

NEW MEDICINE PROGRAM



Bachelor of Science (Medicine) Honours

Guidelines & Course Outline

UNSW
MEDICINE

2011

2011 Key Dates

Monday 28 March 2011	Induction – Day 1 Honours program commencement date
Monday 18 April 2011 (Wednesday 20 April 2011)	Induction – Day 2
Monday 30 May 2011	Lit review due date
28/06/2011 – 30/06/2011	Mid-year seminar
09/07/2011 – 17/07/2011	Recess
Monday 5 September 2011	Scientific writing course
10/09/2011 – 18/09/2011	Recess
W/B 19/09/2011	Quantitative and Qualitative Research Method
15/11/2011 – 17/11/2011	End of the year seminar
Monday 12 December 2011	Final report due date

BACKGROUND

The BSc (Med) Hons program is a one-year (32 weeks) supervised research program leading to the award of the degree of Bachelor of Science (Medicine) Honours. Depending on the subject area chosen, the program may be taken in Year 4, 5 or 6. Most students undertake the program in Year 4.

The course aims to:

- enable students to acquire an appreciation of the value of observation and research in the development of medical science
- enable students to determine the ‘current state of knowledge’ in a defined field
- provide experience in the written and spoken presentation of scientific information and scholarly research, and
- provide an invaluable background in basic research philosophy and techniques on which a subsequent career in specialised medical research may be built.

Location

Projects should normally be undertaken at a department affiliated with UNSW. This includes the various teaching hospitals (including Rural Clinical Schools), research institutes and centres associated with UNSW. No overseas projects will be approved. Projects at any other non-UNSW affiliated department will only be approved under exceptional circumstances. Only academic reasons will be taken into consideration. Approval can only be given by the ILP and Honours Committee.

Supervision

Supervisors have a responsibility to provide a suitable research environment for their students. Students must have a supervisor and a co-supervisor. Where study is located at an external location, one supervisor should be on-site with the other attached to the School of enrolment.

A supervisor will:

- have regular contact to provide ongoing support, resolve any problems, meet deadlines
- ensure that a seminar program is available for every student
- act as an independent assessor at the seminar presentations of other students
- attend BSc(Med)Hon seminar presentations where possible; in instances where a supervisor cannot be present, a delegate from their department should attend
- set timelines for review of literature review and thesis drafts
- nominate two independent assessors; both must be external to the supervisor’s laboratory and one must be external to the school where the project will be completed
- following completion of the project, submit a supervisor’s report with assessment details.

Appointment of Two Examiners

One Internal Examiner: will examine the Literature Review and the final report / thesis. The internal examiner may be part of the same department as the supervisor or student, but should not be a recent collaborator.

One External Examiner: will examine the thesis only. The external examiner may not be associated with the same department as the supervisor or student, and should not be a recent collaborator.

- Recommendations for Examiners should be given to the ILP and Honours Administrative Officer. The Committee will appoint the Examiners.
- At least one examiner should have direct experience in supervision of Honours students.
- To avoid any conflict of interest, examiners should not be recent or current collaborators of the Supervisor or Co-supervisor.
- There should be no correspondence or discussion between the Supervisors and the Examiners related to the student.
- Any questions that an Examiner may have should be addressed to the Faculty ILP and Honours Administrative Officer.
- On occasion, a Supervisor may wish to nominate as the external examiner, someone who has minimal contact with the student, but who has a conjoint appointment in the School of enrolment. These requests will be considered by the committee on a case-by-case basis.

STUDENT ASSESSMENT TASKS

Students are required to:

1. write a literature review (< 3,000 words)
2. deliver a mid-year seminar detailing their aims and methodology
3. deliver an end-of-year seminar reporting their findings
4. write a final report in the form of a scientific manuscript (5,000 – 7,000 words).

Assessment components

% of overall mark

Final Report: Manuscript (5,000-7,000 words)	50
Literature review (3,000 words)	10
Seminar 1	5
Seminar 2	15
Supervisor's mark: continuous performance assessment	20
Total mark	100

LITERATURE REVIEW

General Guidelines

- The literature review is a written, critical review of published information that is relevant to the research project.
- You should seek guidance from your supervisor as to what topics should or should not be included in your review. It should introduce the broad area of research, review the specific areas that you and your supervisor consider important to your project, and identify controversies and gaps in the literature.
- One of the most important functions of the literature review is to justify your choice of research topic.
- A coursework module on writing a literature review forms part of the BSc(Med)Hon induction program that will be delivered in week 1.

