UNIT OVERVIEW

Introduction
This unit introduces the concepts of information systems in a business environment. It examines what is meant by information systems and why they are being used in business and what is involved in developing, managing and controlling business information systems. The unit also explores how to promote services to business and communicate with business partners and suppliers. Topics include:

- Business issues - functions, competitive advantage, e-business
- Technology and Communicating with people - ICT, Ethics and Communication methods
- Development & Management of Information Resources and Business Intelligence
- Systems and Business Modelling
- Business Case analysis and development

This unit is designed to develop proficiency in business communication, systems modelling and business problem solving.

Prerequisites
None

Unit Weight
12.5% of one academic year

Teaching Pattern
No teaching sessions specified.

Unit Content

<table>
<thead>
<tr>
<th>Week</th>
<th>No</th>
<th>IS Content</th>
<th>Tutorial / Workshops</th>
<th>Theme of Workshops</th>
<th>Guest Lecturer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/13</td>
<td>1</td>
<td>Introduction to Unit</td>
<td>Self Study Tutorial - MS Word</td>
<td>Business Communication</td>
<td>Aaron</td>
</tr>
<tr>
<td>Week</td>
<td>Session</td>
<td>Title</td>
<td>Description</td>
<td>Presenter</td>
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<tr>
<td>2/13</td>
<td>3</td>
<td>IT and IS - What is the relationship? (IS Infrastructures and Current Trends)</td>
<td>Workshop 1 - The Methods of Business Communication - Letters, Memos, Reports and Presentations - Presenting a case</td>
<td>Aaron Olding</td>
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<tr>
<td>3/13</td>
<td>5</td>
<td>Data Management and Databases</td>
<td>Workshop 2 - Business Relationships and Consultancy Interviews (Interview techniques and the importance of pre and post interview communication)</td>
<td>Dean Steer</td>
<td></td>
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<tr>
<td>4/13</td>
<td>7</td>
<td>Types of Information Systems (Systems and Information Audits) - TPS, DSS, MIS, ESS, DW</td>
<td>Workshop 3 - Requirements gathering to form a case, acting as an IS consultant. Techniques in: Active Listening, Observation, Documentation and Background research gathering. Assessment 1 - Statement of Requirements Template - Information gathering from a video interview and gathering background research (Workshop 3 - Assessment 1 Video Case)</td>
<td>Leonie Ellis</td>
<td></td>
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<tr>
<td>5/13</td>
<td>9</td>
<td>System Implementation - Organisational Risk and Change</td>
<td>Workshop 4 - Business Case Study Analysis (Gathering explicit and implicit information using episode analysis)</td>
<td>Case Study Analysis Paula Swatman</td>
<td></td>
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<tr>
<td>6/13</td>
<td>11</td>
<td>SDLC Methods and Systems Integration</td>
<td>Workshop 5 - Presenting a Case - Techniques in reporting findings and shortcomings Assessment 1 - Requirement Gathering Evidence Template Submission</td>
<td>Nicole Herbert</td>
<td></td>
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<tr>
<td>7/13</td>
<td>13</td>
<td>Enterprise Resource Planning (ERP), Enterprise Application Integration and Legacy Systems</td>
<td>Workshop 6 - System and Information Modelling Techniques</td>
<td>System and Process Modelling Ying Chen</td>
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<tr>
<td>8/13</td>
<td>15</td>
<td>Customer Relationship Management</td>
<td>Workshop 7 - Process Modelling - Presenting Information Pathways and an IS infrastructure</td>
<td>Peter Marshall</td>
<td></td>
</tr>
<tr>
<td>9/13</td>
<td>16</td>
<td>Service Oriented Approaches to ICT - Open Source vs. Proprietary Software</td>
<td></td>
<td>Peter Marshall</td>
<td></td>
</tr>
</tbody>
</table>
### Easter Break from the 21st to 27th April

