

THE UNIVERSITY OF
NEW SOUTH WALES



Australian School of Business
School of Economics

ECON 2117
ECONOMICS OF TOURISM

COURSE OUTLINE
SESSION 1, 2009

<u>1. COURSE STAFF</u>	<u>2</u>
1.1 Communication with Staff	2
<u>2. INFORMATION ABOUT THE COURSE</u>	<u>2</u>
2.1 Teaching times and Locations	2
2.2 Units of Credit	2
2.3 Relationship of this course to other course offerings	2
2.4 Approach to learning and teaching	2
<u>3. COURSE AIMS AND OUTCOMES AND LECTURE TIMETABLE</u>	<u>3</u>
3.1 Course Aims	3
<u>3.2 STUDENT LEARNING OUTCOMES</u>	<u>4</u>
3.3 Teaching Strategies	5
<u>4. STUDENT RESPONSIBILITIES AND CONDUCT</u>	<u>5</u>
<u>4.0 CONTINUAL COURSE IMPROVEMENT</u>	<u>5</u>
<u>4.1 WORKLOAD</u>	<u>5</u>
4.2 Attendance	5
4.3 General Conduct and Behaviour	6
4.4 Keeping informed	6
<u>5. LEARNING ASSESSMENT</u>	<u>6</u>
5.3 Assignment Format	7
5. 4 Assignment Submission Procedure	8
5.5 Late Submission	8
5.5 Special Consideration and Supplementary examinations	8
<u>6. ACADEMIC HONESTY AND PLAGIARISM</u>	<u>9</u>
<u>7. STUDENT RESPONSIBILITIES AND CONDUCT</u>	<u>10</u>
7.1 Workload	10
7.2 Attendance	10
7.3 General Conduct and Behaviour	10
7.4 Keeping informed	10
<u>8. STUDENT RESOURCES</u>	<u>10</u>
8.1 Course Resources	11
8.2 Other Resources, Support and Information	13

1. COURSE STAFF

Lecturer: Professor Larry Dwyer
Consultation Time: Wednesday 10-12
Location: Level 3, East Wing, Quadrangle Building, Room 3053
Contact Ph: 93852636
Email: l.dwyer@unsw.edu.au

Tutor: Tay Koo
Consultation Time: Thursday 1-2pm and Thursday 4-5pm
Location: Quad 3129
Contact Ph: TBA
Email: t.koo@unsw.edu.au

1.1 Communication with Staff

For contact outside class and consultation times please phone or email Tay Koo to make an appointment at another time.

2. INFORMATION ABOUT THE COURSE

2.1 Teaching times and Locations

Updated information about class times and locations can be found on the School of Marketing website:

www.marketing.unsw.edu.au/TIMETABLE/S1UG.pdf

Lecture Time and Location:
Wednesday 4-6pm, Quad 1027 (Macauley Theatre)

Tutorial Time and Location (commences Week1):
Thursday 2-3pm, ASB 207
Thursday 3-4pm, ASB 114
Wednesday 6-7pm, Quad G026

2.2 Units of Credit

ECON2117 is a 6 credit point subject.

2.3 Relationship of this course to other course offerings

Economics of Tourism ECON2117 builds on the concepts taught in introductory Microeconomics and Macroeconomics courses and applies them to the tourism industry.

2.4 Approach to learning and teaching

The services sector is expanding in every advanced economy of the world, thus making an understanding of tourism economics increasingly important. Whether in the services sector or the goods sector, service has never been so important to business, and economics has never been so central to tourism management. As future managers it is essential that you not only have a comprehensive understanding of the ideas and principles of tourism economics but can apply those principles to the diverse range of situations faced by tourism managers a rapidly changing environment. This course therefore uses a combination of lectures and participative tutorial activities including

class discussions, group presentations, debates, and mini case analysis to apply the key concepts and theories to practice.

