

PROGRAMME HANDBOOK 2021

School of Counselling, Human Services and Social Work
Te Kura Tauwhiro Tangata

Master of Social Work (Professional)

EPSOM CAMPUS

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**EDUCATION AND
SOCIAL WORK**

Faculty of Education and Social Work Academic Roles

Dean of Education and Social Work	Associate Professor Mark Barrow
Te Tumu	Associate Professor Te Kawehau Hoskins
Head of Initial Teacher Education	Associate Professor Fiona Ell
Associate Dean, Academic	Dr Barbara Staniforth
Associate Dean, Academic Transition	Dr Camilla Highfield
Associate Dean, International (Strategic Engagement)	Associate Professor Marek Tesar
Associate Dean, Pasifika	Jacoba Matapo
Associate Dean, Postgraduate	Professor Gavin Brown
Associate Dean, Research	Professor Carol Mutch
Associate Dean, Teaching and Learning	Gail Ledger

School	Head of School
Counselling, Human Services and Social Work	Associate Professor Allen Bartley
Critical Studies in Education	Professor John Morgan
Curriculum and Pedagogy	Associate Professor Katie Fitzpatrick
Learning, Development and Professional Practice	Associate Professor Richard Hamilton (to 31 August 2021)
Te Puna Wānanga	Dr Helene Connor

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Version control

Version Two of the programme handbook has been updated to include the following guidelines for Semester Two, 2021:

- Disputes related to Coursework Marks or Grade
- Penalty for Exceeding Assessment Word Limits

Programme Contacts

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E nga iwi o te motu,
tena koutou E rau
rangatira ma, tena
koutou
E nga kaumatua, nga koroua, nga whaea,
tena koutou E nga tamariki, mokopuna,
tena koutou
E nga tangata o nga tau e wha o te Ao,
tena koutou, tena koutou, tena koutou katoa.

Piki mai,
Kake mai.
Nau mai,
Haere mai
ki tenei pukapuka matauranga

'Social work involves entering into the lives of people who are in distress, conflict or trouble. To do this requires not only technical competence but also qualities of integrity, genuineness and self awareness'.

Lishman, J. (2002). Personal and professional development. In R. Adams, L. Dominelli, & M. Payne (Eds.). *Social work themes, issues and critical debates*. (2nd ed.). (pp. 95-118). London, England: Macmillan.

Key Dates for 2021

Semester One – 2021

Semester One begins	Monday 1 March 2021
Mid Semester Break/Easter	Friday 2 – Friday 16 April 2021
ANZAC Day	Monday 26 April 2021
Graduation	Tuesday 1 and Wednesday 2 June 2021
Lectures end	Friday 4 June 2021
Queen’s Birthday	Monday 7 June 2021
Study break	Tuesday 8 – Wednesday 9 June 2021
Examinations	Thursday 10 June – Monday 28 June 2021
Semester One ends	Monday 28 June 2021

Semester Two – 2021

Semester Two begins	Monday 19 July 2021
Mid-semester break	Monday 30 August – Friday 10 September 2021
Graduation	TBC
Lectures end	Friday 22 October 2021
Labour Day	Monday 25 October 2021
Study break	Tuesday 26 – Wednesday 27 October 2021
Examinations	Thursday 28 October – Monday 15 November 2021
Semester Two ends	Monday 15 November 2021

Semester One – 2022

Semester One begins	Monday 28 February 2022
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Introduction to programme

Nau mai rā ki Te Kura Akoranga me Te Tauwhiro Tangata, otirā, ki Te Whare Wānanga o Tāmaki-makaurau. Kia ora, talofa lava, mālō e lelei, kia orana, fakaalofa lahi atu, namaste, 你好 nǐ hǎo

Welcome to the Faculty of Education and Social Work at the University of Auckland and the Master of Social Work (Professional) (MSW (Prof)) degree. We hope you will all enjoy your studies. In this handbook you will find the Regulations and the schedules of courses needed to complete your degree. Please note you need to complete your MSW (Prof) within the time allowed, two years full time or up to six years part time.

This booklet is designed to provide students with information specific to students in Master of Social Work (Professional). It covers useful information about University services and policies of the Social Work programmes. Further information about the University can be found in the [University Calendar](#). You must read the calendar for other important matters relating to being a student at the University of Auckland. It is important that you become familiar with these policies.

The Master of Social Work (Professional) was approved by the Committee of University Academic Programmes under the provisions of the Education Act 1989. The Master of Social Work (Professional) is a professional degree that enables graduates to apply for registration and receive recognition to practice using the title social worker from the Social Workers Registration Board. A high level of ethics and integrity is required by the profession and as part of this professional programme you will be required to undergo several safety and fit and proper vetting procedures including Police checks and assessments in relation to the Children's Act 2014, throughout the course.

There are a number of ways that we will communicate with you about important matters:

Communication with you

The most important method is via your University of Auckland student e-mail address. All students must activate this account by using their username and your password. Important information about lectures, room changes assessment tasks, lecture notes and readings may be advised via this email. Your lecturers and the Programme Director may also send you emails about important matters.

Staff will not be responsible for any disadvantage to you if you do not access messages this way.

Please update all your addresses and phone numbers and ensure that your postal address for mail is current. You can change this on line via [Student Services Online](#).

Support and Advice

Early in Semester One you will be appointed an Academic Advisor from the MSW (Prof) staff. Your Academic Advisor can assist you with programme planning and other academic advice. Their time is limited so you will need to make an appointment to see them. For assistance with your study skills and academic writing you will need to use the excellent services of the [Academic Success Centre](#), [Libraries and Learning Service](#), [Pasifika Success Centre](#) or [Te Korowai Atawhai](#).

Programme Pathway and Structure

The Master of Social Work (Professional) qualification consists of 240 points and is available to study both full-time (2 years) and part-time, up to 6 years.

Listed below are relevant courses in this degree for 2021.

For all course pre-requisites please see the University of Auckland Calendar 2021 – www.calendar.auckland.ac.nz

Year One Master of Social Work (Professional)

Year One provides you with papers in key foundational knowledge for social work practice, looking at society and responses to social problems and challenges as well as exploring the professional context of social work. You will learn about key theories and skills in social work, consider the socio-political environment of practice, and consider how research contributes to best practice in social work. You will also explore your own culture, world views and beliefs and consider how they may impact upon your practice. You will undertake your first of two fieldwork practicums.

Semester One

Compulsory	
SOCWORK 721A Theories and Skills in Social Work Practice	SOCWORK 722 Developing Social Work Professional Identity
SOCWORK 723 Social Work in the New Zealand Context	

Semester Two

Compulsory	
SOCWORK 721B Theories and Skills in Social Work Practice	SOCWORK 724 Applied Social Work Research Methods
SOCWORK 725 Supervised Field Placement I	

Year Two Master of Social Work (Professional)

Year Two provides you with courses that will expand upon your growing social work knowledge. You will consider sociological framing of social work, and critically consider use of power in statutory settings. The field placement course runs from April to October, over semesters one and two.

Semester One

Compulsory	
SOCWORK 712 Social Work in Statutory Settings	SOCWORK 713 The Social Work Discourse
SOCWORK 734A Professional Social Work Research in Practice	

Semester Two

Compulsory	
SOCHLTH 732 Working with Grief and Loss	SOCHLTH 736 Health, Social Justice and Practice
SOCWORK 734B Professional Social Work Research in Practice	SOCWORK 735 Supervised Field Placement II

Regulations for the Degree of Master of Social Work (Professional)

The regulations for this degree are to be read in conjunction with all other relevant statutes and regulations including the Academic Statutes and Regulations.