Format of Literature Review

- Provide a title page with the student's name, student number, and Title of Project.
- Required length is between 2000 and 3000 words not including tables, figures or references.
- References : All non-original ideas must be given due acknowledgement and referenced fully, use first author and date in text (e.g. Bargebottom et al., 2008), provide list of references in alphabetical order
- In addition to the review of the literature, students will provide the following three sections
 1. An outline of the main questions to be answered (up to 1 page)
 2. Outline of the hypotheses and/or aims (up to 1 page)
 3. Brief outline of study design (up to 1 page)
- It should be written in Times New Roman font, 12 pt.
- All margins are to be 2 cm.
- An electronic copy is to be submitted to ILP and Honours Administrative Officer at djuniah@unsw.edu.au

Assessment of Literature Review

The guidelines for examiners of the literature Review are provided below:

EXAMINER'S LITERATURE REVIEW ASSESSMENT FORM

The following are features upon which a student's performance should be assessed. Please indicate a mark out of 10 in the box for each major component (A to C) as well as for your overall grade (D). Use the attributes listed below each component as a guide for determining each mark. Grades are as follows:

- 5.0 - 6.4: pass only (honours class III)
- 6.5 - 7.4: credit (honours class II, division 2)
- 7.5 - 8.4: distinction (honours class II, division 1)
- 8.5 - 10.0: high distinction (honours class I)

A. INTRODUCTION

- i). Appropriate scientific information provided (i.e. relevant to the project's topic).
- ii). Covers the main issues in sufficient detail (i.e. sufficient information provided).
- iii). Identifies the limitations of the literature to date.
- iv). Identifies the areas of controversy and assesses them critically.
- v). Adequately referenced with recent and appropriate studies.
- vi). Has clear and logical flow.

Grade:

B. AIMS, HYPOTHESES AND METHODS STATEMENT

- i). Aims clearly relate to the areas of controversy outlined in the Introduction.
- ii). Hypotheses stated are clear and valid.
- iii). Methods are summarised clearly and concisely. *(Optional)*
- iv). Methods are appropriate and valid for the stated aims. *(Optional)*

Grade:

C. REFERENCES

- i). Citation style appropriate and consistent.
- ii). Citation list free of careless errors.

Grade:

D. EXAMINER'S OVERALL GRADE

Please write your recommended Examiner's grade (out of 10) in the box.

Grade:

All marks out of 10 are to represent the grades outlined above:

FURTHER COMMENTS:

Please provide comments regarding the literature review which can be of assistance to the student in her/his writing of the project report. Continue comments on a separate sheet if necessary.

(Expandable field-box)

SEMINAR PRESENTATIONS

Students are required to present their research projects at the BSc(Med)Hons seminars held twice a year. Seminars will consist of a 10-minute presentation followed by a 5-min question time. For ease of presentation, students are encouraged to use the PowerPoint program. Students undertaking projects locations outside UNSW are required to come on campus to present.

At the first seminar, organised in mid-year, students will present the aims and methodology involved in their research project.

At the end-of-year seminar students will present the findings of their research project. At the beginning of this seminar students will be required to make a statement regarding their contribution to the work being presented.

Assessment of seminar presentations

The performance of the students in seminars will be assessed mainly by members of the ILP & Honours Committee. The marks awarded for the first seminar will contribute 5% towards a student's overall mark, and marks awarded for the final seminar, 15%. By attending the seminars and encouraging discussion, Committee members, supervisors and examiners will ensure that students are appropriately assessed on their performance.

Students will be assessed on five components and given a mark out of 100

- Quality of the introduction
- Experimental or Study design
- Scientific merit of the study
- Use of audiovisual aids/presentation skills
- Ability to answer questions

FINAL REPORT

The final report is to be written as a scientific manuscript (5,000 to 7,000 words) whose format matches those of a journal in your field. The word limit excludes the statement of contribution, abstract, tables, figures, and references.