3. COURSE AIMS AND OUTCOMES AND LECTURE TIMETABLE

3.1 Course Aims

The subject is based on recognition that an understanding of financial and economic considerations underpins sound managerial decision making in many areas of operation of a tourism firm or organisation. The course will develop the students' understanding of a variety of analytical techniques of financial and economical appraisal, their strengths and limitations. Specific topics to be addressed include

1. To develop tourism supply and techniques for appraising tourism investment
- 2 appreciate tourism demand and forecasting techniques
- 3 understand traditional and new approaches to economic impact analysis of tourism
4. Identify and evaluate the environmental impacts of tourism
5. Understand the effects of tourism taxation, destination competitiveness
6. Develop frameworks for estimating the economic and social impacts of special interest tourism markets (eg. special events)

Lecture Timetable

Week 1 (11th March) Economic contribution of tourism

Week 2 (18th March) Tourism Demand and Forecasting

Week 3 (25th March) Tourism Supply

Week 4 (1st April) Market Structure and Pricing

Week 5 (8th April) Market Intervention and Taxation

(15th April) Mid Session Break

Week 6 (22nd April) Tourism Satellite Accounts and Tourism Yield

Week 7 (29th April) Economic impact of tourism

Week 8 (6th May) Destination Competitiveness

Week 9 (13th May) Tourism Investment

Week 10 (20th May) Tourism and the Environment

Week 11 (27th May) Political, Economic, Social and Technological Environment

Week 12 (3rd June) Evaluation of Special Events

3.2 STUDENT LEARNING OUTCOMES

At the completion of the subject, the student will be able to:

Understand the economic significance of the world tourism industry and trade patterns in tourism services

Understand the nature of the tourism industry and its industrial organisation

Demonstrate an understanding of financial considerations underlying sound managerial decision-making in tourism businesses

Understand the factors underlying the demand for tourism services and techniques of demand forecasting

Demonstrate an understanding of factors underlying the supply of tourism products and services by private and public sector stakeholders

Describe and measure the contribution of tourism growth to National Product, foreign exchange earnings and employment.

Measure the costs and benefits of tourism growth at national and regional levels.

Demonstrate an understanding of techniques of evaluating tourism resources and measuring the environmental impacts of tourism development

Demonstrate an understanding of the major elements and indicators of destination competitiveness, including price competitiveness

Evaluate the financial, economic and social impacts of special tourism events and other special interest tourism markets

These learning outcomes are designed to help students to develop various UNSW graduate attributes as outlined on the University website:

http://www.ltu.unsw.edu.au/content/course_prog_support/unsw_grad_atts.cfm?ss=0

including:

- Skills in scholarly enquiry (1)
- In-depth engagement with the relevant disciplinary knowledge (2)
- The capacity for analytical and critical thinking and creative problem solving (3)
- The ability to engage in independent and reflective learning (4)
- Information literacy (5)
- the capacity for initiative and creativity (6)

- an appreciation and respect for diversity (7)
- the skills required for collaborative and multidisciplinary work (9)
- the skills for effective communication (12)

3.3 Teaching Strategies

This course will be conducted using a lecture/tutorial format. A two-hour lecture will be used to introduce students to the key concepts, principles and theories of services marketing and management. A one-hour tutorial will provide an interactive forum for students to apply the concepts learned during the lecture to experiential activities in the class room and other field work activities. The tutorials will require students to actively participate in group discussions and presentations. The tutorials will also allow students to ask questions about the lecture material and to discuss issues related to the key topic areas. A key stage of the group assignment will also be presented during the tutorials.

It is hoped that the tutorial activities and the discussion stimulated in the tutorials will allow students to share their everyday customer and employee experiences and to learn from the experience of their peers and the lecturer. The lecture topics and content will be closely aligned to most of the chapters in the set text. It is your responsibility to have read the chapter for each week's lecture topic and to complete the set tutorial activity prior to coming to class. The lecture schedule, reading schedule and tutorial activities are outlined over the following pages.

