
SNPG902: Effective Management in Health

Subject Outline

6 credit points

Subject Information

Autumn, 2024, Wollongong
Distance

Flexible Delivery: A combination of online and on-campus or location-based components where the on-campus/location component is compulsory. Students are encouraged to attend on-campus workshops throughout the semester.

UOW may need to change teaching locations, teaching delivery and/or assessment delivery at short notice to ensure the safety and well-being of students and staff in response to the COVID-19 pandemic or other public health requirements.

The Faculty of Science, Medicine and Health

Nursing Inherent Requirements

Inherent requirements are the essential components of a course or unit that demonstrate the abilities, knowledge and skills to achieve the core learning outcomes of the course or unit.

Further information on Inherent Requirements can be found on the following link on the UOW School of Nursing webpage: <http://smah.uow.edu.au/nursing/courses/inherent-requirements/UOW192225.html>

Teaching Staff

Teaching Role	Coordinator
Name	Professor Yenna Salamonson
Email	snpg-902@uow.edu.au
Consultation Times	Email for an appointment

Expectations of Students

UOW values are intellectual openness, excellence and dedication, empowerment and academic freedom, mutual respect and diversity, recognition and performance. We will provide a safe, equitable and orderly environment for the University community, and expect each member of our community to behave responsibly and ethically (UOW Student Conduct Rules <https://documents.uow.edu.au/about/policy/learning/index.html>).

We expect that students demonstrate these values and professional behaviour, both face to face and online, making genuine efforts to complete their studies successfully, arriving on time to class, taking part constructively in class discussions and activities, demonstrating appropriate professional and ethical conduct in all communication with UOW staff and community members, and submitting assignments on time (or completing a request for Academic Consideration in advance if needed).

Communication and eLearning Etiquette

Guidelines on the use of email to contact teaching staff, mobile phone use in class and information on the university guide to eLearning 'Netiquette' can be found at <https://www.uow.edu.au/student/learningcoop/software/email etiquette/index.html>

Guiding Communication Principles for Students

Moodle Announcements will be the primary platform for communication of general information to students

- Students should ensure they regularly check the main announcements forum at the top of each subject's Moodle site. Information distributed via a Moodle Announcement will not be duplicated on any other forum on the Moodle site.
- Moodle Discussion forums pertinent to specific assignments will be used but will not replace or be used for overarching subject announcements.
 - Assignment discussion forums for specific assignments will be clearly labelled in the forum description to identify the purpose of the forum (e.g. 'Please ask any questions you have about Assessment Task 1 in this discussion forum') - students should check and ask any assignment questions on these forums and not through email.
 - The Moodle assignment discussion forums should always be used in the first instance when inquiring about assessment tasks.
- It is the student's responsibility to check all subject Moodle sites regularly for information and notifications.

SOLS messages will be used for all central communication relating to the following:

- Administrative matters relating to student enrolment
- Critical information relating to course or subject, e.g. Changes to assignments, policy updates, class cancellations or changes
- Timetable information
- Security and emergency information
- Students are encouraged to check SOLS messages daily as these messages are often of high priority

Email

- Communication to UOW staff by students should only be via a UOW email account
- In relation to assessment questions, Moodle assignment forums should be used rather than email.

Remember to use the same principles when communicating online as you would face-to-face. Be clear and respectful and communicate with the same consideration you would expect from others.

Related Policies

- Online and email etiquette <https://tr.uow.edu.au/uow/file/976ffde2-b892-42cf-b20b-5c7a65bc08cc/1/Overview%20of%20Online%20and%20Email%20Etiquette.pdf>
- Using UOWmail <https://www.uow.edu.au/student/learning-co-op/technology-and-software/uowmail/>

- Inclusive language guideline <https://documents.uow.edu.au/about/policy/students/UOW140611.html>
- The Student Charter <https://www.uow.edu.au/student/charter/>

Cyber Bullying

The University is committed to providing a safe, respectful, equitable and orderly environment for the University community, and expects each member of that community to behave responsibly and ethically. Students must comply with the University's [Student Conduct Rules](#) and related policies including the [IT Acceptable Use Policy](#) and [Bullying Prevention Policy](#), whether undertaking their studies face-to-face, online.