Admission

1. In order to be admitted to this programme, a student needs to have:
 - a completed the requirements for a Bachelors degree with a minimum of 60 points in social sciences subjects from a New Zealand university or an equivalent degree as approved by Senate or its representative
 - and*
 - b achieved an average grade of B or higher over 75 points in Stage III of an undergraduate degree
 - and*
 - c an interview supported by referees' statements and evidence of suitability is required.

Note: The applicant will be required to consent to a Police Check to ensure they meet the requirements of the Social Workers Registration Act 2003.

2. A student who has not gained an average of B or higher as specified in Regulation 1b must have otherwise shown to the satisfaction of the Dean of the Faculty of Education and Social Work capacity to undertake advanced study and research in order to be admitted to the programme.

Duration and Total Points Value

3. A student enrolled for this degree must:
 - a pass courses with a total value of 240 points
 - and*
 - b complete within the time limit specified in the General Regulations – Masters Degrees
 - and*
 - c not exceed 280 points for the total enrolment of this degree.

Structure and Content

4. a A student enrolled for this degree must complete the requirements as listed in the Master of Social Work (Professional) Schedule.
- b A student will not normally be permitted to enrol for Part II unless Part I has been completed.
5. A student admitted to this programme must complete the University of Auckland Academic Integrity Course as specified in the Enrolment and Programme Regulations, Academic Integrity, of the *University Calendar*.

Practical and Professional Requirements

6. a At the discretion of Senate or its representative, a student who does not pass required courses for Part I may be declined permission to re-enrol in this degree.
- b Re-enrolment in any of SOCWORK 721, 722, 725 after failing that course requires the permission of the Dean of Faculty of Education and Social Work.
- c A student must continue to meet the requirements of being a fit and proper person for registration by the New Zealand Social Workers Registration Board throughout the duration of enrolment in the programme as outlined in the programme handbook.

Termination of Enrolment

7. a If the behaviour of a student in a practice environment is found, after due and fair inquiry, to be disruptive or likely to give rise to a risk of harm to the welfare of any person, the enrolment of the student in the programme may be terminated by Senate or its representative and any application to re-enrol may likewise be declined.
- b A student who is subject to any such inquiry may be suspended by Senate or its representative from lectures, classes and any practice placements pending the outcome of the inquiry.
- c A student whose enrolment is terminated under Regulation 7a may appeal from that decision to the Council or its duly appointed delegate.

Variations

8. In exceptional circumstances Senate or its representative may approve a personal programme which does not conform to these regulations.

Honours

9. This degree may be awarded with Honours as specified in the General Regulations – Masters Degree.

Commencement

10. These regulations and/or schedule have been amended with affect from 1 January 2021.

Supervised field practice: Guidelines

Students in the Master of Social Work (Professional) attend placements in Years One and Two. The following information is intended as a brief overview only. Full information will be provided in the semester preceding the first placement.

Note: it is **essential** that students have a full driving licence by the end of Semester One prior to their first placement. Note that some placements require students to be able to drive both manual and automatic cars.

In the event a COVID lockdown should occur during your placement, the process to ensure students completing their learning goals and competencies will follow the guidelines from the Government, Social Workers Registration Board and the University of Auckland. Please follow the University Website <https://www.auckland.ac.nz> for further notice.

Year I field placement (2021)

You must enrol in the course **SOCWORK 725 Supervised Field Practice 1**. The first placement is designed as a block placement and is a 50 day placement (400 hours). A **minimum** of 120 days over two years is required. The first placement is designed so that students are provided with the opportunity to observe a good range of social work practice situations and undertake some social work activity as appropriate.

Year II field placement (2021)

You must enrol in the course **SOCWORK 735 Supervised Field Practice 2**. The second placement occurs over both semester one and two and is done for three days a week. (NB that this placement does occur through the inter-semester and mid-semester breaks). It is a 70 day placement (600 hours) and is designed so that students are provided with the opportunity to work at a more advanced level than at their first placement and may take on more responsibility. It is strongly recommended that one placement have a community focus and one be in a larger organisational setting. Placements will be approved by your Academic Advisor and the Placement Coordinator.

General requirements (duration, hours, etc)

Placements are designed to meet national standards and international professional expectations. The NZ Social Workers Registration Board also set requirements for placements. Our requirement is that 120 days supervised field practice must be completed. These requirements are also important for graduates who may wish to seek work overseas. It is national and international expectation that social work graduates will have undertaken two placements in different agency settings.

Attendance – students must attend their placement daily. Absences must be notified in advance and negotiated with the agency supervisor. Students must ring in if they are sick. Failure to meet these basic professional requirements will be considered unsatisfactory conduct and may lead to a review.

Absence on placement - Attendance on placement

When students are on placement they will be required to attend for the **normal agency hours**.

Students who are unable to attend because of illness or any other reason, are expected to notify the agency before 8.30 am or as soon as possible. On returning to the campus students should complete an absence form. *Absence for more than five days requires a medical certificate. Longer absences while on placement must be discussed with your fieldwork educator and University Fieldwork Coordinator.* A total of 120 days on placement must be completed successfully in order for you to meet the requirements of a professional qualification in social work.

Please keep a careful record of your placement attendance, including significant after hours work and/or weekend work, relevant conferences, training events, hui, etc. Students are expected to work agency hours unless the agency works reduced hours or they have negotiated other arrangements. (NB part time placements are not available). If you have special needs e.g. transport, childcare, financial problems, other commitments, please inform your Academic Advisor of the Fieldwork team as soon as possible.

Students will be placed in agencies where staff consider their learning needs will be best met. There is considerable demand for social work placements in the Auckland region as there are at least six programmes requiring supervised practice opportunities. Staff of the Social Work Programme will act to ensure that sufficient quality placements are available. Students do not have the right to turn down placements unless there are exceptional circumstances. Students can assist the Field Education Coordinator by being well prepared. It is vital that students have:

- a current valid full drivers licence able to be produced immediately unless excused on medical grounds
- made adequate arrangements for childcare and family responsibilities during placement
- notified staff of any transport difficulties/requirements
- an up to date, concise Curriculum Vitae (the Fieldwork Coordinator may assist you in preparing this)
- participated fully in developing a statement of learning needs and preferences for your placement
- informed the placement team or programme director of any issues that could impact on your placement in a timely and professional manner. Placements cannot proceed without the approval of the Director of Social Work. If a student's academic progress or conduct is unsatisfactory, placement may be postponed or withheld.

Part time students: Supervised field practice

Please note that all students must undertake two field placements. Placements must be in two different agency settings.

- SOCWORK 725 - a minimum of 50 days must be completed
- SOCWORK 735 - a minimum of 70 days must be completed

Part time students will be expected to complete the Year One placement in a 50 day block in semester two, and a 3 day a week placement over semesters one and two in Year Two.

It is the responsibility of students enrolled part time to negotiate with their employers regarding time off to complete placement requirements. Part time students need to ensure the degree of support being offered by their employers is clarified prior to engaging in any negotiation with potential host agencies, in order to avoid disappointment and frustration.

While Social Work programme staff may assist students to negotiate some aspects of time off for placements, the Programme cannot be held responsible if the student is held back in their course of study by circumstances determined by employers.

NB Agency placements

Where a practitioner / student undertakes a placement within their current employment organisation, policy should require that learning goals, related to the integration of new knowledge and skills are in place. Their other placement must be in a different organisation. There is no exception to this, as it is a requirement of the Social Workers Registration Board.

External Standards

The MSW (Prof) is recognised by the Social Workers Registration Board. As such the programme is regularly reviewed. Please see <http://swrb.govt.nz/about-us/policies/> for social work programme recognitions standards.

Assignment Process

Assignments are submitted either electronically, or via canvas, or in person.

Paper based and other non-electronic submissions will continue to be collected at the designated on-campus locations. These should be submitted with the coversheet that will be available via the Cover Sheet link located in the left hand navigation bar in your Canvas course site. The coversheets will be individualised with a QR code that will be scanned on receipt.