4. STUDENT RESPONSIBILITIES AND CONDUCT

4.0 CONTINUAL COURSE IMPROVEMENT

Each year feedback is sought from students and other stakeholders about the courses offered in the School and continual improvements are made based on this feedback. Since last year, the changes have been made to various aspects of the course. The peer evaluation process has been redesigned for the group assignment so that it is easier for students to complete the required forms. The weighting of the assignments has also been changed so that a greater emphasis is placed on individual assessment rather than group work. UNSW's Course and Teaching Evaluation and Improvement (CATEI) Process (http://www.ltu.unsw.edu.au/ref4-5-1_catei_process.cfm) is one of the ways in which student evaluative feedback is gathered. Significant changes to courses and programs within the School are communicated to subsequent cohorts of students.

4.1 WORKLOAD

It is expected that you will spend at least **ten hours** per week studying this course. This time should be made up of reading, research, working on tutorial exercises and assignments, and attending classes. In periods where you need to complete assignments or prepare for examinations, the workload may be greater.

Over-commitment has been a cause of failure for many students. You should take the required workload into account when planning how to balance study with employment and other activities.

4.2 Attendance

Your regular and punctual attendance at lectures and tutorials is expected in this course. University regulations indicate that if students attend less than eighty per cent of scheduled classes they may be refused final assessment.

4.3 General Conduct and Behaviour

You are expected to conduct yourself with consideration and respect for the needs of your fellow students and teaching staff. Conduct which unduly disrupts or interferes with a class, such as ringing or talking on mobile phones, is not acceptable and students may be asked to leave the class. More information on student conduct is available at: www.my.unsw.edu.au

4.4 Keeping informed

You should take note of all announcements made in lectures, tutorials or on the course web site. It is essential that you check the course website each week before coming to class. Any last minute announcements or changes to the lecture or tutorial schedule will be posted there. From time to time, the University will send important announcements to your university e-mail address without providing you with a paper copy. You will be deemed to have received this information. It is your responsibility to download the lecture notes from WebCTVista prior to coming to class each week. If you have any difficulty accessing WebCTVista please contact the lecturer immediately.

5. LEARNING ASSESSMENT

5.1 Formal Requirements

In order to pass this course, you must:

- Achieve a composite mark of at least 50;
- Make a satisfactory attempt at all assessment tasks (see below).

5.2 Assessment Details

A mix of individual and group assessment will be used to assess student achievement of the learning outcomes in this course. The group project will include a series of milestone assignments due throughout the semester. Each assignment is discussed in detail below.

Assessment item	Weighting	Due Date	Learning outcomes
Tutorial Assignment	15%	In tutorial	5, 11, 12
Group Project 25%	25%	Wk 10 (May 28)	1, 8, 11, 12
Final exam	60%	End of session	1, 4, 6, 7, 9, 11, 12

1. Tutorial Participation and presentation 15%

Tutorial questions will be made available in week 1. The student will make a ten minute presentation in class and hand in the written answers the following week. The written

submission is to be three pages maximum, including any diagrams or tables. Each of tutorial participation, presentation and written report contributes 5% towards the final grade.

2. Group Project 25%

Select a destination (entire country or destination within a country) from any source (the web, a book, journal article etc.) and answer the following questions:

The group report must address three major issues:

(1) What is the economic contribution of tourism to the destination?

A comprehensive discussion of this issue will require consideration of the following:

- (i) tourism's contribution to: Gross Domestic Product, employment, foreign exchange earnings, investment, regional impacts, contribution to taxation, impact on other industry sectors, etc.
- (ii) the relative economic importance of domestic and international tourism.
- (iii) the key inbound markets that inject tourism expenditure into the destination (by visitor origin and by visitor purpose)

(2) What are the major impediments to high economic contribution at the present time?

A comprehensive discussion of this issue will require consideration of the such items as the extent of leakages from tourism expenditure due to import content of goods and services purchased by tourists, foreign ownership etc.; resource constraints to delivering tourism related services, institutional distortions etc.

(3) Discuss strategies for increasing the economic contribution of tourism to the country in the future.

Your discussion should address

- (i) current strengths of the tourism industry
- (ii) weaknesses and barriers to tourism industry development
- (iii) opportunities to enhance tourism's economic contribution
- (iv) threats that may need to be overcome
- (v) Implications for specific strategies of industry, government and the community to enhance the economic impacts of tourism in the destination

3. Final Examination 60%

The final examination will cover the entire course.