For more information on appropriate communication and etiquette in the online environment please refer to the guide [Online and Email Etiquette](#) or at <https://www.uow.edu.au/student/learning-co-op/technology-and-software/email-etiquette/>.

Related Policies

Using UOWmail <https://www.uow.edu.au/student/learning-co-op/technology-and-software/uowmail/>

Inclusive language guideline <https://documents.uow.edu.au/about/policy/students/UOW140611.html>

Copyright

Commonwealth of Australia

Copyright Regulations 1969

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Hardcopies of this document are considered uncontrolled please refer to your Moodle site for the latest version.

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Section A: General Information

Learning Outcomes

Subject Learning Outcomes

On successful completion of this subject, students will be able to:

1. Identify personal strengths, weaknesses, and opportunities for development in healthcare management
2. Demonstrate an understanding of contemporary management principles and their practical application in healthcare for managers
3. Recognise and develop skills for effective people and task management, including working in culturally and linguistically diverse healthcare environments
4. Critically evaluate approaches related to the roles and functions of a healthcare manager
5. Analyse principles of effective communication within and beyond the circle of influence in the healthcare sector while effectively managing change

Subject Description

This subject provides an introduction to management and leadership for new or emerging managers in health care. It focuses on developing an awareness of each student's strengths and abilities, and explores important aspects of management in physical and human resources. This subject includes: management and leadership theories; time management; conflict theory; managing conflict; grievance procedures; culture; socialization; communication; change theories; change in cultures; reality shock; individual responsibilities; management/leadership responsibilities; wellness and wellbeing; awareness of the responsibilities of others; risk assessment; and risk management.

Course Handbook

Information about subject pre-requisites, co-requisites and restrictions as well as course completion requirements and Course Learning Outcomes can be found in the Course Handbook <https://www.uow.edu.au/handbook/index.html>.

Subject Details: Practical Activities, eLearning, Readings and Materials

Subject eLearning

The University uses the eLearning system Moodle to support all coursework subjects. The subject Moodle site can be accessed via your SOLS page.

Safety Guidelines

The rules below are general rules that are required in the nursing laboratory and simulation areas.

- Please be on time for all simulation laboratories. Admission to the laboratory or simulation class will be closed 10 minutes after the scheduled commencement time. If you arrive late, you may not be able to participate in the laboratory or simulation session.
- All Reasonable Adjustment cases (Access Plans) must be discussed with the Subject Coordinator prior to commencing the activity.
- It is your responsibility to ensure that you sign your name on your specific class roll book located in the foyer area of the laboratory and simulation area, prior to entering your class.
- If you cannot attend or were excluded from your designated laboratory or simulation session, you must immediately contact your subject coordinator who will advise you about what you must do. Please refer to your subject outline about attendance requirements.

- Appropriate attire must be worn for every laboratory or simulation session. No access will be granted to the laboratory or simulation areas without appropriate footwear.
- Please see the Simulation Technician/Assistant if you need to move any equipment including the manikins, beds, tables or other equipment in the simulation / laboratory environment. Please do not move simulators or manikins from their beds without assistance.
- Any accident, injury or near miss, potentially dangerous, malfunctioning or accident-prone equipment, fixtures or situation has to be reported promptly to the Simulation Technician/ Assistant or your demonstrator. The university approved 'Hazard and incident report form' must be completed and forwarded to the Head of School.
- If you have any allergies to latex, hand soaps, dressings or any other materials you could be exposed to during your laboratory or simulation class, please inform the Simulation Technician/ Assistant or your demonstrator.

FOUNDATIONAL Work Integrated Learning

This subject contains elements of 'Foundational WIL'. Students in this subject will observe, explore or reflect on possible career pathways or a work-related aspect of their discipline.

Major Text(s)

Please refer to the SNPG902 Moodle site for recommended readings.

If there is a textbook available for purchase, you can find the details at University Bookshop
<https://unishop.uow.edu.au/>

Recommended Readings and Other Resources

Please refer to the SNPG902 Moodle site for recommended readings.

This is not an exhaustive list of references. Students should also use the library catalogue and databases to locate additional resources.

