au](mailto:research@mgsm.edu.au).

#### **4.1.9 MGSM STUDENT GRIEVANCE PROCEDURES**

The following Macquarie University web pages provide information for students.

Appeals Processes and Procedures <https://students.mq.edu.au/study/my-study-program/appeals>

Discrimination and Harassment Grievances at [http://mq.edu.au/policy/docs/discrimination\\_harassment/policy.html](http://mq.edu.au/policy/docs/discrimination_harassment/policy.html)

Right to Information at [http://disclosure.mq.edu.au/right\\_to\\_information\\_at\\_macquarie/](http://disclosure.mq.edu.au/right_to_information_at_macquarie/)

Social Legislation at [http://www.mq.edu.au/\\_data/assets/pdf\\_file/0012/149799/Macquarie-Rules-Social-Legislation-2016.pdf](http://www.mq.edu.au/_data/assets/pdf_file/0012/149799/Macquarie-Rules-Social-Legislation-2016.pdf)

#### **4.1.10 EXECUTIVE EDUCATION AND CUSTOMISED CORPORATE PROGRAMS**

MGSM offers a range of general management programs that address the changing needs of managers at different organisational career stages. These programs enable participants to build on earlier learning and current experience and range in duration from one to six days. Topics covered include specialised management fields such as strategic management, people management, personal effectiveness, leadership, communication and negotiation, finance, marketing and operations.

The design and delivery of customised management development programs that address the specific needs of corporate clients are also a key activity at MGSM. Customised corporate programs are developed in close partnership with the client organisation to ensure optimum learning outcomes and comprises key MGSM faculty, senior executives from the client organisation and specialists from MGSM's network of lecturers, practitioners and consultants. A flexible approach to course delivery means that programs can be undertaken during the week and/or over weekends at MGSM's facilities or at the clients' premises.

MGSM also offers company-specific programs that provide organisations with an opportunity for their employees to gain accreditation towards MGSM's postgraduate qualifications at Certificate, Diploma or Master level.

For further information on the range of executive development and customised corporate programs, please see the MGSM Website at <http://www.mgsm.edu.au/executive-education/>. Enquires can be made by phone on +61 2 9850 9016, by facsimile on +61 2 9850 8630 or by email at [public-programs@mgsm.edu.au](mailto:public-programs@mgsm.edu.au).

#### **4.1.11 MGSM EXECUTIVE HOTEL AND CONFERENCE CENTRE**

MGSM operates its own Executive Hotel & Conference Centre within the Graduate School of Management, providing first-class accommodation and dining facilities to complement the state-of-the-art teaching facilities.

The MGSM Executive Hotel and Lachlan's Restaurant are open to the public 365 days per year and offer great rates for students, their families and businesses. The Executive Hotel & Conference Centre is ideal for training, seminars and conferences providing the highest standards at competitive prices.

MGSM also offers a complete event management service to any organisation seeking to organise a conference or event. Our experienced staff can assist you to put together part of the program, or coordinate the entire event.

The CBD Campus is also available for rental by companies wishing to host a business event in one of the best venues of its kind available in Sydney. MGSM staff will take the pressure off and ensure the success of the event.

For further information please refer to <http://www.conferences.mgsm.com.au/>.

#### **4.1.12 MGSM MERCHANDISE**

A range of quality merchandise with the MGSM logo is available from MGSM Reception and includes sweat shirts, polo shirts, umbrellas and coffee mugs. Major credit cards are accepted and merchandise can be ordered in advance by telephone on +61 2 9850 9016 or fax: +61 2 9850 8648.

#### **4.1.13 EMERGENCIES & FIRST AID**

MGSM support staff are trained in first aid and emergency procedures. The Team Leader on each shift is responsible for emergency and evacuation procedures throughout MGSM on a 24-hour per day basis 7 days per week, and therefore they should be the first contact in the event of any emergency.

In the event of fire, accident or other emergency at either North Ryde or the CBD Campus please notify the reception staff by picking up a telephone in any of the classrooms. It will automatically be answered by a MGSM staff member who will instigate the necessary emergency procedures.

Evacuation procedures are located throughout the buildings and classrooms and all students should familiarise themselves with these procedures and the nearest emergency exits.

Staff on the reception desks at both North Ryde and CBD are qualified First Aid Officers and there are a number of other First Aid Officers among staff members who can be called upon as required.