**9/13 17**  
E-Business and E-Commerce Introduction  
Workshop 8 - Business Case Development - Presenting a customer centric business case and project plan  
*Business Case Development*  
Paul Turner

**18**  
E-Commerce Models  
Assessment 2 - Business Case Study Analysis and Modelling Submission  
Paul Turner

**10/13 19**  
Security, Accessibility, Ethical and Privacy Issues  
Workshop 9 - Business Case Development - Project Planning, Financial and Resource analysis and Budgeting  
Aaron Olding

**11/13 20**  
Business Conduct - Current and Future Trends and M-Commerce  
Paul Turner

**11/13 21**  
Business Logistics - SCM, International Business and Procurement Management  
Workshop 10 - Media Supported Presentation Skills  
Malcolm Bertoni

**12/13 22**  
The Multidisciplinary Nature of IS (including everyday information systems)  
Malcolm Bertoni

**12/13 23**  
Unit Review and Exam Preparation  
Workshop 11 - Business Case Formulation and Presentation Development  
Assessment 3(a) Business Case Proposal Submission  
Aaron Olding

**13/13 24**  
Assessment 3(a) and 3(b) Help Session  
Emily Keen

**13/13 25**  
IS Theory Exam Assistance  
Workshop 12 - Assessment 3(b) Presentation of Media Supported Business Case Pitch  
Aaron Olding and Emily Keen

**13/13 26**  
IS Theory Exam Assistance  
Aaron Olding and Emily Keen

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For more information see the section titled 'Content' on the unit website.

**Prior Knowledge and/or Skills**

- Basic computer skills; Word processing, Internet and E-mail skills are essential!
- Ability to read and write English at academic level is likewise essential!

Students should ensure that they have the above IT skills. Refer to the section on Further Information and Assistance for help and training courses if you believe you do not meet these requirements.

**Learning Outcomes**

On successful completion of this unit, you will be able to:

1. Demonstrate knowledge of information systems theory and how it applies to organisational decision making
2. Demonstrate knowledge of information and communication methods, systems and technologies and how these contribute to personal and business performance.
3. Demonstrate abilities in requirements gathering to solve business problems using a variety of analysis and communication tools, methods and models.
4. Demonstrate the ability to produce business reports and proposals using a variety of analysis and ICT tools.

**Generic graduate attributes**

The university has defined a set of generic graduate attributes expected in its graduates.  
Your course is designed to enable you to develop generic skills that are valued in, and expected of, graduates. These are skills that you will need
to develop over time. Hence you are encouraged to look for opportunities, as you study each unit, to reflect on and improve these skills.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Descriptor</th>
<th>Unit Specifics</th>
</tr>
</thead>
</table>
| **Knowledge**            | Graduates will have an in-depth knowledge in their chosen field of study and the ability to apply that knowledge in practice. They will be prepared for life-long learning in pursuit of personal and professional development. | ✷ Have a broad understanding of how information systems are used in today’s businesses and organisations;  
                                    ✷ Understand problems and conflicts of interests arising from the use and implementation of information systems;  
                                    ✷ Have knowledge of the types of systems in use in most businesses;  
                                    ✷ Have knowledge of communication principals and their relevance in managing organisations successfully; |
| **Communication Skills** | Graduates will be able to communicate effectively across a range of contexts and medium. | ✷ Demonstrate the application of oral, written, numerical communication theory;  
                                    ✷ Present well-reasoned arguments, using technology as appropriate;  
                                    ✷ Access, organise and present information, particularly with an understanding of communication theory, with technology as an enabler; |
| **Problem Solving Skills** | Graduates will be effective problem-solvers, capable of applying logical, critical analysis and creative thinking in a range of business communication, management and IT / IS issues | ✷ Analyse problems and provide solutions to a given information systems and business related problem using productivity tools generally available in a business environment.  
                                    ✷ Conceptualise problems and formulate a range of solutions;  
                                    ✷ Find, acquire, evaluate, manage and use relevant information in a range of media to form solutions.  
                                    ✷ Develop skills in problem based learning in peer groups. This requires skills in team based problem solving, team work, conflict resolution and the conduct of project meetings. communication theory, with technology as an enabler; |
| **Global Perspective**   | Graduates will have a good appreciation of how best to maintain business and supply chain relationships, domestically and internationally and an understanding of cross discipline or culture etiquette. Graduates will also have a good understanding of the technology which can facilitate these business partnerships. | ✷ Have a good understanding of how best to communicate with supply chain partners and an understanding of the technology which can facilitate efficient communication.  
                                    ✷ Have a good understanding of business etiquette in the maintenance of long-term organisational, cross discipline and cross cultural relationships. |
| **Social Responsibility** | Graduates will develop effective interpersonal skills which will assist them in the maintaining business relationships where measures of sensitivity, interaction and conflict resolution may be required.TD> | ✷ Have a good appreciation of the theory and techniques which may support positive business relationships.  
                                    ✷ Have the inter-personal skills and theory to address conflict in business relationships it is arises. |
UNIT ASSESSMENT