Lectures, Tutorials and Attendance Requirements

Lecture Times *

UOW may need to change teaching locations, teaching delivery and/or assessment delivery at short notice to ensure the safety and well-being of students and staff in response to the COVID-19 pandemic or other public health requirements.

Up to date timetable and delivery information is located at
<http://www.uow.edu.au/student/timetables/index.html>

You can access your personal timetable by logging into SOLS and selecting 'My Timetable'

Lecture Program *

Week	Commencing	Topics Covered
	15 Apr 2024	Mid-Session Recess
	03 Jun 2024	Study Recess
	08 Jun 2024	Examinations
	15 Jun 2024	Examinations

* The above times and program may be subject to change. Students will be notified of any change via SOLS.

Educational Content Recording

The University of Wollongong supports the recording of UOW educational content as a supplemental study tool, to provide students with equity of access, and as a technology-enriched learning strategy to enhance the student experience.

If you make your own recording of a lecture, class, seminar, workshop or any other educational session provided as part of your course of study you can only do so with the explicit permission of the lecturer and those people who are also being recorded.

You may only use educational content recorded through the delivery of subject or course content, whether they are your own or recorded by the university, for your own educational purposes. Recordings cannot be altered, shared or published on another platform, without permission of the University, and to do so may contravene the University's Copyright Policy, Privacy Policy, Intellectual Property Policy, IT Acceptable Use Policy and Student Conduct Rules. Unauthorised sharing of recordings may also involve a breach of law under the Copyright Act 1969.

Most lectures in this subject will be recorded, when they are scheduled in venues that are equipped with lecture recording technology, and made available via the subject Moodle site within 48 hours.

Your Privacy - Educational Content Recording

In accordance with the Student Privacy & Disclosure Statement, when undertaking our normal teaching and learning activities, the University may collect your personal information. This collection may occur incidentally during the recording of lectures in equipped venues (i.e. when your identity can be ascertained by your image, voice or opinion), or via the delivery of online content therefore the University further advises students that:

- Lecture recordings are made available to students, university staff, and affiliates, securely on the university's IT Platforms and via the subject Moodle eLearning site;
- Recordings are made available only for the purpose for which they were recorded, for example, as a supplemental study tool or to support equity and access to educational resources;
- Recordings are stored securely for up to four years

If you have any concerns about the use or accuracy of your personal information collected in a lecture recording, you may approach your Subject Coordinator to discuss your particular circumstances.

The University is committed to ensuring your privacy is protected. If you have a concern about how your personal information is being used or managed please refer to the University's Privacy Policy or consult our Privacy webpage <https://www.uow.edu.au/privacy/>

Tutorial/Seminar/Workshop Times

The Faculty uses the SMP Online Tutorial System and tutorial times and locations can be found at <https://www.uow.edu.au/student/timetables/index.html>. Please note that tutorial times on the timetable are provisional and may change.

Tutorial/Seminar/Workshop Program

Where the restrictions require temporary adjustments for delivery and tutorial/seminar/workshop arrangements, any necessary changes will be advised and provided by your Subject Coordinator. Please check Subject Moodle site regularly

Week	Week Commencing	Topics Covered	Readings and Activities
2	04 Mar 2024	Workshop 1	Refer to Moodle
4	18 Mar 2024	Workshop 2	Refer to Moodle

6	01 Apr 2024	Workshop 3	Refer to Moodle
	15 Apr 2024	Mid-Session Recess	
8	22 Apr 2024	Workshop 4	Refer to Moodle
10	06 May 2024	Workshop 5	Refer to Moodle
	03 Jun 2024	Study Recess	
	08 Jun 2024	Examinations	
	15 Jun 2024	Examinations	

The above program may be subject to change.

Recent Improvements to Subject

The Faculty of Science, Medicine and Health is committed to continual improvement in teaching and learning. In assessing teaching and learning practices in a subject, the Faculty takes into consideration student feedback from many sources. These sources include direct student feedback to tutors and lecturers, feedback through Science, Medicine and Health Central, responses to the Subject and Course Evaluation Surveys. These important student responses are used to make ongoing changes to subjects and courses. This information is also used to inform systemic comprehensive reviews of subjects and courses.