The following must be included in the final report:

- a statement at the beginning of the manuscript attesting to the originality of the work, and the contribution others may have made eg logistical, intellectual, technical or statistical help. This is particularly relevant if other people's data are included (max 200 words)
- an abstract (max 300 words) outlining your major findings and /or conclusions

In addition, the student, with advice from the supervisor, should base the format of the manuscript on one of the major journals in their field. For example if the project is mostly immunological in nature, a suitable journal might be the *Journal of Immunology*. Most reports would generally follow the common format that includes a brief introduction (including aims and hypotheses), materials and methods, results and discussion sections.

The introduction, aims and hypothesis (if appropriate) section should define the problem being examined and place it in the context of published work in the area without being a complete review of the literature. It should identify the limitations of the literature and areas of controversy and give clear and valid aims and hypotheses. The length and format of methods and results sections should be based on those in representative published papers. The methods should be appropriate and valid for the stated aims and clearly described and fully referenced. The results should reflect a significant body of work that has been analysed using appropriate statistical tests and that is presented in a clear and logical manner. Figures, tables and illustrations etc must be used to support points raised in the body of the report, they must be visually instructive, axes shall be clearly labelled and accompanied by a legend. The discussion should be relevant to the introduction, methods, and results sections, logical in presentation and scientific content, show critical/creative analysis, place the findings of the study in the context of past studies and have suggestions for future studies.

Format Details

- The manuscript should be written using Times New Roman font, 12 pt.
- All margins are to be 2 cm.

- All graphs and tables must be properly labelled, with SI units used throughout
- Figure legends must be intelligible without reference to the text
- Figure legends must be adjacent to the relevant figure
- Data from other sources must be fully referenced and/or acknowledged
- The structure of thesis will vary according to the area of research. For instance some may use multiple chapters to present various aspects of the work, others may opt for a single large body of work.
- 3 bound copies are to be provided by the student (may be soft-cover) and delivered to the Faculty of Medicine Office by the due date, and an electronic copy is to be submitted to ILP and Honours Administrative Officer at djuniah@unsw.edu.au

Assessment of Final Report

The final report will be examined by an external and an internal examiner according to the following guidelines.

EXAMINER'S PROJECT REPORT ASSESSMENT FORM

The following are features upon which a student's performance should be assessed. Please indicate a mark out of 10 in the box for each major component (A to F) as well as for your overall grade (G). Use the attributes listed below each component as a guide for determining each mark. Grades are as follows:

5.0 - 6.4: pass only (honours class III)

6.5 - 7.4: credit (honours class II, division 2)

7.5 - 8.4: distinction (honours class II, division 1)

8.5 - 10.0: high distinction (honours class I)

A. ABSTRACT, INTRODUCTION, AIMS AND HYPOTHESES

- | | |
|--|--|
| i). Aims and outcome summarised succinctly and accurately in the Abstract. | Grade:

<input style="width: 60px; height: 40px;" type="text"/> |
| ii). Appropriate scientific background provided in the Introduction. | |
| iii). Limitations of the literature and areas of controversy identified in the Introduction. | |
| iv). Clear and valid aims and hypotheses stated. | |

B. MATERIALS AND METHODS

- i). Clearly described and/or fully referenced.
- ii). Appropriate and valid for the stated aims.

Grade:

C. RESULTS

- i). Represents an adequate body of work.
- ii). Sufficient controls and replicates performed.
- iii). Appropriate statistical analyses performed.
- iv). Presentation of Results (Figures, Tables, etc.) clear and logical.

Grade:

D. DISCUSSION

- i). Relevant to the Introduction, Methods, and Results.
- ii). Logical in presentation and scientific content.
- iii). Shows critical/creative analysis.
- iv). Places findings in the context of past studies and has suggestions for future studies.

Grade:

E. REFERENCES

- i). Citation style appropriate and consistent.
- ii). Citation list free of careless errors.

Grade:

F. EXAMINER'S OVERALL GRADE

Please write your recommended Examiner's grade (out of 10) in the box.

Grade:

All marks out of 10 are to represent the grades outlined above:

FURTHER COMMENTS

Please provide comments regarding your project report grade together with any other comments.
Continue comments on a separate sheet if necessary

(Expandable field-box)

SUPERVISOR'S ASSESSMENT

At the end of the program the supervisor will submit a report awarding a mark for the student's performance during the year. This component is worth 20% of the student's overall mark. Marks will be awarded according to the following guidelines.