All non-electronic assignments are handed in at the campus where you attend the course (unless your lecturer advises otherwise).

Students must keep a copy of the written component of all assessment tasks submitted.

Assignments with non-electronic submission should be submitted at the campus where you attend the course, unless your lecturer/Canvas site advises otherwise. Please see below for details of drop off locations and their opening hours:

- Epsom Campus (except Flexi Learning: see below): A109A (The Assignment Centre located at the Education Student Centre is open Monday – Friday, from 9.30am – 4pm during semester, and reduced hours during semester breaks).
Drop box at assignment centre; after-hours drop box located beside the main entrance.

The Assignment Centre will send an automated email to students to confirm receipt of assignments for non-electronic submission only.

Assignment Submission

Non-electronic submission of Assignments

Faculty students across all campuses will generate their own individual coversheets for each assignment. Every coversheet will contain a unique barcode to facilitate prompt processing and automated emails to confirm receipt and advise when an assignment is ready to be picked up.

Find the answers to common questions about preparing and handing in your assignments where it has been indicated the submission is to be on paper. If you still have questions please contact foedassignments@auckland.ac.nz.

Electronic Submission of Assignments

All electronic submission of assignments must be uploaded to an assignment dropbox on Canvas, or Turnitin as assigned by your lecturer. You will be notified at the beginning of your course that the submission of assignments is electronic. You will also be notified about how you will receive your marked assignment back. Usually online submission means your marked script will be made available to you online. Information will be provided as to how to upload your assignment and how to access your marked script online from the Course Director. No coversheet is required for electronic submission.

The submission times of 12:30pm for undergraduate and 4:30pm for postgraduate level 7 coursework apply to submission of **all** assignments.

Find information about coversheets, forms and course information and assignments frequently asked questions via link: www.education.auckland.ac.nz/en/for/current-students/assignments

Extensions

Requests for extensions must be made to the Course Director (or nominee where applicable) in advance of the due date. Applications must be accompanied by evidence of the need for an extension. Extensions will not be granted for academic workload reasons (for example, a number of assignments due at the same time) but may be considered in the case of temporary illness or injury, or for compassionate reasons. Extensions are granted at the discretion of the Course Director (or nominee where applicable). For further information see <https://www.auckland.ac.nz/en/education/current-students/planning-your-study/assignment-information.html>.

Penalties for Late work

If you submit coursework after the notified deadline, or after the approved extension, you will have the marks for that coursework adjusted as follows:

- a. within one calendar week late – deduct 10% of the total value of the assessment (e.g., for an assignment worth 40%, you score 32 but hands the work in a day late. You lose 4 marks – 10% of 40 – and is awarded a final mark of 28)
- b. one to two calendar weeks late – deduct 50% of the total value of the assessment
- c. later than two calendar weeks but not after the handing back of other students' work – 100% deduction.

Note: under [Examination Regulations](#) 1c and d students must complete "to the satisfaction of the examiners." This means that you will still need to hand in assignment work even if it is later than two calendar weeks after the deadline.

Penalty for Exceeding Specified Assessment Word Limit

Word limits apply to all written assessments as specified in the detail of the assessment tasks.

1. Students must provide a word count for all written assignments where a word limit is specified¹. The word count may be checked by the marker if there appears to be a discrepancy.
2. All written work that exceeds the specified word limit by more than a 10% leeway will be penalised. Students will be advised of how the penalty will be applied in the assessment detail.
3. The penalty for exceeding the word limit (and the 10% leeway) will be either:
 - I. The written work is marked in full, but 10% of the possible assessment mark is deducted from the mark awarded. For example, in a 1000-word essay worth 25 marks, a penalty of 2.5 marks will be applied if the word count exceeds 1100 words.
 - II. The written work is marked up to the point where the word limit (and the 10% leeway) is reached, and a mark is awarded according to the written work that has been marked. No further penalty is applied.

No penalty is applied for an assessment falling under the specified word limit, however, written assignments that are very much too short may not have met the criteria as outlined in the assessment detail.

1. The reference list or bibliography at the end of the written assessment is not included in the word count, however, in-text citations are included

Return of Marked Assignments

You can expect to have marked assignments and tests returned within three weeks from the due date. Online assignments are usually returned online, while non-electronic assignments may be returned in class or via the Assignment Centre. An automated email will be sent when these are ready to be collected. You must produce your ID card to collect your assignment.

Special Consideration (Unavoidable Personal Circumstances)

If you face unavoidable personal circumstances that mean that you are unable to submit a component of **coursework**, you may apply to the Programme Leader for special consideration. You must apply no later than two weeks after the due date of the assignment.

The application is made on the form Special Consideration: Unavoidable Personal Circumstances and must be supported by written evidence from a doctor or counsellor. The form can be found [here](#).

If the Programme Leader supports the application, the Course Director in consultation with the Head of School may:

- a. either, require the student to re-enrol in the course, or
- b. where at least 50% of the coursework has been completed at a grade well above the minimum pass standard, award an assessed grade for the course based on:
 - i. **either** the grade achieved for completed work (one grade lower would normally be awarded in this

- case)
- ii. **or** the allocation of a mark for the missing work derived from your ranking on the completed work,
or
 - c. ask you to submit the work by a revised deadline, or
 - d. submit a new task by a revised deadline.

Disputes related to Coursework Marks or Grades

According to the UoA Assessment (Coursework, Tests and Examinations) Policy, students have the right to query an assessment process in coursework or in a test that they believe to be unfair. See [Resolution of Student Academic Complaints and Disputes Statute](#)

EDSW Process:

1. A student who is concerned about a mark or grade for a coursework² assessment can use the informal procedures set out in the Statute to dispute the assessment outcome. The student should raise this concern directly with the Course Director in writing requesting a reconsideration of the mark or grade, explicitly stating the reason why they consider the mark or grade is inconsistent with the assessment criteria.
2. Any written concern must be received within two calendar weeks of the coursework assessment being returned.
3. The Course Director reviews the mark or grade in relation to the stated reasons or seeks a second opinion if they were the original marker or assessor.
4. The Course Director notifies the student of the outcome. Please note, marks or grades cannot be reduced in this process.
5. If the grade or mark is not adjusted and the student is still concerned, a formal written complaint restating the nature of the concern in relation to the assessment criteria is made to the Academic Head.

² Note that this process cannot be used in relation to Examinations.

Assessment and Grading Scale

Assessment comprises examinations and coursework. Examinations are run centrally. Programme coursework refers to all other assessments (assignments, seminars, practicum, tests etc.):

1. In courses that involve coursework and examinations students must complete both components to the satisfaction of the examiners.
2. In courses that only include coursework students must complete to the satisfaction of the examiners such oral, practical, written or other tests and assignments as have been prescribed for the completion of the course.
3. In any course, students must complete all assignments.
4. In any course that has a practicum component, a student must pass all components in order to have passed that course as a whole.
5. Course results are reported as grades. There are ten pass grades and three fail grades.