Extraordinary Changes to the Subject Outline

In extraordinary circumstances the provisions stipulated in this Subject Outline may require amendment after the Subject Outline has been distributed. All students enrolled in the subject must be notified and have the opportunity to provide feedback in relation to the amendment, where practicable, prior to the amendment being finalised.

Learning Analytics

Learning Analytics data (such as student engagement with Moodle, access to recorded lectures, University Library usage, task marks, and use of SOLS) may be used by the Subject Coordinator and your faculty's Head of Students to assist in analysing student engagement, and to identify and recommend support to students who may be at risk of failure. If you have questions about the kinds of data the University uses, how we collect it, and how we protect your privacy in the use of this data, please refer to <https://www.uow.edu.au/about/privacy/index.html>

Section B: Assessment

Assessment Summary

Assessment Item	Form of Assessment	%
Assessment 1	Reflection	20%
Assessment 2	Portfolio	40%
Assessment 3	Assignment	40%
	TOTAL MARKS	100%

Please note: Copies of student work may be retained by the University in order to facilitate quality assurance of assessment processes.

All assessments are due in Australian Eastern time. If you are not currently in Eastern Australia, it is important to check the local time the following webpage will assist: <https://info.australia.gov.au/about-australia/facts-and-figures/time-zones-and-daylight-saving>.

A formative assessment activity (with written or verbal feedback) will be conducted before census date - please see [UOW Key Dates](#).

Assessment 1: Reflection - Self-Assessment

Marking Criteria	Refer to the Assessment Guide on Moodle for detailed marking criteria.
Length	
Weighting	20%
Assessment Due	To Be Announced Final submission time: 5:00pm
Type of Collaboration	Individual assessment
Assessment submission	Online via Moodle This assessment has been set up to be checked by Turnitin, a tool which helps you check whether you have referenced correctly. You can submit your assessment task to Turnitin prior to the due date and Turnitin will give you an originality report. You may then make any changes that may be required and resubmit your final version by the due date.
Assessment return	Up to 15 business days from the date of your submission.
Detailed information	Refer to the Assessment Guide on Moodle for detailed assessment information.

Assessment 2: Portfolio - Evidence of Engagement in Subject

Marking Criteria	Refer to the Assessment Guide on Moodle for detailed marking criteria.
Weighting	40%
Assessment Due	To Be Announced Final submission time: 5:00pm
Type of Collaboration	Individual assessment
Assessment submission	Online via Moodle This assessment has been set up to be checked by Turnitin, a tool which helps you check whether you have referenced correctly. You can submit your

	assessment task to Turnitin prior to the due date and Turnitin will give you an originality report. You may then make any changes that may be required and resubmit your final version by the due date.
Assessment return	Up to 15 business days from the date of your submission.
Detailed information	Refer to the Assessment Guide on Moodle for detailed assessment information.

Assessment 3: Assignment - Written Plan & Oral Viva Voce

Marking Criteria	Refer to the Assessment Guide on Moodle for detailed marking criteria.
Weighting	40%
Assessment Due	To Be Announced
Type of Collaboration	Individual assessment
Assessment return	Up to 15 business days from the date of your submission.
Detailed information	Refer to the Assessment Guide on Moodle for detailed assessment information.

Minimum Requirements to Pass this Subject

To receive a clear pass in this subject a total mark of 50% or more must be achieved. In addition, failure to meet any of the minimum performance requirements is grounds for awarding a Technical Fail (TF) in the subject, even where total marks accumulated are greater than 50%. The minimum performance requirements for this subject are:

- attempt all assessment tasks; and
- meet the minimum Attendance and Participation requirements set out below.

Minimum Student Attendance and Participation

Students are expected to attend all workshops, whether they are delivered online or face-to-face. 100% attendance is expected, and absences may impact your ability to accomplish the learning outcomes. Students may miss one (1) workshop without submitting an Academic Consideration application. Any subsequent absences require an Academic Consideration application to be submitted and addressed by the Subject Coordinator.