Assessment Pattern

Assessment Summary

<table>
<thead>
<tr>
<th>Component</th>
<th>Weight</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment 1 In-Class Business Case Video Analysis</td>
<td>10%</td>
<td>Friday 1st April 3pm</td>
</tr>
<tr>
<td>Assessment 2 Case Study Analysis &amp; Business Model</td>
<td>20%</td>
<td>Friday 29th April 3pm</td>
</tr>
<tr>
<td>Assessment 3(a) Project Proposal Document</td>
<td>20%</td>
<td>Friday 20th May 3pm</td>
</tr>
<tr>
<td>Assignment 3(b) Media Supported Pitch</td>
<td>10%</td>
<td>Allocated Tutorial Times Week 13</td>
</tr>
<tr>
<td>IS Theory Exam</td>
<td>40%</td>
<td>University Examination Period</td>
</tr>
</tbody>
</table>

Assessment Items

Item 1  
Title: Assessment 1 In-Class Business Case Video Analysis  
Type: In-Semester - individual assignment  
Task Length: 1500 (Words) Statement of Requirements Template  
Weighting: 10%  
Links to Learning Outcomes: 3,4  
Due: Friday 1st April 3pm  
Description: In Week 1 students will be provided with a very simple RFP and background on an IS organisation.  
In Workshop 3, Week 4 students will be required to watch a video recording of an interview conducted between a small business operator and an IS consultant.  
The interview will be run through once and then be shown in episodes. Students will be required to initially complete a requirements gathering template during the tutorial session and expand on the template with the support of IS theory and personal evaluation of the case study.  
The template topics will include:  
? Why has the IS consultant been called and purpose of the interview?  
? Context of the Case  
? Organisational Structure  
? The stakeholders involved in the perishable food supply chain  
? Market Strategy  
? Current IT  
? What are the constraints  
? Potential project goals and objectives  
? Issues  
? Key questions and outcomes of discussion  
? Outstanding Questions and areas of the case which require further investigation  
? Interviewing method and general context observations gathered.  
These template topics should form the bases of the initial interview structure, as it will also form the bases of the Statement of Requirements, which would be submitted to the client.  
This template will be submitted at the end of Week 6. Is it expected that from Week 2 ? Week 6, you will have gathered background research which will support your understanding of the client requirements (e.g. IS theory and the Business Environment). This information will form part of the submitted template.  
The common outstanding questions identified by the students in Assessment 1 will be responded to and form part of the documentation provided for Assessment 2.