Other important contacts:

Macquarie University Emergency Contact (internal)	Extension 9999
Fire, Police, Ambulance (external)	Dial 0, and then 000

## 4.2 MACQUARIE UNIVERSITY FACILITIES

### 4.2.1 UNIVERSITY LIBRARY

For General Enquiries:

Phone: +61 2 9850 7500

Email Form: [https://mq.edu.au/on\\_campus/library/forms/ask\\_a\\_librarian\\_email\\_enquiry/](https://mq.edu.au/on_campus/library/forms/ask_a_librarian_email_enquiry/)

Opening Hours - [http://www.mq.edu.au/on\\_campus/library/contact\\_us/opening\\_hours/](http://www.mq.edu.au/on_campus/library/contact_us/opening_hours/)

The Macquarie University Library contact details are available on the Library website at [http://www.mq.edu.au/on\\_campus/library/contact\\_us/](http://www.mq.edu.au/on_campus/library/contact_us/)

Students at MGSM have the right, on presentation of their signed student identification card if requested, to use the Library facilities and collections for their period of candidature.

MGSM has dedicated Research Librarians available to assist students with Library services and information resources to support research and learning. They can:

- Work with you to support your research activities
- Advise you on the best sources of information for your research
- Provide information skills training to find and manage information for research
- Meet with you to discuss your research needs

They are located on site at MGSM North Ryde campus every Wednesday during Term between 2pm and 4pm as a “drop-in” service – just ask at Reception for details. Alternatively you can contact these Research Librarians as below to arrange an appointment at the Library:

#### **Phanh Oudomlith**

T: 02 9850 7893

E: [phanh.oudomlith@mq.edu.au](mailto:phanh.oudomlith@mq.edu.au)

#### **Sean Bullock**

T: 02 9850 7268

E: [sean.bullock@mq.edu.au](mailto:sean.bullock@mq.edu.au)

#### **Lisa Fittock**

T: 02 9850 7541

E: [lisa.fittock@mq.edu.au](mailto:lisa.fittock@mq.edu.au)

Further details of the facilities provided by the Library for postgraduate students are available on the Library website at [http://www.mq.edu.au/on\\_campus/library/facilities/](http://www.mq.edu.au/on_campus/library/facilities/).

### 4.2.2 MACQUARIE INTERNATIONAL

Telephone: +61 2 9850 7346 or 1800 181 828

Email: [iso@mq.edu.au](mailto:iso@mq.edu.au)

Web: <http://www.international.mq.edu.au>

Macquarie International acts as the main point of contact for international students. This office provides support services to international students throughout their study at Macquarie University.

### 4.2.3 SPORT PROGRAMS

Contact Details: [http://mq.edu.au/on\\_campus/sport\\_and\\_recreation/contact\\_us/](http://mq.edu.au/on_campus/sport_and_recreation/contact_us/)

An extensive range of recreational and social sports including tournaments is available at the University throughout the year. These activities are open to students, staff and the local community. For further information, see their website at <http://www.campuslife.mq.edu.au/sport/sport-programs>.

#### **4.2.4 MEDICAL SERVICE**

Web: <https://www.mqhealth.org.au/hospital-clinics/general-practice>

The Medical Service provides a comprehensive general practitioner service to all members of the University Community.

#### **4.2.5 COUNSELLING SERVICE**

The University Counselling Service has a special interest in assisting postgraduate students to complete their degree programs successfully, by helping them cope with issues which may be affecting their academic work.

Such issues may include psychological, emotional and/or social difficulties affecting academic progress such as anxiety, depression and stress, as well as difficulties in relationships and self-esteem.

For further information see the Counselling Service webpage at [http://students.mq.edu.au/support/health\\_and\\_wellbeing/counselling\\_service/](http://students.mq.edu.au/support/health_and_wellbeing/counselling_service/).

In addition to confidential individual counselling, group programs and self-help materials are offered in the areas of study management and personal skills development.

#### **4.2.6 STUDY SKILLS SUPPORT UNIT**

Web: <http://www.mq.edu.au/studyskillssupport/>

The [Study Skills Support Unit](#) provides academic support and literacy skills to assist students who are experiencing learning difficulties. Suggestions for appropriate learning strategies are based on individual assessment and diagnosis of problems and include developing and conducting learning skills programs of a generalist nature, e.g. time management, exam preparation and motivation.

#### **4.2.7 DISABILITY SERVICE**

Web: [http://students.mq.edu.au/support/health\\_and\\_wellbeing/disability\\_service/](http://students.mq.edu.au/support/health_and_wellbeing/disability_service/)

The Disability Service provides assistance to students who have a disability and/or health condition to ensure that they have an equal opportunity to reach their academic potential. Services are tailored to the needs of each individual student who registers.

The Disability Service works with students who have a disability and/or health condition affecting:

- Vision
- Mobility
- Learning
- Physical health
- Mental health

Students can contact the Disability Support Unit at any time and are encouraged to make contact early so that services can be put in place.

Students registering will need to provide supporting documentation from a health professional or an educational psychologist.