Students should note that UOW equates 1 credit point to around 1.5 - 2 hours of study per week, including lectures and tutorials/workshops/practicals, self-directed study and work on assessment tasks. For example, in a 6 credit point subject requires that students commit about 9 - 12 hours study a week, including attendance at lectures and tutorials.

UOW Grade Descriptors

The UOW Grade Descriptors are general statements that communicate what our grades represent, in terms of standards of performance, and provide a frame of reference to ensure that assessment practice across the University is appropriate, consistent and fair. Grade Descriptors are expressed in general terms so that they are applicable to a broad range of disciplines. Grade Descriptors are available here <https://www.uow.edu.au/student/exams/results/>. For more information on the UOW grade descriptors refer to the Teaching and Assessment: Assessment and Feedback Policy: <https://documents.uow.edu.au/about/policy/alphalisting/UOW222910.html>

Assessment Learning Outcome Matrix

Learning Outcomes	Measures - Assessment weighting		
	Self-Assessment	Evidence of Engagement in Subject	Written Plan & Oral Viva Voce
	(20%)	(40%)	(40%)
Identify personal strengths, weaknesses, and opportunities for development in healthcare management	✓	✓	
Demonstrate an understanding of contemporary management principles and their practical application in healthcare for managers	✓	✓	✓
Recognise and develop skills for effective people and task management, including working in culturally and linguistically diverse healthcare environments	✓	✓	✓
Critically evaluate approaches related to the roles and functions of a healthcare manager		✓	✓
Analyse principles of effective communication within and beyond the circle of influence in the healthcare sector while effectively managing change		✓	✓

Submission, Retention and Collection of Written Assessment

Assessed work must be handed in by the date and time listed under each assessment task. All assessment tasks must represent the enrolled student's own ORIGINAL work and must not have been previously submitted for assessment in any formal course of study.

Extensions

Students requesting extensions of time to submit an assessment task, deferred exam, alternative form of assessment or exemption of a compulsory attendance requirement must apply online via SOLS and provide documentary evidence within three working days of the assessable item's due date for their request to be considered. **For information on the Policy, eligibility and how to apply see:** <https://www.uow.edu.au/student/admin/academic-consideration/>

Late Submission Penalty

Late submissions will receive a penalty of 5% per day (or part thereof) of the total possible marks for the assessment task for up to ten (10) days after the due date and time for submission (including weekends, and public holidays), or, where an extension has been granted, for up to ten (10) days after the nominated extension deadline. For the purposes of this penalty a weekend (Saturday and Sunday) will be regarded as two days.

No marks will be awarded for work submitted:

- more than ten (10) days after the due date, or
- after the assessment has been returned to the students; whichever is applicable.

In such an instance, a mark of zero and a result of Fail for the task will be applied.

Note: Assessments must still be submitted to meet minimum performance requirements even though no mark is to be awarded.

Quiz Completion

Where there is a quiz component, any student who has not attempted and submitted a quiz within the specified timeframe will receive 0 (zero) marks for this assessment type. The quiz will not be reopened, and no alternative assessment will be set without extenuating circumstances and an approved academic consideration application. Late penalties do not apply to quizzes. If a student attempts a quiz but for technical issues is not able to submit the quiz, students must show evidence and apply for an academic consideration to sit a supplementary quiz.

Collection

Once your assignment has been marked and your Subject Coordinator releases results for the assessment you will be able to access feedback on your assignment within the assessment submission page on the Moodle site for this subject. This will include feedback within the marking guide, feedback comments and feedback files (where applicable) that provide you with your markers feedback on your written work. You will receive an automated notification that your assignment results are available for download / review within Moodle.

You can access feedback on your marked assignment on the Assignment submission page, when marks and feedback have been released to students, please note that the Feedback section appears at the bottom of the page

Your final mark in the assessment task will be posted within SOLS.

Feedback on quizzes, examinations and /or presentations:

Contact your lecturer/tutor/subject coordinator if you would like feedback on your assessment. In accordance with University Policy marked assignments will usually only be held for 21 days after the declaration of marks for that assignment.

Retention

The university may retain copies of student work in order to facilitate quality assurance of assessment processes, in support of the continuous improvement of assessment design, assessment marking and for the review of the subject. The University retains records of students' academic work in accordance with the University Records Management Policy and the State Records Act 1988 and uses these records in accordance with the University Privacy Policy and the Privacy and Personal Information Protection Act 1998.