Item 2  
Title: Assessment 2 Case Study Analysis & Business Model  
Type: In-Semester - individual assignment  
Task Length: 2000 (Words) Case Study Analysis & Business Model  
Weighting: 20%  
Links to Learning Outcomes: 1,2,3  
Due: Friday 29th April 3pm  
Description: This case study analysis will build on the evidence gathered in Assessment 1. You will be provided a context documentation which will provide you with a greater understanding of the business case.  
The common outstanding questions identified by the students in Assessment 1 will be responded to as part of the case study documentation.
It is expected that you will also research similar organisations that operate within a similar business environment, as this will support your understanding of the business case, how competitors perform and how the perishable food supply chain operates.

Requirements:

You will be required to provide an evaluation of the business environment, the current situation, current problems and potential considerations for the future, considering the business environment and technical requirements.

To support your evaluation of the business context, you will be required to create a business model.

To support your evaluation of the current IS problems, you will be required to create an IS infrastructure model which highlights business process inefficiency and information pathway issues.

The evaluation of the current IT, will form the focus of your Assessment 3 Proposal and Pitch

**Item 3**  
**Title:** Assessment 3(a) Project Proposal Document  
**Type:** In-Semester - group project  
**Task Length:** (2500) words  
**Weighting:** 20%  
**Links to Learning Outcomes:** 1,2,4  
**Due:** Friday 20th May 3pm  
**Description:** You will be required to submit a group a project proposal. This will include:  
- A cover letter and cover page  
- Company Background  
- Identification of client requirements and needs (project scope, time line)  
- Your groups pitch and ideas for change  
- Statement of work or approach  
- Implementation Schedule  
- Management Plan  
- Staffing Plan  
- Project Budget and financial projections (excel)  
- Conclusion  
- Appendices

**Item 4**  
**Title:** Assignment 3(b) Media Supported Pitch  
**Type:** In-Semester - group project  
**Task Length:** 10 Minutes - Media Supported Group Presentation  
**Weighting:** 10%  
**Links to Learning Outcomes:** 2,4  
**Due:** Allocated Tutorial Times Week 13  
**Description:** Based on the submitted proposal at the start of week 12. Students are required to present their groups proposal in commercial pitch. This presentation should not only present the group?s idea, but each group should also promote themselves as being the most capable team to complete the project.

**Item 5**  
**Title:** IS Theory Exam  
**Type:** Formal Examination  
**Task Length:** 2 Hours  
**Weighting:** 40%  
**Links to Learning Outcomes:** 1,3  
**Due:** University Examination Period  
**Description:** The exam will be made up of:  
- Multiple choice questions and a small case study.

This exam will assess student?s understanding of IS theory and it?s application to a small business case.

See the 'Assessment' section in unit website for more detailed information about assessment items.

**How your Final Grade will be determined**

Overall assessment will be based on the student's performance throughout the semester as well as in a formal examination. In order to achieve a pass (or better) result, a student must obtain:

1. at least 45% of the total mark for in-semester assessment items  
2. at least 45% of the mark for the formal examination  
3. at least 50% of the overall mark
Unit Web Site

This unit is Web Dependent: content & communication. This means that you will need to use the Web for this unit. The unit website contains unit information and resources. The unit website is accessed from http://www.utas.edu.au/coursesonline/. You will need to use your university email pop account username and password to log on to the MyLO system. Once authenticated by the system your personalised MyLO Learning Online area will be displayed. It contains links to the websites that you have permission to access - including the website for this unit.

If you are not able to access the unit website, please contact the University IT help desk: Entrance Level, Morris Miller Library, Sandy Bay Campus; Entrance Level, Launceston Campus Library, Newnham Campus. Telephone: 6226 1818 and 1300 304 903. The 1300 number is a local call from within Tas, with the exception of mobiles. Email: servicedesk@utas.edu.au Website: http://www.utas.edu.au/servicedesk/student/index.html

Prescribed Text

None

Readings


Software

The software that you will need to access the unit website and to study this unit, including general purpose software such as word processors, is provided on the computers in the School's computing labs. If you intend to use software on other computers please check that the versions are compatible.

