

PROGRAMME HANDBOOK 2019

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

Bachelor of Social Work

EPSOM CAMPUS

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Faculty of Education and Social Work Academic Roles

Dean of Education and Social Work	Associate Dean Mark Barrow
Head of Initial Teacher Education	Dr Ngaire Hoben (to 30 June) Associate Professor Fiona Ell (from 1 July)
Associate Dean, Academic	TBC
Associate Dean, International (Strategic Engagement)	Associate Professor Marek Tesar
Associate Dean, Pasifika	Jacoba Matapo
Associate Dean, Postgraduate	Professors Toni Bruce & Missy Morton (to 30 June) Professor Gavin Brown (from 1 July)
Associate Dean, Research	Dr Aaron Wilson
Associate Dean, Students	Dr Rachel Riedel
Associate Dean, Teaching and Learning	Dr Rena Heap
Te Tumu	Dr Te Kawehau Hoskins

School	Head of School
Counselling, Human Services and Social Work	Dr Allen Bartley
Critical Studies in Education	Professor John Morgan
Curriculum and Pedagogy	Professor Helen Hedges (to 30 June) Associate Professor Katie Fitzpatrick (from 1 July)
Learning, Development and Professional Practice	Associate Professor Richard Hamilton
Te Puna Wānanga	Dr Te Kawehau Hoskins

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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 2019

Semester One – 2019

Semester One begins	Monday 4 March 2019
Va'atele week	Monday 4 March 2019
Mid Semester Break/Easter	Monday 15 – Saturday 27 April 2019
ANZAC Day	Thursday 25 April 2019
Graduation	Friday 3 May
Queen's Birthday	Monday 3 June 2019
Lectures end	Friday 7 June 2019
Study break	Saturday 8 – Wednesday 12 June 2019
Examinations	Thursday 13 June – Monday 1 July 2019
Semester One ends	Monday 1 July 2019

Semester Two – 2019

Semester Two begins	Monday 22 July 2019
Mid-semester break	Monday 2 – Saturday 14 September 2019
Graduation	Tuesday 24 September 2019
Lectures end	Friday 25 October 2019
Study break	Saturday 26 – Wednesday 30 October 2019
Labour Day	Monday 28 October 2019
Examinations	Thursday 31 October – Monday 18 November 2019
Semester Two ends	Monday 18 November 2019

Semester One – 2020

Semester One begins	Monday 2 March 2020
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Introduction to programme

Nau mai rā ki Te Kura o Te Whare Wānanga o Tāmaki-makau-rau. Kia ora, talofa lava, malo e le lei, 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 Bachelor of Social Work (BSW). 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 BSW within the time allowed, four years full time or up to eight years part time.

This booklet is designed to provide students with information specific to students in the Bachelor of Social Work. 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 Bachelor of Social Work was approved by the Committee of University Academic Programmes under the provisions of the Education Act 1989. The Bachelor of Social Work is recognised by the Social Workers Registration Board for the purposes of registration. www.swrb.govt.nz.

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 BSW 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 Bachelor of Social Work qualification consists of 480 points and is available to study both full-time (4 years) and part-time, up to 8 years. The full-time course of study currently involves 8 x 15 point courses per year, or 4 courses per semester for the first and second years. Each course involves approximately 42 hours face-to-face teaching and approximately 100 hours self-directed study. In the third and fourth years, there will be 6 X 15 point papers and the practicum paper which is 30 points.

Listed below are relevant courses in this degree for 2019.

For all course pre-requisites please see the University of Auckland Calendar 2019 – www.calendar.auckland.ac.nz

Year One Bachelor of Social Work

Year One provides you with papers in key foundational knowledge for social work practice, looking at society and responses to social problems and challenges. You will discover how sociology, psychology and understanding human communication can assist social workers to make sense of the complex social world we live in. You will think about the importance of the Treaty of Waitangi and our diverse cultural environment in social services in New Zealand. You will do one course from the General Education schedules. The schedules for the BSW are the General Education Open Schedule or the Education and Social Work Schedule.

Students required to take the AELR will replace their elective in Semester Two with [ENGLISH 121G](#).