Scaling

Marks awarded for any assessment task or part of any assessment task, including an examination may be subject to scaling at the end of the session. Marks will be scaled only when unpredicted circumstances occur and in order to ensure fairness of marking across groups of students. The method of scaling will depend on the type of scaling required by the circumstances. When scaling is deemed necessary, it will follow a detailed consideration by the Unit Assessment Committee and/or the Faculty Assessment Committee of the marks of the group of students concerned. Scaling will not affect any individual student's rank order within their cohort. For more information please refer to Standards for the Finalisation of Student Results Schedule 1: Scaling Guidelines <https://www.uow.edu.au/about/policy/UOW039331.html> for details.

Supplementary Assessment

Supplementary assessment may be offered to students whose performance in this subject is close to that required to pass the subject, and are otherwise identified as meriting an offer of a supplementary assessment. The Subject Coordinator will determine the precise form of supplementary assessment at the time the offer of a supplementary is made. In some circumstances you may be offered a supplementary exam. For more information about Supplementary Exams refer to: <http://www.uow.edu.au/student/exams/aboutsupp/index.html>

Review and Appeal of Academic Decisions

A student may request an explanation of a mark for an assessment task or a final grade for a subject consistent with the student's right to appropriate and useful feedback on their performance in an assessment task. A student may also seek further explanation for other academic decisions such as Academic Consideration, Supplementary Assessment or Credit for Prior Learning. If a student is not satisfied with the explanation, or have further concerns, they may have grounds for a formal review. For further information refer to

<https://documents.uow.edu.au/about/policy/students/UOW189967.html>

Assessment Quality Cycle

The UOW Assessment Quality Cycle provides a level of assurance that assessment practices across the University are appropriate, consistent and fair. Quality assurance activities are undertaken to support the continuous improvement of assessment and promote good practices in relation to assessment design, marking and review of the subject prior to subsequent delivery.

Academic Integrity

The University's Academic Integrity Policy, faculty handbook and subject guides clearly set out the University's expectation that students submit only their own original work for assessment and avoid plagiarising the work of others or cheating. Re-using any of your own work (either in part or in full) which you have submitted previously for assessment is not permitted without appropriate acknowledgement. Plagiarism can be detected and has led to students being expelled from the University.

The use by students of any website that provides access to essays or other assessment items (sometimes marketed as 'resources'), is extremely unwise. Students who provide an assessment item (or provide access to an assessment item) to others, either directly or indirectly (for example by uploading an assessment item to a website) are considered by the university to be intentionally or recklessly helping other students to cheat. Uploading an assessment task, subject outline or other course materials without express permission of the University is considered academic misconduct and students place themselves at risk of being expelled from the University.

Students should visit the following University website and become familiar with the University's policy on plagiarism <https://www.uow.edu.au/about/policy/UOW058648.html>

Referencing

APA 7 referencing system should, unless otherwise specified for a particular assignment (check Details of Assessment Tasks), be utilised.

The APA Referencing Style is an author-date citation style. It has two main features:

- In-text citations, when you refer to another author's work you must cite your source by providing the last name(s) of the author(s) and the year of publication.
- The reference list which appears at the end of your assignment and includes a full description of each source you have cited, listing them in alphabetical order by the author's last name.

A summary of the APA 7 can be accessed on the Library website at <https://uow.libguides.com/refcite/apa-7>

Section C: General Advice for Students - Policies and Procedures

Student Services and Support

There are a range of services available to students that are provided free of charge. A good place to get to know services that may be of use to you is the Get Started @ UOW web page, accessed here <https://getstarted.uow.edu.au/index.html> or search for "Get Started @ UOW". Services available include:

Service	Link to information about the service
Aboriginal & Torres Strait Islander	https://www.uow.edu.au/wic/about1/index.html?ssSourceSiteId=getstarted
Careers advice	https://www.uow.edu.au/careers/index.html?ssSourceSiteId=getstarted
Counselling	https://www.uow.edu.au/student/counselling/index.html?ssSourceSiteId=getstarted
Student Accessibility and Inclusion (SAI)	https://www.uow.edu.au/student/disability/index.html?ssSourceSiteId=getstarted
Information Tech.	https://www.uow.edu.au/its/index.html?ssSourceSiteId=getstarted
Study Skills	https://www.uow.edu.au/student/learningcoop/index.html?ssSourceSiteId=getstarted

Student Support Coordinator (SSC)

If you have a temporary or ongoing issue or a problem that is affecting your study, including issues that are related to belonging to an equity group, then the Student Support Coordinators may be able to help. There are Student Support Coordinators available to assist students who are studying at all UOW Campuses and in all UOW Faculties. Contact details can be found on the UOW website: <https://www.uow.edu.au/student/support-services/coordinators/>

Student Advocacy Service

The Student Advocacy Service (SAS) is free, confidential and independent service for all UOW students. The SAS provides advocacy and referral for a range of academic, procedural and administrative issues. For more information visit: <https://www.uow.edu.au/student/support-services/advocacy/>

Student Central

Student Central is your primary administrative and information contact during your studies. There are service representatives from Student Service, Accommodation Services, BUPA, Global Student Mobility (Exchange) and Scholarships and Sponsorships.

Our purpose is to ensure students have access to the information they need, at the time they need it. We can help with a wide range of enquiries, some are:

- Applying for academic consideration
- Official documentation requests
- Updating personal details
- Student ID card replacement
- Opal cards and transport
- Education verification
- Fees and charges
- Scholarships and grants
- Digital and printed academic documents
- Overseas health cover
- Studying abroad and exchange

- SOLS password and login help
- Student feedback

Student Central contacts:

Phone	1300 275 869 (1300 ASK UOW) or +61 2 4221 3927
Email	askuow@uow.edu.au
Online	Enquiry Form (https://bps.uow.edu.au/suite/sites/student-enquiry/page/submit-enquiry)

Library Services

Save yourself time and enhance your studies: connect with information specialists and resources anytime, anywhere.

- For Library support connect with [Live Chat](#) or [contact the Library](#).
- For self-help see [Frequently Asked Questions](#) or browse [Library guides](#) to find information, databases and skills tutorials.
- [Research consultations](#) are available to UOW Postgraduate, Honours and Deans Scholar students.

Academic Integrity Policy

Academic integrity involves upholding ethical standards in all aspects of academic work, including learning, teaching and research. It involves acting with the principles of honesty, fairness, trust and responsibility and requires respect for knowledge and its development. The Policy can be found at:

<http://www.uow.edu.au/about/policy/UOW058648.html>

Code of Practice - Research

This Code mandates the current policy and best practice relating to procedures for responsible research. The Code can be found at: <http://www.uow.edu.au/about/policy/UOW058663.html>

Code of Practice - Honours

This Code sets out the responsibilities of all parties involved in managing students undertaking Honours Programs. The Code can be found at: <http://www.uow.edu.au/about/policy/UOW058661.html>

The Code of Practice - Work Integrated Learning (Professional Experience)

The Code of Practice - Work Integrated Learning (Professional Experience) sets out what is expected from students, the University and Host Organisations in providing work integrated learning professional experience programs. It applies to professional experience programs that form the whole or part of a subject or course offered at the University. The Code assists in promoting a productive work integrated learning experience for students and in promoting relevant UOW Work Integrated Learning Design Principles.

<http://www.uow.edu.au/about/policy/UOW058662.html>

Copyright Policy

The purpose of this Policy is to outline responsibilities and procedures regarding the use of third party copyright material, with the objectives of reducing staff and UOW exposure to the risks associated with the use of third party copyright material, assisting staff to make full legal use of the materials at their disposal by clearly identifying responsibilities and promoting copyright compliance. The Policy can be found at:

<http://www.uow.edu.au/about/policy/alphalisting/UOW026670.html>

Course Progress Policy

The Course Progress Policy establishes the requirements, definitions and procedures to be used in determining the standards of acceptable course progress. The Policy can be found at:

<http://www.uow.edu.au/about/policy/UOW058679.html>

Examination Rules and Procedures

The UOW rules and procedures outline exam conditions, student conduct in exams, and the procedures for exam management. Further information can found here: <https://www.uow.edu.au/student/exams/>

Ethical or Religious Objection by Students to the Use of Animal and Animal Products in Coursework Subjects

This policy provides a framework for recognition of and responses to students' ethical or religious objection to animal use in coursework subjects at the University of Wollongong. For the purpose of this policy, animal use includes killing of animals in experimental work, dissection of animals that are already dead, use of animal tissues, use of animal-derived products (such as sera). These uses are relevant to teaching and assessment.