5.3 Assignment Format

Assignments should be typed with wide margins and single line spacing, 11 or 12' font and include a title page with course name, your name and id and assignment title as well

as headings as appropriate. The disclaimer form and also for group projects the appropriate signed student contribution sheet (Appendix C) must be signed and included - *otherwise marks will not be recorded.*

Assignments should generally be guided by and conform to the material in the School of Marketing *Guide to Presentation of Assignments* which is accessed on the School website and also loaded for your course in the Vista *OtherStuff* folder

5.4 Assignment Submission Procedure

All assignments are to be submitted to the Tutor, Tay Koo in the relevant tutorial.

5.5 Late Submission

Information about late submission of assignments, including penalties, is available on the School of Marketing's website

http://www2.marketing.unsw.edu.au/nps/servlet/portalservice?GI_ID=System.LoggedOutInheritanceArea&maxWnd=CurrentPolicies

Due times and dates for submission of assignments are strict and failing to meet the deadline – even by a few minutes – will be penalized. Any special consideration for delayed submission due to illness or misadventure, must be flagged to the course coordinator *before* the due date. In all such circumstances the you must see the Faculty counsellor and due process initiated.

5.5 Special Consideration and Supplementary examinations

UNSW Policy and Process for Special Consideration

(See <https://my.unsw.edu.au/student/atoz/SpecialConsideration.html>)

- Applications for special consideration (including supplementary examinations) must go through UNSW Central administration (within 3 working days of the assessment to which it refers) – applications will **not** be accepted by teaching staff;
- Applying for special consideration does not automatically mean that you will be granted additional assessment or that you will be awarded an amended result;
- If you are making an application for special consideration (through UNSW Central Administration) please notify your Lecturer in Charge;
- Please note that a register of applications for Special Consideration is maintained. History of previous applications for Special Consideration is taken into account when considering each case.

ASB Policy and Process for Special Consideration and Supplementary Exams

In the ASB, requests for special consideration are determined by a Faculty wide panel which will advise the Lecturer in Charge of appropriate action.

If the Faculty panel (see above) grants a special consideration request, this may entitle you to sit a supplementary examination. In such cases the following procedures will apply:

- Supplementary exams will be scheduled centrally and will be held approximately two weeks after the formal examination period. Actual date will be advised by mid-semester.

- Where you are granted a supplementary examination as a result of a request for special consideration, your original exam (if completed) will not be marked and only the mark achieved in the supplementary examination will count towards the final grade.

Further information concerning supplementary examinations is available on the ASB website on the '*Policies and Guidelines for Current Students*' page of the ASB website:

www.business.unsw.edu.au/currentstudents

6. ACADEMIC HONESTY AND PLAGIARISM

The University regards plagiarism as a form of academic misconduct, and has very strict rules regarding plagiarism. For full information regarding policies, penalties and information to help you avoid plagiarism see: <http://www.lc.unsw.edu.au/plagiarism/index.html>

Plagiarism is the presentation of the thoughts or work of another as one's own.*

Examples include:

- direct duplication of the thoughts or work of another, including by copying work, or knowingly permitting it to be copied. This includes copying material, ideas or concepts from a book, article, report or other written document (whether published or unpublished), composition, artwork, design, drawing, circuitry, computer program or software, web site, Internet, other electronic resource, or another person's assignment without appropriate acknowledgement;
- paraphrasing another person's work with very minor changes keeping the meaning, form and/or progression of ideas of the original;
- piecing together sections of the work of others into a new whole;
- presenting an assessment item as independent work when it has been produced in whole or part in collusion with other people, for example, another student or a tutor; and,
- claiming credit for a proportion a work contributed to a group assessment item that is greater than that actually contributed.†

Submitting an assessment item that has already been submitted for academic credit elsewhere may also be considered plagiarism.

The inclusion of the thoughts or work of another with attribution appropriate to the academic discipline does *not* amount to plagiarism.