Adherence to schedules eg lab work, essay, seminars, thesis	3/20
Ability to learn and improve eg in experimental work, writing and surveying literature	3/20
Ability to understand and communicate ideas and respond appropriately to instruction	3/20
Ability to think logically and critically, and to plan effectively	3/20
Ability in laboratory, research or experimental procedures and in writing	4/20
Degree of initiative, independence , motivation and perseverance in experimental work and writing	4/20
Total	20/20

Final evaluation and award of Honours

The Committee will review the theses, grades and recommendations made by supervisors for award of Honours. The Committee will then make final recommendations.

In the grading of Honours in general the following guidelines and standards will apply:

Honours Class I is awarded for first class work where the student has produced an exceptional thesis and shown experimental initiative and thoroughness in the project.

Honours Class II, division 1 is awarded for very good work competently and conscientiously performed in the project and the thesis.

Honours Class II, division 2 is awarded for good work in the project and thesis presentation but where the student has demonstrated little original contribution and has required considerable help from the supervisor.

Honours Class III is awarded where the project has been completed and a thesis presented but where there are well-grounded reservations about the student's performance.

ILP & Honours Committee Members

Dr John Hunt (chair)
(*ILP & Honours Convenor and Coordinator*)
School of Medical Sciences

Dr Karen Gibson
Senior Lecturer
School of Medical Sciences

Associate Professor Kay Double
Lecturer (Conjoint)
Prince of Wales Clinical School

Dr Melissa Green
Senior Lecturer
School of Psychiatry

Dr Rachel Thompson
Lecturer
Office of Medical Education

Professor Ken Ashwell
Professor of Anatomy
School of Medical Sciences

Ms Sally Nathan (*currently on leave*)
Lecturer
School of Public Health & Community
Medicine

Professor Ken Hillman
Professor, Department of Anaesthetics,
Emergency Medicine & Intensive Care
South Western Sydney Clinical School

Professor Hazel Mitchell
Professor
School of Biotechnology and Biomolecular
Sciences

Dr Husna Razee
Lecturer
School of Public Health & Community
Medicine

ILP Administration

Mrs Joanna Tjojoatmodjo
Faculty of Medicine

Roles and responsibilities of the ILP & Honours Committee

1. To continuously develop a framework or blueprint which effectively integrates the independent learning project and Honours into phase 2 of the program.
2. To promote the BSc (Med) Hons program across all schools and oversee the selection of proposed projects.
3. To ensure that supervisors understand the objectives of the BSc (Med) Hons program and provide adequate supervision.
4. To confirm the appointment of examiners
5. To review examiner's and supervisors' reports.
6. To review unsatisfactory outcomes and recommend appropriate remedial action.
7. To review evaluation and assessment data, and suggest modifications to the content and design of the BSc (Med) Hons program.

Roles and responsibilities of the Honours Supervisor and Co-supervisor

1. To ensure that ethics requirements have been complied with.
2. To maintain regular contact with the student, provide support, & resolve any problems
3. To devise a time-line detailing steps that will facilitate the successful completion of the project including regular meeting times.
4. To nominate examiners.
5. To attend mid-year and end of the year seminar presentations where possible; in instances where a supervisor cannot be present, a delegate from their department should attend
6. To provide an assessment of the student's overall performance at the end of the program
7. To provide reasonable access to any specific tools, reagents, equipment, databases, software, computing or other such facilities necessary for the successful completion of the project.
8. To provide, or ensure that the student has reasonable access to the level of training necessary for the successful completion of the project, including advice regarding statistics.
9. To provide a safe research environment for the student that complies with Occupational Health and Safety (OH&S) regulations.
10. Ensure that the student is informed of the Occupational Health and Safety (OH&S) regulations relating to their environment and work practices.
11. To notify the Honours convenor as soon as practicable of any accident, serious illness, emergency situation or similar circumstance affecting any of the students.
12. To notify the Honours convenor of any unexplained extended absence by a student and/or lack of participation or unsatisfactory progress.
13. To ensure that the student has the opportunity to participate in the collegial and scholarly activities particular to their environment. Such activities may include: research meetings, journal clubs and school seminars.