The development of assessment criteria for coursework should be adapted from the general university expectations for grade-level performance set out below:

Grade	Description	Designation	% range	Grade Points
A+	Work of high to exceptionally high quality showing excellent knowledge and understanding of subject matter and appreciation of issues; well formulated arguments based on strong and sustained evidence; maps and diagrams, graphs and tables, etc included where appropriate; relevant literature referenced; high level of creative ability, originality and critical thinking; excellent communication and presentation skills.	High first	90 - 100	9
A		Clear first	85 - 89	8
A-		Bare first	80 - 84	7
B+	Work showing good to strong grasp of subject matter and understanding of major issues though not necessarily of the finer points; arguments clearly developed and based on convincing evidence; relevant literature referenced; evidence of creative ability, originality and critical thinking; good communication and presentation skills.	High second	75 - 79	6
B		Clear second	70 - 74	5
B-		Bare second	65 - 69	4
C+	Work showing a knowledge of subject matter and appreciation of main issues though possibly with some lapses and inadequacies; arguments developed and supported by some evidence and references; creative ability, originality and critical thinking present but limited; adequate communication and presentation skills.	Sound pass	60 - 64	3
C		Pass	55 - 59	2
C-		Marginal pass	50 - 55	1
D+	Work lacks breadth and depth. Work generally has gaps. Frequently work of this grade takes a simple factual approach and understanding and coverage of material is inadequate; does not attempt to interpret the material; at the lower end, indicates a need for considerable effort to achieve improvement; communication and presentation skills are poor.	Marginal fail	45 - 49	0
D		Clear fail	40 - 44	0
D-	Highly unsatisfactory. Work shows a lack of knowledge about and understanding of the topic. Inadequate in degree of relevance, sometimes completeness, sometimes both. Communication and presentation skills are weak.	Poor fail	0 - 39	0
NA (Not Available)	NA must be entered where a grade is not immediately available, but expected at a later date. The final grade must be submitted within the deadlines for results submission.			
DNS (Did Not Sit)	DNS (Did Not Sit) -must be entered if the student did not sit the exam.			
DNC (Did Not Complete)	DNC must be entered in the following circumstances: where a student has gained more than 50 percent in a course but has not completed the approved compulsory coursework and tests; where a student has gained less than 50 percent in an internally assessed course because of the failure to complete coursework and test but the entry of a final grade would inappropriately represent the reasons for failure of the level achievement.			

Support Systems for Students

Where students have questions or concerns about their programme, performance, or personal professional well-being they are urged to seek immediate assistance from an appropriate source.

Nature of your query or concern:	Who to see:
Academic Success Centre (Student Support) N Block Level 3 foyer	Student Engagement and Experience Rebekah Williams ext 48855 Academic English Language Advisers Donglan Zhang, Denise McKay, Ann O'Byrne: edswdelna@auckland.ac.nz Primary Maths Support Angela Spavin ext 48217
Counselling Support	Epsom Campus Counsellors: make appointment online under ' Student Health and Counselling Services ' or phone 923-7681
Deferral, Resignation, Transfer	Education and Social Work Student Centre – request appropriate form
Difficulty with course content	Your lecturer/s Academic Success Centre – N Block
Feeling at risk of failure/progress causing concern	Your lecturer/s, Academic Success Centre, Student Health and Counselling Services , Associate Director or Programme Leader, Course Directors, Pouarataki
Financial, Hardship, Student Association etc.	ESSA (Education and Social Work Students Association) Office: N335 from 10.30 am – 2 pm during semester time. Email: essauoa@gmail.com
Health/Medical	Student Health and Counselling Service , Epsom Campus, R Block Phone: 623 8889 or ext 48526
International Students	Associate Dean International Dr Marek Tesar, ext 46375
LGBTI Student Support	Faculty Rainbow Network Email: rainbowEDSW@auckland.ac.nz
Scholarships	Faculty Scholarships or University scholarships: www.scholarships.auckland.ac.nz
Student Allowances/Loans	StudyLink, 0800-889 900
Student Disability Services	Email: disability@auckland.ac.nz Website: www.disability.auckland.ac.nz
Support for Māori students Te Korowai Atawhai	Kaitiaki Tauira Māori /Māori Student Support Advisor: tekorowaiatawhai@auckland.ac.nz Kaiāwhina & student study space
Support for Pasifika students Pasifika Success	Pasifika Success Coordinator (Level 2 N211) Tim Baice, Coordinator Pasifika Success, ext 48469
Support for Students from Refugee Backgrounds	Denise McKay, Academic Success Centre
Sylvia Ashton Warner Library	Epsom Campus – contact us via www.forms.auckland.ac.nz/en/public/library/ask-us.html
Timetables, programme of study. Fails, resits, changes to your programme	Education and Social Work Student Centre, A Block

You will be advised further about these during orientation (Va'atele) week, as well as the following faculty services:

- Parents room – H404
- Prayer room – E14B (Female) and E14C (Male)

Te Tumu Herenga | Libraries & Learning Services : Essentials for using the Sylvia Ashton-Warner Library

The greatest source of your research information, [learning essentials](#), and study support services will be found in the Libraries & Learning Services website www.library.auckland.ac.nz

Library hours – Epsom Campus

Semester hours – for more details, see www.library.auckland.ac.nz/hours

Monday - Thursday	8 am – 8 pm
Friday	8 am – 6 pm
Saturday & Sunday	10 am – 4 pm

Term break hours

Monday – Friday	9 am – 6 pm
Saturday & Sunday	closed

Te Tumu Herenga | Libraries & Learning Services lending policy is explained in detail on the website here: <http://www.library.auckland.ac.nz/services/borrowing-and-requesting>. It also explains how to request an item and how much the fines are.

Key points to remember:

- Visit the Helpdesk for staff assistance if you have any queries, or use the Ask Us form: <https://www.forms.auckland.ac.nz/en/public/library/ask-us.html>
- Explore www.learningessentials.ac.nz for help with studying at University, reading effectively, finding information, writing, and referencing.
- You are welcome to attend various face to face and online workshops, held from time to time. You can book at: www.library.auckland.ac.nz/workshops/
- Always check your library account on the Te Tumu Herenga Libraries & Learning Services Catalogue, to find out when your books are due back. You can also renew your books online from here.
- If you receive a recall notice, return the item immediately or by the new due date. There are heavy fines for recalled books not returned by the new due date.
- Email notices about recalled books or overdue items are sent to your student email.
- If you are going to be away from the campus please ensure that you return any library books before you go to avoid incurring any penalty charges.

Many course readings may also be available as an electronic resource on reading lists accessed through Canvas.

Short Term Loan

You will find that within the reading lists of most of your courses, an indication that some of the books will be placed on short term loan. This means that items of heavy demand are placed behind the Helpdesk as **short term loan**. The items are for use within the library only, but most may be borrowed as overnight loans. An overnight loan is issued **in the last 2 hours before the library closes** and **must** be returned by opening time of the library to avoid a fine.

Study Space

Most study space is provided in the Sylvia Ashton Warner Library and the Student Commons located in A Block and E Block. Many more study places and computers are provided in the Kate Edger Information Commons on the City Campus. You are encouraged to make use of these facilities, as regular study habits will prevent overloaded work commitments and stress. Students may request access to classrooms for study groups/seminar practice at times when classrooms are not scheduled. You must make a booking to guarantee access. Discuss your request with your lecturer.

Computers

In general, students are expected to complete all their assignments on a computer. Information technology is an integral part of social work practice, and all students should be computer literate at the time of their graduation.

Students have access to computers in the library, both for library use and for casual use for the completion of assignments as well as research. The Epsom campus also offers to students a range of network services such as internet access, email services and printing. Computers in the teaching labs in N block are also available for student use, Monday to Fridays, when classes are not running

Workshops

Te Tumu Herenga | Libraries and Learning Services also offer advice and workshops to assist you with University study. Workshops include referencing, how to search and find relevant journal article, improving listening and speaking skills, note taking and writing skills are offered. To view the full range of available workshops and register for these courses, visit the Libraries and Learning Services website [here](#).

Academic English Language Requirement

The University has an Academic English Language Requirement (AELR) for all its bachelor degree programmes. The aim of the AELR is to ensure you have a sufficient level of competence in academic English to support your study at University. Students will be advised if they have met the AELR requirements at time of enrolment. For those that have not met the AELR, this may be met through satisfactory completion of an approved course in your first 12 months of study. For more information visit <http://www.auckland.ac.nz/aelr>.