Further information about this policy can be found here:

<http://www.uow.edu.au/about/policy/UOW058708.html>

Coursework Rules

The Coursework Rules (hereafter the Rules) govern the admission, enrolment, progression through, and qualification for a coursework award offered by the University. Further information can be found here:

<https://documents.uow.edu.au/about/policy/UOW262890.html>

Human Research Ethics

The Human Research Ethics Committee protects the welfare and rights of the participants in research activities.

Further information can be found here: <http://www.uow.edu.au/research/ethics/human/index.html>

Inclusive Language Guidelines

UOW endorses a policy of non-discriminatory language practice in all academic and administrative activities of the University. Further information is available from:

<http://www.uow.edu.au/about/policy/alphalisting/UOW140611.html>

Intellectual Property Policy

UOW's Intellectual Property Policy provides guidance on the approach taken to Intellectual Property (IP), including its ownership, protection and exploitation. Further information about the management of IP is available at

<http://www.uow.edu.au/about/policy/UOW058689.html>

Review and Appeal of Academic Decisions Policy

UOW aims to provide a transparent and consistent process for resolving a student concern about an academic decision that has affected their academic progress, including a mark or grade. Further information is available at:

<http://www.uow.edu.au/about/policy/UOW058653.html>

Student Academic Consideration Policy

The purpose of the Student Academic Consideration Policy is to enable student requests for academic consideration for assessable components of a subject to be evaluated in a fair, reasonable, timely and consistent manner throughout the University. **For information on the Policy, eligibility and how to apply see:**

<https://www.uow.edu.au/student/admin/academic-consideration/>

The Student Charter - Your Rights and Responsibilities

The Student Charter is based on principles that guide all members of the University and that promote responsible partnerships within and beyond the University community.

<http://www.uow.edu.au/student/charter/index.html>

Student Assignment of Intellectual Property (IP) Policy

This policy applies to all Students (under-graduate and post-graduate) of the University of Wollongong (UOW). It may also apply to other persons by agreement. This policy sets out the approach taken by UOW in relation to Student assignment of intellectual property. Further information about this policy can be found here:

<http://www.uow.edu.au/about/policy/UOW058690.html>

Student Conduct Rules

These Rules outline the required conduct of students of UOW, and direct staff and students to University Rules, standards, codes, policies, guidelines, procedures and other requirements which specify acceptable and unacceptable student conduct, and the management of alleged student misconduct.

<http://www.uow.edu.au/about/policy/UOW058723.html>

Teaching and Assessment: Assessment and Feedback Policy

The purpose of this Policy is to set out the University of Wollongong's approach to effective learning, teaching and assessment, including the principles and minimum standards underlying teaching and assessment practice.

The Policy can be found at: <http://www.uow.edu.au/about/policy/alphalisting/UOW222905.html>

Teaching and Assessment: Code of Practice - Teaching

This Code is a key document in implementing the University's Teaching and Assessment Policy and sets out the specific responsibilities of parties affected in relation to learning, teaching and assessment, as well as procedures for teaching staff. The Code can be found at: <http://www.uow.edu.au/about/policy/UOW058666.html>

Teaching and Assessment: Subject Delivery Policy

This Policy sets out specific requirements in relation to the delivery of Subjects. The policy can be found at:

<http://www.uow.edu.au/about/policy/alphalisting/UOW222906.html>

Workplace Health & Safety Policy

The Workplace Health and Safety (WHS) unit at UOW aims to provide structures, system and support to ensure the health, safety and welfare of all at the campus. Further information is available from:

<https://www.uow.edu.au/about/policy/alphalisting/UOW016894.html>