Roles and responsibilities of BSc (Med) Hons Student

1. To attend the ILP and BSc (Med) Hons induction session (refer to page 2 of this kit) and OHS training as required.
2. To actively participate in the drafting of the BSc (Med) Hons project submission forms
3. To maintain regular contact with the supervisor, identify and undertake measures aimed at resolving problems as they arise and meet deadlines.
4. To actively participate in the project for a minimum of 35 hours per week.
5. To keep the supervisor informed as to the overall progress of the project so that the supervisor can make an informed assessment of your progress.
6. To provide draft and amended versions of the Literature Review for the supervisor to

- comment upon prior to submission.
7. To attend mid-year and end of the year seminar series.
 8. To provide draft and amended versions of the final report for the supervisor to comment upon prior to submission.
 9. To comply with the Occupational Health and Safety (OH&S) regulations relating to their environment and work practices.
 10. To inform the supervisor as soon as practicable of any accident, serious illness, emergency situation or similar circumstance affecting their progress.
 11. To notify the supervisor and relevant UNSW administration of any unexpected/extended absence.
 12. To actively participate in the collegial and scholarly activities particular to their environment. Such activities may include: research meetings, journal clubs and school seminars.

Roles and responsibilities of Examiners

The examiner will only be required to examine and mark the literature review and/or final report. This process should be completed at arm's length from the project supervisor and student in timely manner.

Special Consideration for Illness or Misadventure affecting Assessments

Students applying for Special Consideration for an illness or misadventure that may have affected their ability to prepare or complete an assessment are required to follow the procedures outlined by the University in MyUNSW and available at the following site: <https://my.unsw.edu.au/student/atoz/SpecialConsideration.html>

Special Consideration - Illness & Misadventure

On some occasions, sickness, misadventure, or other circumstances beyond your control may prevent you from completing a course requirement or attending or submitting assessable work for a course. Such assessable requirements may include formal end of session examination, class test, laboratory test, seminar presentation, etc. It is also possible that such situations may significantly affect your performance in an assessable task. The University has procedures that allow you to apply for consideration for the affected assessments. Depending on the circumstances, the University may take action to allow you to overcome the disadvantage; eg. give you additional assessment or extend a deadline.

You should note that merely submitting a request for Special Consideration does not automatically mean that you will be granted additional assessment, nor that you will be awarded an amended result. For example, if you have a poor record of attendance or performance throughout a session/year in a course you may be failed regardless of illness or other reason affecting a final examination in that course.

The University has a centralised procedure for Special Consideration applications. Many course authorities and faculties have 'local' procedures that you will also need to follow.

It sometimes happens that a student may encounter a situation that is so significant or personal they do not want to use the Special Consideration procedures. In a case like this you may prefer to contact the University Health Service, the Counselling Service, an academic adviser in your program office or the Assistant Registrar in the Student Information and Systems Office. Remember that it is always important to let the University know if there is anything that may affect your ability to continue your studies.

Students should particularly note the additional requirements beyond a standard medical certificate to include an assessment of the severity of your illness or misadventure and opinion of the likely effect on your capacity to undertake the assessment task/s concerned. **The timeline for submission i.e. within 3 days of the assessment is also critical.**

A summary of each request for Special Consideration will be forwarded to the Faculty's Student Affairs Coordinator (SAC) who may in turn arrange to meet the student to provide assistance as required. The SAC only receives a summary of each Special Consideration, so therefore students will need to give a copy directly to the SAC if they want the SAC to have a full and complete copy of their Special Consideration. The SAC will also attend the

Assessment Review Group meeting. Any information provided by the student to the SAC is confidential and will not be disclosed without consent.

Faculty of Medicine Student Affairs Coordinator:

Dr Susan Allman

(<http://www.med.unsw.edu.au/medweb.nsf/page/student+affairs+coordinator> ph. 9385
1931; email: s.allman@unsw.edu.au)

PLEASE NOTE: This process does not prevent or discourage a student from attending their own doctor, University Health Service, the Counseling Service or the Assistant Registrar in the Student Information and Systems Office.

Grievance Resolution Procedure for Undergraduate and Postgraduate (Coursework) Students

UNSW Document <http://www.gs.unsw.edu.au/policy/documents/studentcomplaintproc.pdf>

1. OVERVIEW

The Grievance resolution procedure for undergraduate and postgraduate (coursework) students should be read in conjunction with the policy on *Grievance Resolution for Students* (<http://www.gs.unsw.edu.au/policy/documents/studentcomplaintpolicy.pdf>). Research students should refer to the [Grievance Resolution Procedure for Research Students](#). The University is committed to providing a safe, harmonious and productive work environment where grievances are dealt with sensitively and promptly. An essential part of developing this environment is ensuring that where students have grievances which they don't believe they can resolve, they are encouraged to raise those grievances with their supervisor, who will take appropriate action to address the grievances.