Academic Integrity

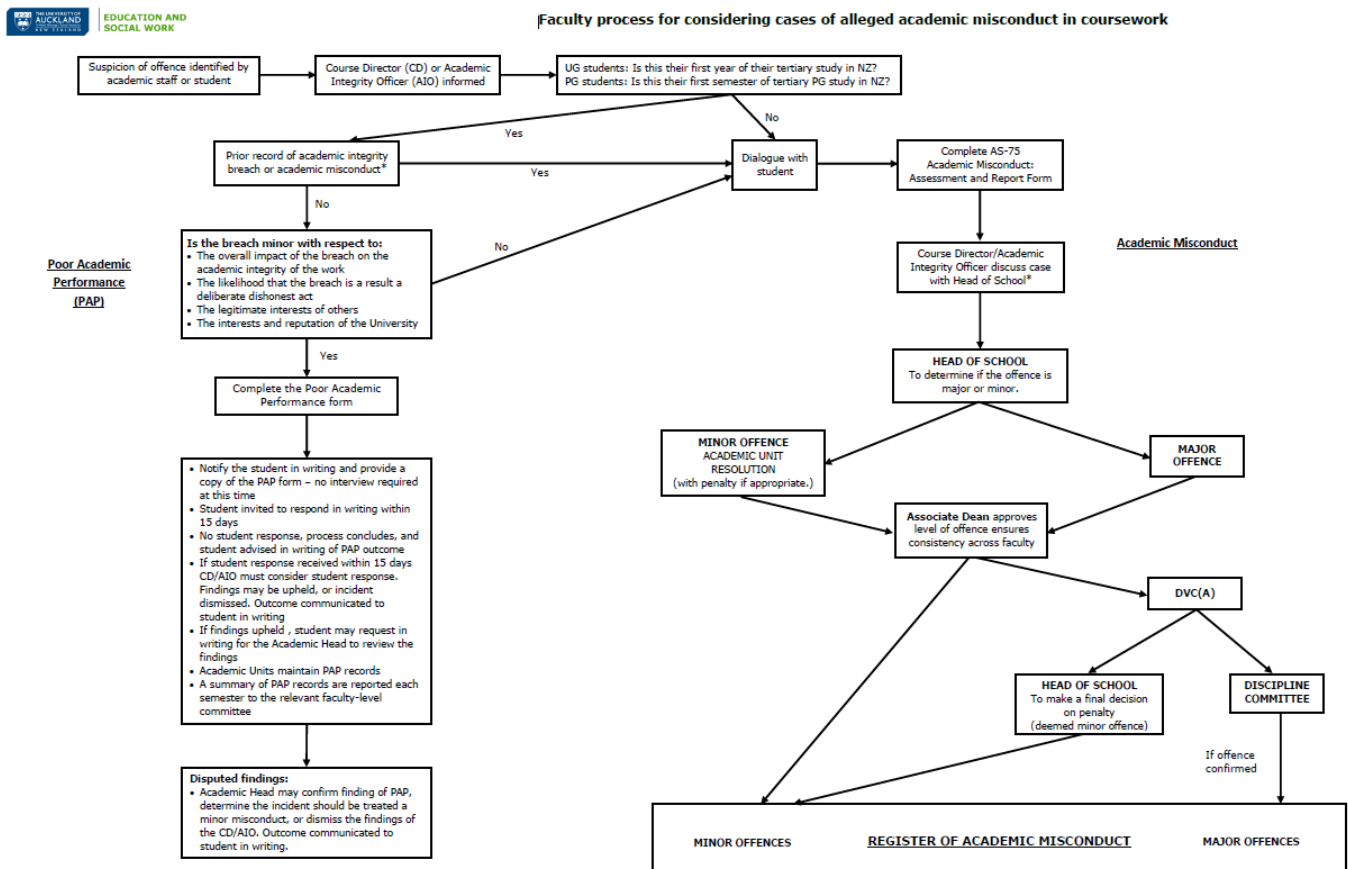
Students at the University of Auckland have a responsibility to understand the requirements of academic integrity as they apply to their coursework. All students admitted to an undergraduate degree and all postgraduate students who have not already completed the Academic Integrity Course are required to do so as a condition for completing their programme of study. Completion of the course is a requirement in order for any degree, diploma or certificate to be conferred or awarded. Full details are in the University of Auckland Calendar [Enrolment and programme regulation 17](#).

Through this online course students will learn how to demonstrate academic integrity in their study and research, improve their knowledge about University rules relating to academic conduct, and understand the consequences of academic misconduct. For more information see [here](#).

Academic Misconduct

The University expects all students to complete their coursework, tests and exams with integrity and honesty. The work that a student submits for grading must be the student's own work, reflecting their learning. Where work from other sources is used, it must be properly acknowledged and referenced. This requirement also applies to sources on the internet. A student's assessed work may be reviewed against online source material using computerised detection mechanisms. Allegations of academic misconduct will be investigated under the [Student Academic Conduct Statute](#).

Allegations of academic misconduct at the Faculty of Education and Social Work shall be managed by the following process:



Academic Standing (Unsatisfactory progress)

In undergraduate programmes, students' academic standing is assessed each semester (including summer school). To maintain the status of good academic standing a student is required to pass at least 50% of points enrolled in a semester. Failure to meet the 50% threshold will mean that a student's academic status in their next semester of study is amended and advice and support as appropriate will be offered. Continued failure to meet the criteria to attain 'good' academic standing will result in a student's status being revised to 'academic restriction' and finally 'enrolment terminated'. More information about Academic Standing can be found [here](#).

Aegrotat and Compassionate Consideration

This is a University process that applies only to University Examinations (and Tests). Full details are in the University of Auckland Calendar [Examination Regulation 12](#). For assignment information, see Faculty [Special Consideration \(Unavoidable Circumstances\)](#).

Appeal of Course Marks or Grades

A student who is concerned about a mark or grade for an assessment should in the first instance talk to their lecturer, professional teaching fellow, Tutor or supervisor concerned. If the concern is not resolved satisfactorily at this stage, the student can appeal in writing to the Course Director for a reconsideration of the mark or grade stating the reason why they consider the mark or grade is inconsistent with the assessment criteria. The written appeal must be received within one week of the work being available for return or grade being notified. The Course Director reviews the mark or grade in relation to the stated reasons or seeks a second opinion if they were the original marker or assessor. If the appeal is not upheld and the student is still concerned a written appeal, restating the nature of the concern in relation to the assessment criteria, needs to be made to the Academic Head. This is as per the Process for [resolution of student academic complaints and disputes](#)

AskAuckland

[AskAuckland](#) is the University's online help and support centre. A list of frequently asked questions is available online. If the answer is not available online, there is also the option to have your question or comment sent to the Student Support Team. Students can also drop in to the Education and Social Work Student Centre.

Availability of Examination Scripts

You can request a copy of your examination script within three months after the end of the examination period. Examination scripts will normally only be retained for four months after the examination before being destroyed ([Examination Regulation 22](#)). For more information see [here](#).

Change of Name

The Education and Social Work Student Centre has the form required to register name changes. Official evidence of name change is essential, e.g., marriage certificate or deed poll papers.

Children's Act 2014

Every student applying for admission or admitted to an Initial Teacher Education programme, Bachelor of Social Work, Postgraduate Diploma in Counselling Theory, Master of Counselling and Master of Social Work Professional programme will be subject to safety checks under the Children's Act 2014. A safety check includes (but is not limited to) a New Zealand Police vet and an assessment of the risk, if any, that the student would pose to the safety of children if employed or engaged as a children's worker. If a student enrolled in an Initial Teacher Education, Counselling or Social Work programme is found to have been convicted of a specified offence (as listed in Schedule 2 of the Children's Act 2014) or otherwise assessed to pose an undue risk to the safety of children, they may not be permitted to perform the required practical work and so be unable to complete the programme.