Semester One

SOCWORK 112 Sociology for Human Services	SOCWORK 113 Culture and Diversity	SOCWORK 115 The Social Work Environment	HUMSERV 102 Human Development
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Semester Two

SOCWORK 111 Professional Communication	EDUCSW 101 Te Ao Māori	HUMSERV 101 Psychology for Human Services	AELR or General Education
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Year Two Bachelor of Social Work

Year Two provides you with courses that start to build your knowledge and skills for social work practice, as well as exploring society, law and social policy. You will do one course from the General Education schedules. The schedules for the BSW are the General Education Open Schedule or the Education and Social Work Schedule.

Semester One

SOCWORK 212 Bicultural Social Work Practice	SOCWORK 216 Law and the State in Social Work	SOCCHFAM 215 Whānau Family-Agia Practice	General Education
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Semester Two

SOCWORK 211 Social Policy Development	SOCWORK 213 Social Work Practice Skills	SOCWORK 214 Social Work Practice Theories	SOCHLTH 231 Health Social Work Practice
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Year Three Bachelor of Social Work

Year Three provides you with theory and practice courses to build on your knowledge and skills for practice and explore how research skills can help you to become an excellent reflective social work practitioner. You will examine the importance of understanding in mental health and child protection. You will also get out of the classroom and into the field and do a twelve-week placement in a social service agency, learning from experienced social workers.

Semester One

<u>SOCWORK 311</u> Social Work Process and Practice	<u>SOCWORK 315</u> Organisations and Management	<u>SOCWORK 317</u> Supervised Field Practice and Professional Development
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Semester Two

<u>SOCWORK 312</u> Applied Social Research	<u>SOCHLTH 313</u> Mental Health in Social Practice	<u>SOCCHFAM 314</u> Child Protection Practice	ELECTIVE: Choose one of the following: <u>SOCHLTH 334</u> Effective Social Work in Health and Disability Services <u>SOCYOUTH 300</u> Therapeutic Youth Mentoring
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Year Four Bachelor of Social Work

Year Four provides you with advanced theory and practice courses to build on your knowledge and skills and the experience you have gained from your third year placement. You will examine the social work profession in greater detail, look at issues for indigenous development and learn how to utilise research skills and research findings in your practice. You will also get out of the classroom and into the field to do your final sixteen-week placement.

Semester One

<u>SOCWORK 411</u> Social Work Interventions for Best Practice	<u>SOCWORK 356</u> Community Development	<u>SOCWORK 413</u> The Social Discourse	<u>SOCWORK 414</u> Research and Evaluation in Social Practice
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Semester Two

<u>SOCWORK 415</u> Supervised Field Practice and Professional Development	<u>SOCHLTH 432</u> Working with Grief and Loss	<u>SOCCHFAM 431</u> Child and Adolescent Mental Health Issues
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Regulations for the Degree of Bachelor of Social Work

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. To be admitted to this programme a student must:
 - a meet University entry criteria
 - and
 - b have personal qualities suitable for becoming a social worker. Personal references and an interview will normally be 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.

Duration and Total Points Value

2. A student enrolled for this degree must follow a programme of the equivalent of eight full-time semesters and pass course with a total value of 480 points, unless credit is granted under the Admission Regulations and/or the Credit Regulations.
3. The requirements for this degree must be completed within 16 semesters of initial enrolment.

Structure and Content

4. Of the 480 points required for this degree, a student must pass:
 - a at least 450 points from one of the majors or specialisations listed in the Bachelor of Social Work Schedule.
 - b 30 points from courses offered in either the General Education Open Schedule or the General Education Faculty Schedule approved for this degree or from a combination of these schedules, and the Academic Integrity course as specified in the Enrolment and Programme Regulations, Academic Integrity, of the *University Calendar*.
5. A student who is required to meet the Academic English Language Requirement, as specified in the Enrolment and Programme Regulations, Academic English Language Requirement, of the *University Calendar*, must complete ENGLISH 121G to fulfil their General Education requirement, or with approval from Senate or its representative, may substitute an alternative Academic English Language Requirement course for 15 points of General Education.
6. The programme for each student must be approved by the Head of Programme.

English Language Requirements

7. A student enrolled for this degree must demonstrate competence in the English language, by passing EDUCSW 199, as prescribed by the Faculty of Education and Social Work, before enrolment in SOCWORK 317.