2. PROCEDURE

STEPS	ACTIONS	WHO IS RESPONSIBLE?	TIMELINE FOR RESOLUTION
STEP ONE	Try to resolve the grievance directly with the person(s) concerned.	Complainant	Normally within 10 working days
STEP TWO:	Complainant may refer matter to a Senior Officer.	Complainant Senior Officer	Normally within 20 working days
STEP THREE:	Grievance may be referred to the Director, UNSW Student Services (and formal notification of the grievance must be provided to the Independent Grievance Officer).	Complainant Director, UNSW Student Services	Normally within 20 working days

STEP FOUR:	Appeal process.	Complainant Presiding Member of the Undergraduate Studies Committee (USC); or the Presiding Member of the Postgraduate Coursework Committee (PCC).	Normally within one calendar month
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The University expects that student complaints and claims of unfair treatment should in most instances be able to be resolved through informal discussion and consultation directly with those involved. However, where this is not possible or if the student is unable to resolve the matter, the procedure set out below may be followed. Academic staff are expected to consult with and seek advice from their Head of School, Faculty Associate Dean or Dean as appropriate.

STEP 1 – RESOLUTION AT THE LOCAL LEVEL

1.1. A student should make his/her grievance known within a reasonable time period of the event giving rise to the grievance, normally within ten (10) working days.

The student should attempt to resolve the grievance with the staff member responsible for the event. This would usually be:

- ❖ Tutor/Lecturer/Lecturer in charge of course.
 - Complaint about marks/grades awarded for a piece of assessed work of overall grade awarded for a course

- ❖ Honours Co-ordinator
 - Complaint about honours grade or difficulties arising in honours program

- ❖ Tutor/Lecturer/Lecturer in charge of course
 - Complaint about an event occurring during class

If in doubt about who to speak to about the grievance, the student should seek advice from UNSW Student Central or the appropriate School/Faculty Student Centre.

1.2. If the grievance is not resolved, the student may either take no further action on the matter or may lodge a formal complaint under Step 2 of the process.

STEP 2 – RESOLUTION BY SENIOR OFFICER

(Senior Officers of the University include the Head of School, Associate Dean, Dean, University Librarian, Chief Information Officer, and Senior Officers of UNSW Student Services)

2.1 If the student decides to lodge a formal complaint, it will be forwarded to the appropriate Senior Officer in writing normally within ten (10) working days of being notified of the outcome of Step 1. Alternatively the student may complete the formal complaints form (see attached Appendix A). In addition to lodging a written complaint, the student will also provide any relevant or supporting documentation.

A staff member who is involved in the complaint should not participate in the management of the complaint process once Step 1 is concluded. For example, where the subject matter of the complaint relates to the Head of School, then the matter should be referred to the Faculty Associate Dean (Education).

The Senior Officer will consult all parties and take action to find a fair and equitable resolution of the complaint. The Senior Officer may also consider mediation as an option.

A response in writing should be provided to the student by the Senior Officer detailing the reasons for any recommendation or decision in respect of the matter, and normally within twenty (20) working days of receiving the complaint. Where appropriate, a different timeline may be negotiated upon the agreement of all parties.

2.2 Where the subject matter of the complaint relates to an administrative unit, for example, the University Library or UNSW Student Central, the complaint should be referred in the first instance to the Director, UNSW Student Services.

2.3 Students are entitled to invite a support person to any interviews conducted by the Senior Officer. The student must advise the Senior Officer that a support person will be in attendance at an interview prior to the meeting.

2.4 In some instances it may be appropriate for the Senior Officer to offer mediation to parties to the complaint at an early stage of the grievance resolution process. Participation in mediation is voluntary, however all parties need to agree to participate in mediation before the process can proceed. For further information and advice on options for mediation and a suitably trained mediator, please contact the Independent Grievance Officer.

STEP 3 - REFERRAL TO DIRECTOR, UNSW STUDENT SERVICES

If the student is not satisfied with the outcome of the complaint after Step 2, he/she may either take no further action on the matter or may refer the complaint to the Director, UNSW Student Services to consider the matter and undertake any review or investigation as necessary.