Every student applying for admission to the Bachelor of Education (Teaching English to Speakers of Other Languages) will be subject to safety checks required by the Children's Act 2014. While this will not prevent any student attaining their qualification, it may limit their options with regards to available practical learning opportunities.

Students in the Bachelor of Sport, Health and Physical Education will also be subject to safety checks under the Children's Act 2014 during the second year of their programme, prior to enrolment in EDUCSW 302 and SPORT 204. This will not prevent any student from attaining their qualification but may limit his/her options with regards to available service-learning opportunities and employment opportunities. Students will need to discuss this further with the programme staff. Please refer to the legislation [here](#) for more information.

If you have concerns about past convictions for specified offences or whether you could be assessed to pose an undue risk to the safety of children, you should notify us by emailing esc.manager@auckland.ac.nz. You should note that the Criminal Records (Clean Slate) Act 2004 does not apply to Police vets conducted to perform safety checks of core children's workers under the Children's Act 2014, even if it would normally permit that person to conceal their criminal convictions.

Conceded passes

Conceded passes can only be granted in undergraduate degrees consistent with university regulations. For full details see the *University of Auckland Calendar* [Examination Regulation 19](#).

Course Deletions and Withdrawals

- A course deletion means that the course will be removed from your academic record and fees are fully refunded. There are specified timeframes within which course deletions can occur. It is not sufficient for a student to notify an addition or deletion solely to the department or faculty – it must be done online. Specific dates at which deletions can occur can be obtained via the following link: <http://www.calendar.auckland.ac.nz/en/genregs/enrolment-and-programme.html>
- Withdraw means that you are withdrawing from a course after the deadline for deletion and before the last day to withdraw. Withdrawn courses remain on your academic record with a withdrawn grade and all fees remain owing. A withdrawn grade counts as a fail for Grade Point Average (GPA) calculations. Withdrawals from courses must be completed formally through the Education and Social Work Student Centre. For more information about course withdrawals, see here.

Specific dates at which withdrawals can occur can be obtained via the following link:

<http://www.calendar.auckland.ac.nz/en/genregs/enrolment-and-programme.html>

Deferring from a programme

Full time students can apply to defer the completion of their programme for up to one year, once they have enrolled and started the programme. Forms are available from the Education and Social Work Student Centre. Students deferring should note that the programme from which they defer may not be available in the same form, sequence or time-frame when they return to study, and full credit may not be able to be awarded for previous study.

Digital Resources

Course materials are made available in Canvas, which also includes reading materials and lecture recordings (where available). Please remember that recording of any class on a personal device requires the permission of the instructor.

Enrolments

Students must enrol in a timely manner. There are penalties for late enrolment and course changes. For more information, see [here](#).

Examinations

Information about exams at the university, including instructions on how to view exam timetables, and what to do if there are issues with scheduled exams is available [here](#).

Feedback to students

An early, low-stakes task will allow students to get feedback early in the course before the first assessment so they can see how they are going. More emphasis will be put on providing useful and timely feedback on all assessments.

Fees

The payment of fees is a student's responsibility. Fees remain a personal debt if they are unpaid. Fees can be paid at the Education and Social Work Student Centre. The faculty can only accept fee payments by EFTPOS to the amount of \$10,000. Fee payments above this amount should be made in person at Ask Auckland Central or one of the other methods available. To find out more about fees, including what happens if fees are unpaid, see [here](#).

Forms, Policies and Guidelines

A number of student forms and University policies and guidelines for students are available on the University website for students to access [here](#). Some of the forms still need to be obtained from the Education and Social Work Student Centre, as they are faculty specific, such as for deferment, resignation from a programme or transferring to another programme.

General Education

Students studying an undergraduate degree at the University of Auckland will be required to take one or two General Education courses, depending on what degree they are enrolled in. BSportHPE students require two General Education Courses to complete their degree. General Education courses are designed to give students the opportunity to study a broad range of subjects outside their main field of study. You must complete your required General Education courses to be eligible to graduate.

It is important to note that only courses with the 'G' Suffix from the Open and Education and Social Work Schedules satisfy the General Education requirement. To meet the General Education requirements:

- a. You must select courses from outside your degree area.
- b. You cannot take courses with identical course codes, e.g. DANCE 101G and DANCE 114 or EXERSCI 100G and EXERSCI 103, or you will need to find another General Education course to fulfil your requirements.

More information about General Education can be found [here](#).

Group assessment

There may be times when students are required to complete a group assessment task or team based project. Details of such tasks, including group work expectations will be published in course materials to ensure students are clear about what is being assessed and the allocation of marks to the various components of the assessment. For significant group work projects (or for where group work tasks form a significant part of a course) a minimum component of the task must assess individual contribution. More information about group work can be found [here](#).

Graduation

At the successful completion of a programme students will need to apply to graduate using [Student Services Online](#). Further information about applying to graduate is available [here](#).

Inclusive Learning

All students are asked to discuss any impairment related requirements privately, face to face and/or in written form with the course coordinator, lecturer or tutor.

Student Disability Services also provides supports for students with a wide range of impairments, both visible and invisible to succeed and excel at the University. For more information and contact details see [here](#).

Learning Resources

There are a number of texts which will be essential for your learning, and, in particular, for your assignment preparation. For each course you will be given information about these on Canvas.

Lecture Capture at the University of Auckland

Most lectures given in lecture theatre recording-enabled rooms will be recorded and released to students. Recordings, where available, can be accessed through Canvas. Courses that are not suitable for recording may be exempted. This will be clearly notified in course information. For more information visit [Student guide to lecture capture](#).

MyAucklandUni

[MyAucklandUni](#) is a student's one-stop-shop that shows all your important information in one place. It makes it easy to stay informed, understand what you need to do, find information, and complete tasks. Plus you get easy access to enrol in your courses, your student email, Canvas, Student Services Online, your Library information, your personal details and [AskAuckland](#) help and support.

Partial Resits

Partial resits are not permitted. A student who has failed a course is required to complete all assessment requirements for the course in which they re-enrol.

Personal support

The University offers a range of support to support your learning, your health or to meet your personal or community needs. To find out more, see [here](#).

Resignation from a programme

Any intention to resign from a programme should be discussed with the programme leader or Associate Director. The relevant form is available from the Education and Social Work Student Centre and must be signed by the Programme Leader or Associate Director.