Students are reminded of their Rights and Responsibilities in respect of plagiarism, as set out in the University Undergraduate and Postgraduate Handbooks, and are encouraged to seek advice from academic staff whenever necessary to ensure they avoid plagiarism in all its forms.

The Learning Centre website is the central University online resource for staff and student information on plagiarism and academic honesty. It can be located at:

www.lc.unsw.edu.au/plagiarism

The Learning Centre also provides substantial educational written materials, workshops, and tutorials to aid students, for example, in:

- correct referencing practices;
- paraphrasing, summarising, essay writing, and time management;

- appropriate use of, and attribution for, a range of materials including text, images, formulae and concepts.

Individual assistance is available on request from The Learning Centre.

Students are also reminded that careful time management is an important part of study and one of the identified causes of plagiarism is poor time management. Students should allow sufficient time for research, drafting, and the proper referencing of sources in preparing all assessment items.

* Based on that proposed to the University of Newcastle by the St James Ethics Centre. Used with kind permission from the University of Newcastle

† Adapted with kind permission from the University of Melbourne.

7. STUDENT RESPONSIBILITIES AND CONDUCT

For information on your responsibilities regarding workload, general conduct and behaviour, and keeping informed, please refer to the School of Marketing's website.

http://www2.marketing.unsw.edu.au/nps/servlet/portalservice?GI_ID=System.LoggedOutInheritedArea&maxWnd=Current_Policies

7.1 Workload

It is expected that you will spend at least **ten hours** per week studying this course. This time should be made up of reading, research, working on exercises and problems, and attending classes. In periods where you need to complete assignments or prepare for examinations, the workload may be greater.

Over-commitment has been a cause of failure for many students. You should take the required workload into account when planning how to balance study with employment and other activities.

7.2 Attendance

Your regular and punctual attendance at lectures and tutorials is expected in this course.

University regulations indicate that if you attend less than eighty per cent of scheduled classes they may be refused final assessment.

7.3 General Conduct and Behaviour

You are expected to conduct yourself with consideration and respect for the needs of your fellow students and teaching staff. Conduct, which unduly disrupts or interferes with a class, such as chatting, ringing or talking on mobile phones, is not acceptable and You may be asked to leave the class. Expect zero tolerance in class. More information on student conduct is available at: www.my.unsw.edu.au

7.4 Keeping informed

You should take note of all announcements made in lectures, tutorials or on the course web site. From time to time, the University will send important announcements to your *university e-mail address* without providing you with a paper copy. You will be deemed to have received this information. It is also your responsibility to keep the University informed of all changes to your contact details.

8. STUDENT RESOURCES

8.1 Course Resources

Texts (available for purchase in the UNSW bookshop)

John Tribe *The Economics of Recreation, Leisure and Tourism* (third edition), Elsevier
Other references will be posted on webCT

Newspapers and magazines:

The Age
Asian Wall Street Journal
The Australian
Australian Financial Review
The Bulletin
Business Review Weekly
The Economist
Far Eastern Economic Review
Sydney Morning Herald
Time magazine

Other reference material held in library

Berger, Arthur (2007) *Thailand Tourism* / Arthur Asa Berger. New York: Haworth Hospitality Press, c2007.

Cartier, C. & Lew, A. (2004) *Seductions of place: geographical perspectives on globalization and touristed landscapes*. Routledge: London; New York, NY

Church, A. Coles, T. (editors) (2007) *Tourism, power, and space*. New York: Routledge,

Clark, M. (1998) *Researching and Writing Dissertations in Hospitality and Tourism*. International Thomson Business Press: London:

Cooper, C. (2005) *Tourism principles and practice*. 3rd ed. Upper Saddle River, NJ: Financial Times Prentice Hall

Daher, Rami Farouk. (Ed) (2007) *Tourism in the Middle East: continuity, change, and transformation*. Cleve don; Buffalo: Channel View Publications

Department of Industry, Tourism and Resources (2003) *The 10 Year Plan for Tourism a* Commonwealth of Australia: Canberra.
http://www.industry.gov.au/library/content_library/Tourism10plan.pdf

Gunn, C. with Var, T.(2002) *Tourism Planning basic concepts cases*. Taylor & Francis: USA

C. Michael Hall and James Higham. (Eds) (2005) *Tourism, recreation, and climate change*. Clevedon; Buffalo: Channel View Publications, 2005.