- 3.1 The student must lodge a request for consideration of the matter by the Director, UNSW Student Services normally within ten (10) working days of being notified of the outcome of Step 2. The request for consideration of the complaint must state why the student is dissatisfied with the outcome of Step 2 and the grounds for that dissatisfaction including any pertinent supporting material.
- 3.2 At this stage the Director, UNSW Student Services (or a Senior Officer from UNSW Student Services nominated by the Director) must provide formal notification of the complaint to:
 - the Independent Grievance Officer and
 - the appropriate Faculty Dean/Rector.
- 3.3 The Director, UNSW Student Services (or nominee) will undertake such investigations as he/she deems are necessary and may seek advice including from the Independent Grievance Officer on managing the grievance effectively. Any investigation undertaken by the Director, UNSW Student Services (or nominee) will include reference to the Head of School (or the Faculty Associate Dean) as appropriate, notification of the respondent and may also include interviews with the student or the student's nominee or advocate and other key persons that may be suggested by either the School and/or the student. Any investigation undertaken will be conducted in accordance with the principles of procedural fairness.
- 3.4 Students are entitled to invite a support person to any interviews conducted by the Director. The student must advise the Director that a support person will be in attendance at an interview prior to the meeting.
- 3.5 At the conclusion of the investigation, the Director, UNSW Student Services may:
 - decline to take any further action with respect to the complaint; or
 - enter into negotiations with the Head of School or Faculty Associate Dean or Dean/Rector for an acceptable outcome to resolve the complaint; or
 - resolve the complaint in favour of the student; or
 - decline to make a determination and refer the matter to the Presiding Member of the appropriate Studies Committee under Step 4 of these procedures.

The Director, UNSW Student Services will provide a written decision (including reasons) to the student, normally within twenty (20) working days. In more complex matters requiring extensive investigations, the timeframe may be longer. All parties concerned will be duly notified.

STEP 4 – APPEAL PROCESS

4.1 If the student remains dissatisfied, he/she may either take no further action on the matter or may lodge an appeal on the basis that the student has been denied due process during Steps 1 to 3 of the grievance resolution process.

The appeal must be in writing and lodged with either the:

- the Presiding Member of the Undergraduate Studies Committee (USC) for undergraduate student matters; or
- the Presiding Member of the Postgraduate Coursework Committee (PCC) for postgraduate (coursework) student matters.

The student must lodge an appeal within ten (10) working days of receiving notification under Step 3 and must include sufficient grounds to support the appeal.

4.2 Within ten (10) working days of receiving the appeal, the Presiding Member of the appropriate Studies Committee may seek advice from the Independent Grievance Officer and may:

- decline to take action in cases where he/she considers that insufficient or unfounded reasons have been given by the student and shall inform the student accordingly; or
- attempt to resolve the complaint by negotiation; or
- refer the matter to an Appeal Sub-Committee, empanelled for the purpose by the Presiding Member. The

Presiding Member will chair the Appeal Sub-Committee unless there is a conflict of interest or apprehended bias, in which case a member of the corresponding Studies Committee will be appointed as Chair. The Appeal Sub-Committee will consist of at least three members, one of whom will be a student. The student member will be drawn from the Academic Board or from the current list of student members of faculties. No member of the Appeal Sub-Committee will have been associated with either the original decision or any earlier step in the appeal process.

The student (along with a support person if requested by the student) will have the opportunity to attend a meeting of the Appeal Sub-Committee. This does not include a legal representative unless the Presiding Member agrees to the presence of a legal representative. If the student is permitted legal representation then the Appeal Sub-Committee may obtain legal assistance for their deliberations.

The Appeal Sub-Committee should make a decision on the matter normally within one (1) calendar month. Decisions made by Appeal Sub-Committees will be reported annually to the Academic Board in a way that does not identify the parties involved. The Presiding Member will advise the student, the Head of School and the Dean/Rector of the outcome of

the appeal in writing and give reasons for that decision. The Presiding Member will refer the Sub-Committee's decision to the Head of School and Dean/Rector for implementation if appropriate.