Microsoft Word 2007 or 2010
Microsoft Powerpoint 2003, 2007 or 2010
Microsoft Excel 2003, 2007 or 2008 (Macintosh)

Access to Microsoft Excel 2007 and Microsoft Word will be provided in some tutorials times

GENERAL RESOURCES

School Website

School of Computing and Information Systems - Faculty of Science, Engineering, and Technology. http://www.utas.edu.au/cis

Faculty Website

Information and Resources for Faculty of Science, Engineering and Technology students are available on the faculty website at: http://www.utas.edu.au/scieng

University Website

Information and Resources for 'Current Students' are available on the university website at: http://www.utas.edu.au/students/

School Help Desk

Contact the School Help Desk if you have any queries or problems with accessing, using, or printing from the computers in the School of Computing and Information Systems labs.

In Hobart the Help Desk is located on level 3 in the Centenary Building, and is open from 10:00am-12:00pm, and 2:00pm-4:00pm Monday-Friday. The phone number is 6226 2929.
In Launceston the Help Desk is located near the entrance to the computing labs and is open from 10:00am-12:00pm, and 2:00pm-4:00pm Monday-Friday. The phone number is 6324 3447.

Both help desks will accept queries over the phone outside the standard opening hours.

The computer labs at the Cradle Coast Campus are maintained by ITR - please contact the University Help Desk for assistance with these computers.

**Computing Facilities**

The School has PC labs (running Windows 7), Mac labs (running Mac OS X 10.6), and special purpose Networking labs at the Newnham and Sandy Bay campuses. All students are provided with logins for Windows, Macintosh and Unix environments. If you have not used these facilities before please contact the School Help Desk to collect your account details. If you would like to access these facilities after hours please contact the School Help Desk.

In Hobart, there are 4 PC Labs, 2 Mac Labs, and 1 Networks Lab in the Centenary Building. In Launceston, there are 2 PC Labs, 1 Mac Lab, 1 Networks Lab, and one Multipurpose Lab in Building V.

**Use of Facilities**

Use of computing facilities provided by the School is subject to the School's Ethics Guidelines, details of which are posted at [http://www.utas.edu.au/computing-information-systems/resources/ethics-guidelines](http://www.utas.edu.au/computing-information-systems/resources/ethics-guidelines). Copies of the guidelines are also available in all School labs. The School's facilities may only be used for study-related purposes, and may not be used for personal gain. Anti-social behaviour in labs such as game playing, viewing pornography, loud discussion, audio without the use of head-phones, etc is strictly prohibited in all labs at all times. Eating, drinking, and smoking is not permitted in the labs. Before being granted access to the School's facilities, you will be required to sign a declaration that you have read and understand these guidelines, and that you will abide by them. Disciplinary action may be taken against students who violate the guidelines.

**Learning Strategies**

If you need assistance in preparing for study please refer to your tutor or lecturer. For additional information refer to the Learning Development website: [http://www.utas.edu.au/learndev/](http://www.utas.edu.au/learndev/)

If you will be using MyLO for the first time and would like some information on how to use MyLO refer to the following website: [http://www.utas.edu.au/coursesonline/mylo-support.htm](http://www.utas.edu.au/coursesonline/mylo-support.htm)

Some of the units you will study use videoconferencing to deliver lectures and tutorials. To enable you to get the best out of a videoconference please refer to the following guide: [http://www.its.utas.edu.au/videoconf/vcstudentguide.pdf](http://www.its.utas.edu.au/videoconf/vcstudentguide.pdf)

**Help resolving concerns about this unit**

In the first instance you should contact your lecturer. If the matter is not resolved then you should contact the Head of School. If the matter is still unresolved and you would like to know who to contact or the procedures for resolving your concern refer to the following website: [http://acserv.admin.utas.edu.au/complaints_info.html](http://acserv.admin.utas.edu.au/complaints_info.html)

The Tasmanian University Union (TUU) may also be able to assist.