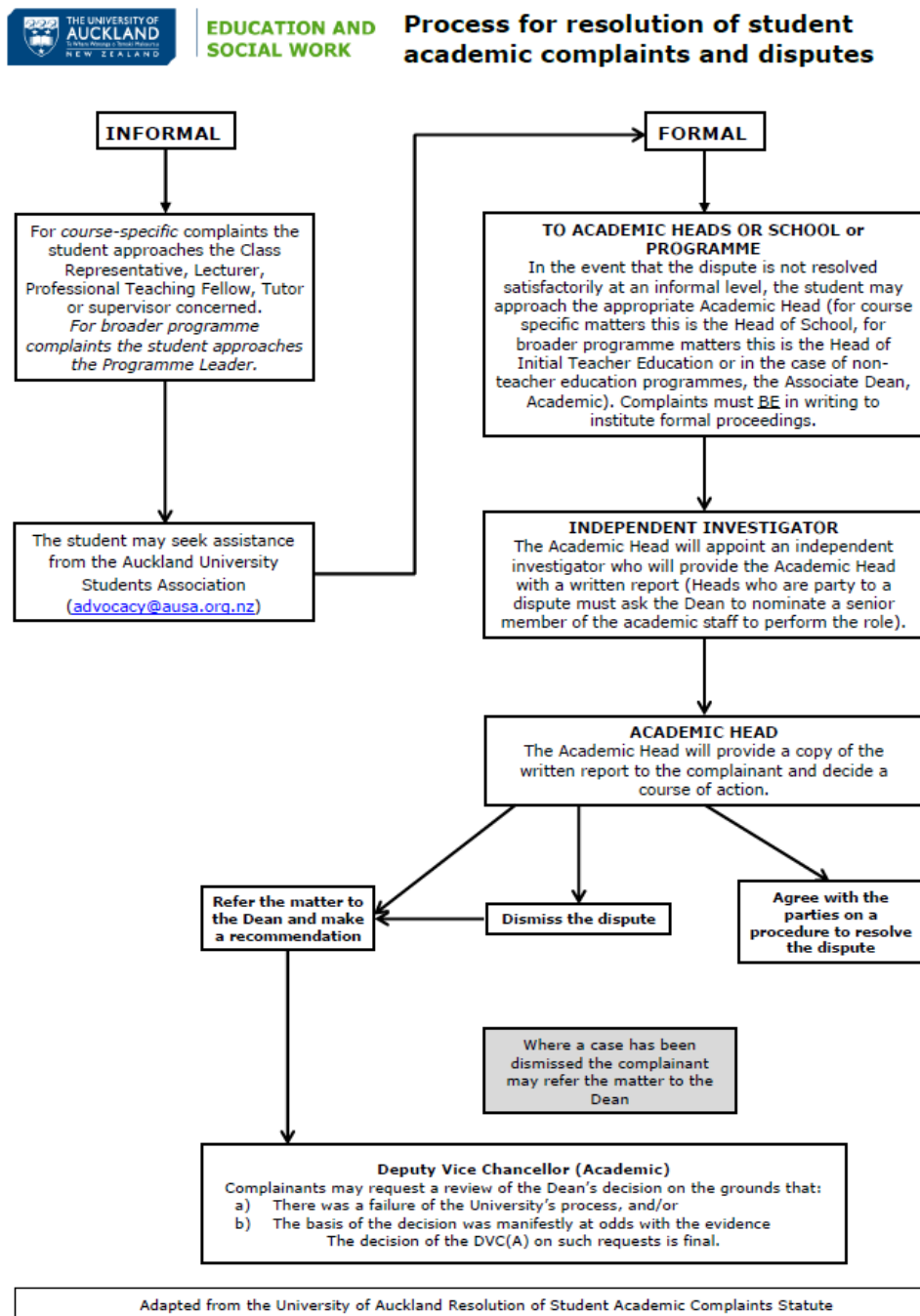
Request an official transcript

Students are able to create an [unofficial transcript](#) which is an unofficial record of courses that they have attempted at the University with Student Services online, which can be used for internal use. If you require an official transcript of your academic record to supply to someone outside the University, you can do so by following the instructions [here](#).

Resolution of Student Academic Complaints and Disputes

If a student has concerns about their course teaching or assessments, or the way that they are being treated by a staff member, the Resolution of Student Academic Complaints and Disputes Statute allows for a prompt and formal resolution of all student academic disputes or complaints, as they arise.

The Resolution of Student Academic Complaints and Disputes at the Faculty of Education and Social Work shall be managed by the following process:



Student Charter and Responsibilities

The Student Charter assumes and acknowledges that students are active participants in the learning process and that they have responsibilities to the institution and the international community of scholars. The University expects that students will act at all times in a way that demonstrates respect for the rights of other students and staff so that the learning environment is both safe and productive. For further information visit Student Charter (<https://www.auckland.ac.nz/en/students/forms-policies-and-guidelines/student-policies-and-guidelines/student-charter.html>).

Student email

All students enrolled at the university are provided with an email account called student email. At the time of enrolment, students are provided with an email address. This address includes a student's username characters plus a generic address, e.g., jbon007@aucklanduni.ac.nz. Students are able to access student email through the following link: <http://mail.aucklanduni.ac.nz>. Student email is the main way in which the university communicates with students so it is vital that students access their email account on a regular basis. Failure to do means that students miss out on important information such as communications relating to coursework and academic progress, examinations, graduation, student financials and the library. Urgent and unexpected communications are also sent through this email, e.g., what will happen if a natural disaster strikes the university / the city of Auckland.

Students can forward their university email to a private address if they wish to do so and this can be completed by signing into your account and providing the appropriate details.

Storage and Disposal of Student Work

Examination scripts will be retained in secure storage for only four months following the examination period and thereafter be destroyed ([Examination Regulation 22](#)). Thesis, dissertation or research portfolios will be retained until six months after the assessment has been completed.

Assignments will be retained in secure storage until five weeks into the start of the following semester and thereafter destroyed.

Student Services Online (SSO)

Student Services Online is the University of Auckland's comprehensive online system, which enables students to apply for admission to the university and once accepted into a programme, enrol in courses. Students can access SSO via the following link: www.studentservices.auckland.ac.nz

SSO also provides students with access to a range of relevant academic information including:

- Course advice and information;
- Enrolment advice;
- Fees advice;
- Timetables, grades and course history advice;
- Graduation.
- Updating personal details.

Course advice and information includes programme requirements and the course catalogue for your programme.

Enrolment advice includes closing dates for enrolment into courses. Students can enrol in their required / selected courses and, if necessary, apply for a course concession. Changes to programmes can be made such as the deletion and addition of courses.

Fees advice

This link enables students to check their account details for fees, charges, payments, credits and refunds. Students can also create an account statement and invoice and make payments online using a credit card.

Timetables, grades and course history advice enable students to view their programme and examination timetables. Grades, course history and unofficial academic transcripts can also be viewed. A request for an official academic transcript can also be made.

Submission in Māori

Assignments and examinations in courses that do not use Te Reo as the medium of instruction may be submitted in Māori provided the Course Director has been consulted within the first two weeks of the course and confirmed the availability of a suitably qualified person with linguistic and subject expertise to mark the work. More information is available [here](#).

Texts and resources

Many required texts are available through [UBIQ](#) bookstore, the University Bookshop or [Kohia Centre](#), and it is possible to order these online. You will also be provided with readings in several different ways. Basic readings are provided electronically free of charge. These will be provided to you through Canvas. Your individual course lecturer will inform you how you can access your readings. In addition some hard copies may be available on short term loan in the Library.

Third party assistance

While it is expected that at all levels of study students work independently producing work that is their own, there may be times when help is needed in regard to the improvement of written communication skills. The University of Auckland encourages students to improve their writing skills and permits students to seek assistance from third parties to do so. However, there are limits to the type and level of assistance that third parties can provide. Full details regarding the type of advice and support that third parties can offer can be found [here](#).

Transfers between University of Auckland, Faculty of Education and Social Work Programmes

Transfers between University of Auckland, Faculty of Education and Social Work programmes may be possible in some circumstances, subject to the following provisions:

- All such transfers shall be subject to the approval of the programme leader/Director responsible for the pathway where the student resides and the programme leader / Director responsible for the pathway into which the transfer is sought.
- All requests for transfers will be considered on the basis of University of Auckland's [Credit Regulations](#) for cross-credit and internal credit (see University of Auckland Calendar, pp 26). Where programme components vary, full credit for already-completed courses may not be awarded.

Transfer to other Colleges / Faculties of Education

A student is expected to complete the programme for which he/she is selected. However, if a student decides to transfer to another college / faculty of education then they must resign from the Faculty of Education and Social work programme in which they are enrolled by following the process for 'Resignation from the Programme'.

Updating addresses and personal details

With [SSO](#) students can quickly update their personal details whenever they choose. While students cannot change verified information, such as names online, you can make sure that the University has up-to-date contact details. We do occasionally post correspondence to the mailing address that was listed when applications were submitted, such as acknowledgment letters, fee invoices, student ID cards or graduation information.

University Proctor

The Proctor is the primary reference point in the University for all matters relating to student non-academic misconduct, including complaints against students, or disputes between students. While the Proctor does not handle academic complaints or disputes, they are able to provide students with advice about the policies and procedures in this area. For more information about the University Proctor, see [here](#).