4.3 There is no further avenue of appeal.

3. OUTCOMES OF THE GRIEVANCE RESOLUTION PROCEDURE

Outcomes could include:

- complainant gaining a better understanding of the situation and no further action taken;
- a decision or outcome which was the subject of the grievance is affirmed as an appropriate decision in the circumstances;
- a decision of outcome which was the subject of the grievance is revised or rescinded;
- the complainant or respondent receiving a verbal or written apology;
- the respondent or complainant receiving a verbal or written reprimand;
- one or both parties agreeing to participate in some form of counselling;
- disciplinary action where UNSW policy or the Code of Conduct were found to have been breached, and/or where misconduct/serious misconduct or unsatisfactory performance has occurred.

4. ROLE OF THE INDEPENDENT GRIEVANCE OFFICER

The role of the Independent Grievance Officer is to:

- determine where each matter fits within University policy framework governing grievance handling and resolution;
- refer matters to the appropriate unit within the University (and discuss and recommend options for managing the grievance or complaint);
- monitor the management of grievances and complaints (including monitoring the steps in the mediation or conciliation process, managing workplace investigations, managing the grievance in a timely manner and providing feedback to the complainant);
- provide advice on real or perceived conflicts of interest that may arise during the grievance and complaint handling process;
- regulate and assess the effectiveness of the University's grievance and complaint handling systems;
- provide an impartial view of the University's obligations and responsibilities in respect to grievances and complaints;
- maintain a central repository of data on grievances at UNSW, including the identification of trends and systemic issues, and the provision of regular reports to senior management; and
- provide advice to complainants at the earliest appropriate level where required.

5. DISCLOSURE PRIVACY STATEMENT

The information gathered during the course of a grievance is to be treated in a confidential manner.

Sensitive and Confidential Information

The University recognizes that the information provided by complainants and respondents is usually of a personal and sensitive nature. The University considers information to have been given in confidence, and undertakes to treat it confidentially. The University will maintain confidentiality where it is necessary for the protection of essential public interests and the private and business affairs of persons and organisations in respect of whom information is collected. The University is bound by legislation to prevent the indiscriminate release of information.

Disclosure within the University

In addition to the Head of School or head of administrative unit, the information provided may be disclosed to other persons involved in resolving the grievance.

Information to be reported for statistical purposes will, as far as is practicable and reasonable, be in a de-identified form. Data capture and analysis will assist in the identification of trends and systemic issues that require rectification.

Access and Retention

Documentation relating to a grievance will be retained on files in the UNSW Recordkeeping System before being destroyed in accordance with the requirements of the *State Records Act 1998 (NSW)*. Access to these files will be restricted to authorised individuals.

Under State privacy legislation you have a right to find out what information the University holds about you and to inspect it. You can also ask for records to be amended or corrected if the information about you is inaccurate, irrelevant, or out of date. Enquiries regarding access to this information should be directed to the UNSW Privacy Officer.

6. FURTHER INFORMATION AND ADVICE ON THE PROCEDURE

Further information and advice may be obtained from:

- UNSW Student Services (ext 58500)
- University Counselling Services (ext 55418)
- Student Guild Advocates
- the School Grievance Officer (where the School has nominated a staff member to undertake the role of Grievance Officer)
- your Head of School, the Associate Dean (Education) or Presiding Member of your Faculty

- Equity & Diversity Unit (ext 54734)
- Independent Grievance Officer
- International Student Services (ext 55333)

Further information may also be obtained from external agencies including the NSW Ombudsman.

7. REVIEW OF PROCEDURE

The Director, UNSW Student Services has responsibility for the regular review and update of this procedure.

8. ASSOCIATED DOCUMENTS

Student Misconduct

Rules <http://www.gs.unsw.edu.au/policy/documents/studentmisconductprocedures.pdf>

UNSW Code of

Conduct <http://www.gs.unsw.edu.au/policy/documents/studentconductpolicy.pdf>

UNSW Code of Conduct for the Responsible Practice of

Research <http://www.gs.unsw.edu.au/policy/documents/researchcode.pdf>

Conflict of Interest

Policy <http://www.gs.unsw.edu.au/policy/documents/conflictinterestpolicy.pdf>

Behaviour Required of

Students <https://my.unsw.edu.au/student/atoz/BehaviourOfStudents.html>

Student Responsibilities

Student Discrimination and Harassment Grievance Policy and

Procedures <http://www.gs.unsw.edu.au/policy/documents/studentcomplaintpolicy.pdf>