The School reserves the right to alter the details contained in this Unit Outline. Students will be advised of changes to the outline via their University email account and it remains the responsibility of the student to check their email for such changes.

**Occupational Health and Safety**

The university is committed to providing a safe and secure teaching and learning environment. For more information see [http://www.admin.utas.edu.au/hr/ohs/pol_proc/](http://www.admin.utas.edu.au/hr/ohs/pol_proc/)

**University Services and Support**

If you are experiencing difficulties with your studies or assignments, have personal or life planning issues, disability or illness which may affect your course of study, you are advised to raise these with your lecturer in the first instance.

The University has staff available to assist you, such as the:

- Learning Development Advisor
- Student Counselor
- Careers Advisor
- Disability Officer

For more information and contact details see the Services and Support section on the University ‘Current Students’ web page: [http://www.utas.edu.au/students/](http://www.utas.edu.au/students/)
GENERAL ASSESSMENT

Approach to Learning

The University is committed to high standards of professional conduct in all activities, and holds its commitment and responsibilities to its students as being of paramount importance. Likewise, it holds expectations about the responsibilities students have as they pursue their studies within the special environment the University offers.

The University's Code of Conduct for Teaching and Learning states:

Students are expected to participate actively and positively in the teaching/learning environment. They must attend classes when and as required, strive to maintain steady progress within the subject or unit framework, comply with workload expectations, and submit required work on time.

You are expected to spend about 130 hrs studying in this unit - this includes attendance at scheduled teaching sessions. (For a 13 week semester this is, on average, 10 hr/wk.) This is the amount of study time that the 'typical' student will need to reach the level of competence and understanding required to fulfil the unit objectives. You are expected to:

- attend all scheduled teaching sessions, unless otherwise notified by the unit coordinator
- prepare for, and actively participate in all scheduled teaching sessions
- complete the assigned learning tasks
- review what has been learnt
- complete assessment items and submit them on time
- access and be familiar with the information and resources available on the unit website
- seek help from teaching staff if you have any questions or difficulties in studying this unit

You are encouraged to read the university's Code of Conduct for Teaching and Learning. Part A describes the 'Responsibility of the University to Students' and part B describes the 'Responsibilities of Students to the University'.


It is expected that students will familiarise themselves with access and use of the MyLO system operated by the University for the electronic delivery of course materials, and for various forms of communication.

It is expected that students will consult email sent to their University email address at least twice a week for notices relating to the administration of the unit, and for notification of the results of assignments.

It is expected that students will read the background material specified in the course curriculum, will actively attend and participate in tutorials, and be prepared to discuss relevant issues arising with tutors, lecturers and fellow students.

Student Expectations of the Unit

Students enrolled in this Unit may reasonably expect the following:

1. To be able to contact a lecturer or tutor by electronic mail, to raise issues arising in the unit, either relating to content or student performance within the unit.
2. Subject to availability, to be able to discuss such issues in person with the lecturer or tutor.
3. That assignments will be marked and the marks will normally be returned within 3 weeks of due dates.
4. That all relevant notices regarding the administration of the unit, including any necessary changes, will be communicated to all students enrolled in the unit via email.

These expectations are in addition to those specified in relevant University regulations.

Plagiarism

Unless specifically stated in the specification of the assessment item provided on the unit website, it is required that:

- work submitted by a student is the work of that student alone OR
- where the assessment item is to be completed by a group of students, the work submitted by the group of students is the work of that group of students alone.

While students are encouraged to discuss the assignments in this unit and to engage in active learning from each other, it is important that they are also aware of the University's policy on plagiarism. Plagiarism is taking and using someone else’s thoughts, writings or inventions and representing them as your own; for example downloading an essay wholly or in part from the internet, copying another student’s work or using an author’s words or ideas without citing the source.

"Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own; for example, using an author's words without putting them in quotation marks and citing the source, using an author's ideas without proper
It is important that you understand this statement on plagiarism. Should you require clarification please see your unit coordinator or lecturer. Useful resources on academic integrity, including what it is and how to maintain it, are also available at: http://www.academicintegrity.utas.edu.au

Referencing

The preferred text referencing systems for the School is the Harvard system (also referred to as the author-date system). In your written work you will need to support your ideas by referring to scholarly literature, works of art and/or inventions. For information on presentation of assignments, including referencing styles: http://utas.libguides.com/referencing

It is important that you understand how to correctly refer to the work of others and maintain academic integrity. Failure to appropriately acknowledge the ideas of others constitutes academic dishonesty (plagiarism), a matter considered by the University of Tasmania as a serious offence. The university document on plagiarism contains information about referencing the work or ideas of others (see http://www.utas.edu.au/plagiarism/).

Submissions

The details of the submission method (paper, electronic or other) for each assignment will be supplied in a separate assignment specification sheet. All in-semester assignment submissions (including electronic submissions) are to include an Assignment Cover Sheet which includes a statement confirming that the submission is your own work. The Assignment Cover Sheet is available from the School Help Desk in Launceston and Hobart, and on the School's web site: http://www.utas.edu.au/computing-information-systems/resources.

Students must take responsibility for the correct submission of their assignments. Students are expected to adhere to the following procedure for submission:

- Submitted files MUST be checked by the student to ensure that correct submission of the file has been undertaken.
- Students are expected to notify the Lecturer WITHIN TWO HOURS of submission if their files have not been submitted correctly.
- Students must take responsibility for safely backing up of their own files during the academic year to ensure that no files are permanently lost.

Extensions

Assessment items will not be accepted after the due date except under the conditions stated in the School policy on late assessment. http://www.utas.edu.au/__data/assets/pdf_file/0003/231960/ExtensionPolicy.pdf (PDF - 100KB).

Review of Assessment and Appeals

1. It is expected that students will adhere to the following policy for review of any piece of continuous assessment.
   a. Within 5 days of the release of the assessment result, the student should request an appointment with the Lecturer. The student should be prepared to discuss specifically which section of the marking criteria they are disputing and why they consider the mark is inappropriate.
   b. Following this discussion, students may request a formal remark of the original submission (in accordance with Rule of Academic Assessment 111, clause 22.1). This remark will be undertaken, where practicable, by an alternative assessor.
2. Students may also request a review of the final result in a unit. The request and payment must be made within 10 days from the date of the result notification. Students are referred to Rule of Academic Assessment 111, clause 23 at http://www.utas.edu.au/university-council/university-governance/rules and http://www.studentcentre.utas.edu.au/examinations_and_results/results/result_review_results.htm.
Complaints Procedure

It is expected that students will adhere to the following policy for making any complaint or grievance directly related to a Unit:

a. In the first instance, students are to approach the Lecturer or Unit Coordinator concerned and arrange a time to speak with them about their concern.
b. If an issue remains unresolved, the student should approach the Head of School and arrange a time to speak with them about their concern.

If the School's internal policy of complaints is unable to resolve an issue, students should consult Ordinance 8 Student Complaints for further direction, see http://acserv.admin.utas.edu.au/complaints_info.html

Formal Examination

The formal examination is conducted by the University Registrar. The 'Current Students' section on the university website contains information about the conduct of, and timetable for, formal examinations.

Final Grade

Passing grades will be awarded based on the AVCC guidelines:

- PP at least 50% of the overall mark but less than 60%
- CR at least 60% of the overall mark but less than 70%
- DN at least 70% of the overall mark but less than 80%
- HD at least 80% of the overall mark

In order to comply with the benchmarks set by the Faculty of Science, Engineering & Technology for distribution of grades in units, both the in-semester and examination marks that students obtain may be adjusted either upwards or downwards. See http://fcms.its.utas.edu.au/scieng/scieng/policies.asp for details of the Faculty Assessment Guidelines.