Hall C M & Jenkins J. M. (1995) *Tourism & Public Policy*. Routledge: London

Holloway, J. C. (1998) *The business of tourism*. 5th ed. Harlow, Essex, England: Longman

Huan, Tzung-Cheng & O'Leary, Joseph T. (2007) *Measuring tourism performance*. Champaign, Ill.: Sagamore,

Page, S. and Hall, M. (2003) *Managing urban tourism*. Harlow: Prentice Hall

Jafar, J (Ed) (2002) *Encyclopedia of tourism*. Routledge: USA Print only at SREF338.4791/128

Leiper, N. (2004) *Tourism Management*. Pearson Hospitality Press: N.S.W.

Alan A. Lew, *Tourism in China*. New York: Haworth Press, c2003.

Mak, James. (2003) *Tourism and the economy*. Honolulu, HI: University of Hawai'i Press,

Medlik, S. (2003.) *Dictionary of travel, tourism and hospitality* 3rd ed. Oxford: Butterworth-Heinemann

Mowforth, Martin. & Munt, Ian (2003.) *Tourism and sustainability: development and new tourism in the Third World*. Edition 2nd Ed. New York, NY: Routledge,

Mathieson, A., & Wall, G. (1982) *Tourism: Economical Physical and Social Impacts*. Longman Group Limited: Singapore

Murphy, P.E. (1985) *Tourism: A Community Approach*. Methuen: New York.

Murphy, P.E. & Murphy, A.E. (2004) *Strategic management for tourism communities: bridging the gaps*. Channel View Publications: Clevedon.

Ross, G. (1998) *The Psychology of Tourism*. 2nd Ed .Hospitality Press: Melbourne:

*Todd, G. (2003). *WTO Background Paper on Climate Change and Tourism. A report by Travel Research International Limited for the World Tourism Organization*.

Tourism Forecasting Council (1994- 2004) *Forecast the First Report of the Tourism Forecasting Council*. Commonwealth of Australia: Canberra

Tribe, J. (1997) *Corporate strategy for tourism*. International Thomson Business Press: London; Boston

Lynn Van Der Wagen, Anne Goonetilleke *Hospitality management: strategy and operations*. 2nd ed. Pearson Education Australia, 2007: Frenchs Forest, N.S.W.

*Viner, D. & Nicholls, S. (2005). Climate change and its implications for international tourism. In *"Tourism Management Dynamics: Trends, Management and Tools"* D. Buhalis & C. Costa (Eds.), Elsevier Ltd.

Weaver, D. & Lawton, L. (2006) *Tourism Management*, Third edition. John Wiley & Sons, Australia.

World Tourism Organisation (2004) *Compendium of Tourism Statistics - 2004 Edition*. WTO: Madrid SREF338.479105/23

World Tourism Organisation (2002) *Yearbook of Tourism Statistics (1996-2000) A-L*. World Tourism Organization: Madrid SREF338.479105/23

World Tourism Organisation (2002) *Yearbook of Tourism Statistics (1996-2000) M-Z*. World Tourism Organization: Madrid SREF338.479105/23

* climate change references

Recommended Internet sites

World Tourism Organisation (WTO) nb Australia is a member
<http://www.world-tourism.org/>
 World Travel and Tourism Council (WTTC)
<http://www.wttc.org>
 Pacific Asia Travel Association (PATA) nb
<http://www.pata.org>
 Australian Bureau of Statistics
<http://www.abs.gov.au/>

Tourism Australia
<http://www.tourism.australia.com/>
 TRA Tourism Research Australia
www.tra.australia.com/
 Office of national tourism
www.tourism.gov.au/
 Travel and Tourism Intelligence
<http://www.t-ti.com/index.htm>

Tourism related journals (* journals held in the UNSW library)