Professional Requirements and Conduct

As in any professional programme of study, a high level of professional ethics is expected of both staff and students alike. Particularly when working in fieldwork settings and when conducting research, students will be expected to observe the University of Auckland and site-specific codes of conduct as well as the provisions of The Privacy Act.

Attendance

Full attendance is expected in all on-campus courses/classes and during practicum placements or other fieldwork. Non-attendance will put at risk students' ability to meet learning outcomes. All absences should be discussed with the lecturer/s or the fieldwork supervisor as a matter of professionalism and courtesy. Please see the MSW (Prof) Director or a counsellor if you feel this is more appropriate.

Cheating and Plagiarism

The University of Auckland will not tolerate cheating, or assisting others to cheat, and views cheating in course work as a serious academic offence. The Student Academic Conduct Statute (20012) defines plagiarism as the use of other people's work in an assignment, and presenting it as your own without explicitly acknowledging or referencing where it came from. Work can be plagiarised from many sources – including books, articles, the internet, and other students' assignments. The University uses Turnitin to check work submitted electronically and all non-electronic assignments must be accompanied by a signed, student written declaration. This written declaration can be obtained via the following link:

foedassignments.auckland.ac.nz.

You **may have up to 100 percent of marks deducted** for an assignment if it includes someone else's unattributed, or less than fully attributed, work or ideas. In serious cases disciplinary action may be taken.

You can avoid cheating by:

1. Being honest, with appropriate referencing, about all sources you have used and the level of indebtedness to those sources.
2. Not copying any part of any other student's work.
3. Not using material from previously submitted assignments.
4. Not making up or fabricating data.
5. Not using material from commercial essay or assignment services, including web-based sources.

You can help others avoid cheating, and avoid being accused yourself, by:

6. Not letting any other student copy any part of your work.

If you have any doubts about what is an acceptable level of collaboration or discussion with other students, you should talk about this with the Course Director BEFORE you hand in the work for grading.

There is a difference between "getting help" and cheating. "Getting help" is directed towards assisting you to understand the material and assignment questions so that you are in a better position to create your own answers – this is acceptable. "Getting help" could be obtained through a discussion with a student group, academic staff or tutors in preparation for doing an individual assignment.

Talking about an assignment and methods of solving problems with other students is an acceptable form of collaboration in the learning process, and is encouraged. Cheating arises, for example, if a student copies another student's answers or ideas, or someone else writes some, or all, of a student's assignment. **You should keep all preparatory notes and assignment drafts.**

If you are having difficulties with your ability to manage the workload of the course you should seek assistance. It is better to deal with issues of workload and stress as they arise, rather than to be accused of cheating.

Referencing

Correct referencing is **essential** to good essay writing. Poor referencing and use of literature impacts on grades for written assessments. From Semester One 2020 the University of Auckland will use the APA 7th referencing style.

Referencite is the official University of Auckland website which offers assistance on all aspects of referencing. Visit it at www.cite.auckland.ac.nz

Need more information?

For a complete referencing guide see the Publication Manual of the American Psychological Association. The Sylvia Ashton-Warner Library holds copies of this.

Professionalism and the use of social media

Access the following links for professional and practical guidelines for the use of social media to help you maintain professional standards. [Professionalism and the use of social media guidelines](#) or [Teachers and Social Media](#).

Jury Service

If you are called up for jury service you are able to request a letter of support from your Director of Social Work (Qualifying Programmes) so that your programme of study is not put in jeopardy. Applications to apply for exemption are considered on a case-by-case basis by the court registrar and they are not always accepted. Please take your jury summons documentation to the Practicum Office in H201a for Teacher Education Programmes or the School's Administration Office in N303 for Social Work and Counselling programmes or Programme Leader for BSportHPE. (Please refer: <https://www.justice.govt.nz/courts/jury-service>).

Social Worker Registration

All social work students must meet the fit and proper requirements as set out by the Social Work Registration Board. See <http://swrb.govt.nz/about-us/policies/> for further information about the policy.

Student Feedback (University of Auckland, 2018)

The University is committed to providing students with an outstanding learning and teaching experience, programmes of study that are challenging and of international calibre, and opportunities and support to achieve their academic potential.

To ensure we continue to meet these commitments, we need to know how well we are doing and what you would like to see done better. Feedback from students provides the University with the ideas and incentives to make further improvements to what we do.

Do students have to give feedback?

Giving feedback is entirely voluntary and you will never be compelled to do so. But just as your university experience benefits from previous student feedback, future students will benefit from any feedback you choose to give. And you will may also see changes resulting from your feedback during your time as a student at the University.

The first step to making your voice heard is to complete the course evaluation or survey provided to you by the University. The more students who complete the evaluation or survey, the more significance and impact the results can have.

The University sometimes may take a few weeks, months or longer to take on board and action student suggestions. In some cases, you will reap the benefits yourself, and in others, future students in your course or programme will benefit.

Make sure your feedback is constructive and effective

As a student, you will know when you have received helpful feedback, and when you have gotten feedback that doesn't really give you the information you need in order to improve or reflect on your work.

- make sure your feedback is specific and realistic
- Focus on issues, not specific people
- suggest solutions
- keep it relevant

Types of feedback

SET

Each semester students receive a Summative Evaluation Tool or SET evaluation for each taught course they are enrolled in. The SET evaluation will include questions about the course and about your teachers. These evaluations allow you to provide constructive, honest feedback that can help a teacher or teaching team to make improvements to a course.

Learning and Teaching Survey

Each year, 10,000 students are selected to complete the annual Learning and Teaching Survey. The University runs this survey so we can understand how things are going for students and make positive changes around the University based on student feedback. This survey is the main way the University gathers information from students on their overall experience of studying at this University, and uses this information to set priorities for the next year(s).

Student representatives

Volunteering as a class representative is an excellent opportunity to provide feedback, and to pass on the feedback of your peers to your teachers. Class representatives can also participate in academic unit and faculty level staff-student consultative committees.

At a university level, student representatives sit on all of the University's key academic committees, and elected student representatives from the different student associations across the University attend the Vice-Chancellor's Student Consultative Committee where they discuss issues of importance to students with the Vice-Chancellor and senior staff.

What happens to your feedback?

Each year the results of course and teaching evaluations (SET) and the Learning and Teaching Survey results are analysed and reviewed in a series of meetings with the Vice-Chancellor (Academic), the Director of Learning and Teaching, the Manager, Academic Quality, each faculty dean and other faculty staff to review what students have said, and what is planned in response.

The University uses student feedback to look at projects and initiatives that can benefit the academic environment and student life at the University. Some of these can be found [here](#).

Faculties identify a number of [priority initiatives](#) that they will work on to improve the learning and teaching environment, as identified by students in their faculty. These are reported to the University Teaching and Learning Committee

For SET evaluations, the results are returned to academic staff and the Academic Head (Head of School). It is the responsibility of the teaching staff to judge how best to use the feedback in making adjustments and/or improvements to their course, teaching practices etc.

Teaching staff are strongly encouraged to tell students what changes will/have been made in the course and its teaching as a result of what students have said in their feedback.

Courses with low ratings

A summary of the evaluation results for each faculty is also provided to the respective dean. As mandated by University policy, this summary includes a list of all courses that do not reach a minimum 70% 'agree/strongly agree' response level to the question 'overall, I am satisfied with the quality of this course.' The faculty reviews each course to determine what factors have contributed to the student rating, makes improvements where necessary, and subsequently assesses, through re-evaluation, if students rate the course more highly. These courses are discussed in the annual meeting with the Deputy Vice-Chancellor (Academic).

For more information about student feedback, including some of the changes that have come about from student feedback, visit the University's website [here](#).