Call the Disability Service on +61 2 9850 7497, email at [campuswellbeing@mq.edu.au](mailto:campuswellbeing@mq.edu.au) or call in to make an appointment at Campus Wellbeing Reception, Level 2 Lincoln Building [C8A].

#### **4.2.8 WELFARE SERVICE**

Web: <https://students.mq.edu.au/support/wellbeing/welfare-services>

The Welfare Service is committed to providing free, professional, confidential support to enhance the wellbeing of the campus community. .

The Welfare Service provides professional support, information, advocacy and referral on welfare-related matters including (but not limited to):

- Money Matters i.e. student loans/scholarships/Centrelink/budgeting
- Tenancy/Renting issues
- Access to Legal Services
- Health & Wellbeing i.e. sexual health/sexuality/alcohol & other drugs
- Relationships

For information or to make an appointment, call +61 2 9850 7497.

#### **4.2.9 1800 CARE MQ**

1800 CARE MQ (1800 2273 67) is a free-call service available to all students 24-hours a day, every day of the year. Telephone support and guidance is available in areas such as health, safety, accommodation and transport as part of the university's commitment to improving student experience and wellbeing.

To find out more about 1800 CARE MQ, contact Meagan Walters on 9850-9743.

#### **4.2.10 CHAPLAINCY**

Phone: +61 2 9850 7645

Email: [campuswellbeing@mq.edu.au](mailto:campuswellbeing@mq.edu.au)

Web: [http://students.mq.edu.au/support/health\\_and\\_wellbeing/religious\\_services/](http://students.mq.edu.au/support/health_and_wellbeing/religious_services/)

The University Chaplaincy, a service provided by the various religious organisations, is located in building level 4 building C5C.

#### **4.2.11 CAREER DEVELOPMENT OFFICE**

Phone: +61 2 9850 7372

Email: [careers@mq.edu.au](mailto:careers@mq.edu.au)

Website: <http://www.mq.edu.au/careers/>

The Macquarie University Career Development Office offers careers advice to students and has a comprehensive careers library, which contains information about job opportunities both within and outside Australia. The office also coordinates part-time and casual work for students.

#### **4.2.12 CO-OP BOOKSHOP**

Phone: +61 2 8986 4000

Fax: +61 2 8986 4099

Textbooks can be ordered from the Co-op Bookshop website at <http://www.coop-bookshop.com.au> or from the shop on campus at Macquarie University by phone on +61 2 8986 4000, by fax on +61 2 8986 4099 or by email to [mgsorders@coop-bookshop.com.au](mailto:mgsorders@coop-bookshop.com.au). For further information on prices and online ordering, please refer to the Co-Op Bookshop webpage.

The Co-op Bookshop has operated on the Macquarie University campus for more than 25 years and is located in the main campus adjacent to the University Library. The bookshop has a wide range of textbooks, reference books, study skills and general interest books, computing applications and study aids.

For a one-time joining fee of just \$20, a Co-op member will be entitled to discounted pricing. This applies to purchases made in a bookshop, through mail order or through the Co-op on-line bookshop. This discount does not apply to items marked nett, or purchases of multiple copies.

All branches have access to the main database system located at the Head Office in Sydney and this system carries more than 300,000 titles of books published in UK, USA and Australia and is regularly updated. This system also

allows for books to be transferred speedily between branches to fill customer orders. The bookshop runs a computerised mail order service and customers may order by mail, fax, email or online. This is a vital service, which should assist part-time students considerably in obtaining books and relevant materials when their time on campus is limited.

#### **4.2.13 CAMPUS EXPERIENCE**

U@MQ provides essential non-academic services and facilities that help students achieve a healthy and balanced approach to University life. Services and facilities include the provision of food, retail, sport and recreation facilities and services, clubs, societies, child care and a wide variety of events and entertainment.

To find out more about U@MQ, visit their website at <http://www.campuslife.mq.edu.au/home>.

#### **4.2.14 NUMERACY CENTRE**

Assistance is available to students who need learning support in numeracy-related areas, such as introductory mathematics and statistics. For more information, telephone +61 2 9850 8924 or visit <http://www.maths.mq.edu.au/numeracy/>

#### **4.2.15 STUDENT ADVOCACY AND SUPPORT SERVICES**

Student Advocacy and Support Services is available to all undergraduate and postgraduate coursework students at Macquarie University who need advice about their studies and University procedures beyond that which is available at the Department or Faculty level. They represent individual student's causes or interests in areas that impact the quality of student experience while studying at Macquarie University.