*Annals of Tourism Research	S338.479105/3
*Australian Journal of Hospitality Management	S657.9494005/1
*Bureau of Tourism Research Publications	SQ647.9494005/2
* Cornell hotel and restaurant administration quarterly	SQ647.9405/5
Events Management	

*Hospitality research journal: the professional journal of the Council on Hotel, Restaurant, and Institutional Education	S647.9405/4
*Hospitality & tourism educator / Council on Hotel, Restaurant & Institutional Education	SQ647.9405/7
Information Technology & Tourism	
International Journal of Tourism Research	
*International journal of hospitality management	SEJ647.9405/3
*International Journal of Contemporary Hospitality Management	SQ647.9406805/1
Journal of Convention and Exhibition Management	
* Journal of sustainable tourism	S338.479105/15
*Journal of Leisure Research	S790.07205/2
*Journal of Tourism Studies	S338.479105/2
*Journal of Travel & Tourism Marketing	S338.479105/24
*Journal of Travel Research	SQ338.479105/5
* Leisure management.	SQ790.06905/2
Tourism, Culture & Communication	
*Tourism Economics	S338.479105/25
*Tourism Management	SEJ338.4791005/1
* Union news Hospitality & leisure	SQ331.881105/10

8.2 Other Resources, Support and Information

Information about other services available for you. This can be detailed either on a School website and referred to in the course outline or provided as in the example below.

The University and the Faculty provide a wide range of support services for you, including:

- **ASB Education Development Unit**

The Education Development Unit (EDU) provides learning support and assistance to all students in the ASB, to enable them to enhance the quality of their learning. The EDU services are free, and tailored to meet the academic needs of students in the Australian School of Business.

The role of the EDU is to provide

- A range of support initiatives for students from the Australian School of Business in relation to their transition to university;
- Learning skills development, resources and activities for Business students
- Academic writing and skills workshops throughout the session;
- Printed and online study skills resources, such as referencing guides, report writing and exam preparation;
- A drop-in EDU Office containing books and resources that can be borrowed;
- A limited consultation service for students with individual or small group learning needs.

The EDU website www.business.unsw.edu.au/edu contains information, online resources and useful links as well as providing information and dates for workshops. More information about the EDU services including resources, workshop details and registration, and consultation request forms are available from the EDU Office.

EDU Contact Details

Location Room GO7Ground Floor,
West Wing, Australian School of Business Building

Telephone: 02 9385 5584

Email: Edu@unsw.edu.au Website www.business.unsw.edu.au/edu

- **UNSW Learning Centre** (<http://www.lc.unsw.edu.au>)

In addition to the EDU services, the UNSW Learning Centre provides academic skills support services for all UNSW students. The Learning Centre is located on Level 2 of the Library and can be contacted by phone: 9385 3890 or through their website.

Technical support:

For any technical support issues (difficulty logging in to websites, problems downloading documents, etc) you can contact the UNSW IT Service Desk at:
(02) 9385 1333; Email: servicedesk@unsw.edu.au

Counselling support - <http://www.counselling.unsw.edu.au>

If you experiencing problems of a personal or academic nature, you are encouraged to contact the Counselling Service at UNSW. This consultation service is free and confidential and run by professional counsellors. The Counselling Service also conducts workshops on topics such as 'Coping with Stress' and 'Procrastination'. The Counselling Service is located on Level 2, Quadrangle East Wing, and can be contacted on 9385 5418.

Library training and support services - <http://info.library.unsw.edu.au>

Disability Support Services – Those students who have a disability that requires some adjustment in their teaching or learning environment are encouraged to discuss their study needs with the Course Coordinator or the Equity Officer (<http://www.studentequity.unsw.edu.au/disabil.html>). Early notification is essential to enable any necessary adjustments to be made.

In addition, it is important that you are familiar with University policies and procedures in relation to such issues as:

- Examination procedures and advice concerning illness or misadventure
<https://my.unsw.edu.au/student/academiclife/assessment/examinations/examinationrules.html>
- Occupational Health and Safety policies and student responsibilities;
<https://my.unsw.edu.au/student/atoz/OccupationalHealth.html>