Book an appointment with an advocacy officer by phone: +61 2 9850 7497 or email: [campuswellbeing@mq.edu.au](mailto:campuswellbeing@mq.edu.au)

Visit the Student Advocacy and Support Services website at [http://www.mq.edu.au/about\\_us/offices\\_and\\_units/student\\_advocacy\\_and\\_support\\_services/](http://www.mq.edu.au/about_us/offices_and_units/student_advocacy_and_support_services/)

#### **4.2.16 EQUITY AND DIVERSITY (SOCIAL INCLUSION)**

Web: [http://www.mq.edu.au/about\\_us/offices\\_and\\_units/equity\\_and\\_diversity\\_unit/](http://www.mq.edu.au/about_us/offices_and_units/equity_and_diversity_unit/)

Social inclusion at Macquarie University & MGSM is about giving everyone who has the potential to benefit from higher education, the opportunity to study at university, participate in campus life and flourish in their chosen field.

At Macquarie we take seriously all forms of discrimination and harassment. The Equity and Diversity Unity case manages equity related grievances (discrimination/harassment on the basis of gender, race, sexuality, disability, age, family/carer's responsibilities, political affiliation) and can be contacted by phone on +61 2 9850 9703 or by email at [equityanddiversity@mq.edu.au](mailto:equityanddiversity@mq.edu.au)

#### **4.2.17 RIGHT TO INFORMATION AT MACQUARIE**

The records and decisions of MGSM and Macquarie University are subject to the terms of the Government Information (Public Access) Act 2009 (GIPA Act).

To access information from the University:

- search the University's website, to see if it is already available;
- contact the University and ask for the information.

For further information contact the Right to Information Officer on +61 2 9850 1561 or email [gipa@mq.edu.au](mailto:gipa@mq.edu.au)

## **5 APPENDICES**

### **5.1 LIST OF COURSE UNITS**

For information on course units, refer to the Student Website at <https://students.mgsm.edu.au/>.



## 5.2 CONTACT DIRECTORY

### 5.2.1 FACULTY CONTACT DETAILS

For contact details and general information on current MGSM faculty, refer to the MGSM website at <http://www.mgsm.edu.au/research-and-faculty/faculty/>.

### 5.2.2 ADMINISTRATION CONTACT DETAILS

Ms Jessica Olarte	+61 2 9850 9399	+61 2 9850 8630	<a href="mailto:mgsmalumni@mgsm.edu.au">mgsmalumni@mgsm.edu.au</a>
Executive Assistant, Alumni & Corporate Relations			
Mrs Betty Xiang	+61 2 9850 6561	+61 2 9850 6094	<a href="mailto:execareers@mgsm.edu.au">execareers@mgsm.edu.au</a>
Careers Executive			
Ms Kate Raavi	+61 2 9850 9384	+61 2 9850 6094	<a href="mailto:Kate.Raavi@mgsm.edu.au">Kate.Raavi@mgsm.edu.au</a>
Manager, International Engagement			
Ms Kerry Daniel	+61 2 9850 9038	+61 2 9850 9019	<a href="mailto:research@mgsm.edu.au">research@mgsm.edu.au</a>
Research Office Executive			
Ms Nahia Islam	+61 2 9850 9089	+61 2 9850 6094	<a href="mailto:Nahia.Islam@mgsm.edu.au">Nahia.Islam@mgsm.edu.au</a>
Manager, Student Experience			

MGSM Administration	Phone	Fax	Email
NR Main Reception	+61 2 9850 7800	+61 2 9850 8648	<a href="mailto:Reception@mgsm.edu.au">Reception@mgsm.edu.au</a>
CBD Reception	+61 2 9234 1700		
Marketing Office	+61 2 9850 9017	+61 2 9850 9022	<a href="mailto:Marketing@mgsm.edu.au">Marketing@mgsm.edu.au</a>
MGSM Student Services	+61 2 9850 7829	+61 2 9850 6094	<a href="mailto:studentservices@mgsm.edu.au">studentservices@mgsm.edu.au</a>

### 5.2.3 MACQUARIE UNIVERSITY CONTACT NUMBERS

Macquarie University Contact	Phone	Email
Macquarie University Switchboard	+61 2 9850 7111	<a href="mailto:mqinfo@mq.edu.au">mqinfo@mq.edu.au</a>
Postgraduate Studies Office	+61 2 9850 6410	<a href="mailto:pgsinfo@mq.edu.au">pgsinfo@mq.edu.au</a>
Graduation Enquiries	+61 2 9850 6410	<a href="http://ask.mq.edu.au">ask.mq.edu.au</a>
Macquarie International	+61 2 9850 7346	<a href="mailto:iss@io.mq.edu.au">iss@io.mq.edu.au</a>
Library Information desk	+61 2 9850 7500	<a href="http://www.libanswers.mq.edu.au/">http://www.libanswers.mq.edu.au/</a>