General Education Exemptions

8. a A student is exempted from the requirement to pass courses offered in the General Education Schedules who has:

either

 - (i) completed an undergraduate degree at a tertiary institution
 - or
 - (ii) commenced study for this degree at a tertiary institution before 1 January 2006
 - or
 - (iii) been admitted to this degree having completed 240 points or more degree-level study at another tertiary institution.
- b A student who has been exempted from the requirements to pass courses offered in the General Education Schedules must substitute 30 points from courses approved by the Dean of Faculty of Education and Social Work.
- c A student admitted to this degree, who has completed between 120 and 235 points inclusive of degree-level study at another tertiary institution, must pass:
 - (i) 15 points from courses offered in the General Education Schedules
 - and

- (ii) a further 15 points from courses approved by the Dean of Faculty of Education and Social Work.
- d A student who has been fully or partially exempted from requirement to pass courses offered in the General Education Schedules is nonetheless required to complete the Academic Integrity course.

Practical and Professional Requirements

- 9. a At the discretion of Senate or its representatives, a student who does not pass a Professional Practice course (SOCWORK 213, 317, 411, 415) may be declined permission to re-enrol for this degree.
- b Re-enrolment in any of SOCWORK 213, 317, 411 or 415 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 for registration throughout the duration of enrolment in the programme.

Termination of Enrolment

- 10. a If the behaviour of a student in a learning or practice environment is found, after due and fair inquiry, to be offensive, 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 representatives 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 representatives from lectures, classes and any practice placement pending the outcome of the inquiry.
- c A student whose enrolment is terminated under Regulation 10a may appeal from that decision to Council or its duly appointed delegate.

Variations

- 11. In exceptional circumstances Senate or its representatives may approve a personal programme which does not conform to these regulations.

Commencement

- 12. These regulations came into force on 1 January 2007. The 2001 regulations for the Degree of Bachelor of Social Work were thereby repealed.

DELNA (Diagnostic English Language Needs Assessment)

In professional programmes, it is important that students have well-developed academic English language skills to meet the graduating standards of their particular programme. As a consequence, all undergraduate students in the Faculty of Education and Social Work (Bachelor of Education (Teaching); Bachelor of Physical Education; Bachelor of Human Services; Bachelor of Social Work and Bachelor of Sport, Health and Physical Education), as well as the Graduate Diplomas in Teaching students have to complete the DELNA language requirements.

DELNA completion is linked to a zero point paper EDUCSW 199. Students enrolled in the BEd(Tchg), BSporthPE and BSW programmes will be required to pass EDUCSW 199 before they will be able to enrol in the specified course in their 3rd year of their programme (For Social Work this is SOCWORK 317- Supervised Field Practice and Professional Development 1).

In the first instance students must complete the online DELNA **Screening** assessment. Those students who must achieve the required standard automatically to meet the DELNA requirement and need do nothing more in relation to DELNA.

If a student's screening indicates that diagnosis is required he/she must undertake the two hour pen and paper DELNA **Diagnosis**. Following the Diagnosis, students need to meet with a DELNA adviser to go over their DELNA profile. Students who have been identified as needing academic language support will be required to work through **an individual plan**. This is mandatory.

An **individual** plan will be developed by a DELNA adviser on the basis of students' DELNA diagnostic results and identified areas of need. The individual plan links to online modules that students complete in Canvas.

The DELNA diagnosis and follow up appointment with an adviser to access an individual plan if required, must be completed within **three months of the beginning of Semester One of the degree**.

Students who receive the lowest band scores in the DELNA Diagnosis will be required to complete another assessment once they have accessed support. This is called a **Post DELNA assessment**.

Students who have a diagnosed Learning Disability and have had special conditions approved, can make an appointment with Student Disability Services to access accommodations for DELNA.

Regular meetings with the DELNA Academic Language advisers are necessary for success.

Applied Professional Practice: Guidelines

Supervised field practice: Guidelines

Students in the Bachelor of Social Work go on placement in Year Three and Four. 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 for both manual and automatic cars by the December preceding their Year Three placement.

Year III field placement (2019)

You must enrol in the course **SOCWORK 317 Supervised Field Practice and Professional Development**

1. The first placement is designed as a block placement and is a 60 day placement, and students will need to work some days in the break times to complete the time. 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 IV field placement (2019)

You must enrol in the course **SOCWORK 415 Supervised Field Practice and Professional Development**

2. The second placement 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 more responsibility. It is required that the second placement will be in a different setting. 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 317 - a minimum of 60 days must be completed
- SOCWORK 415 - a minimum of 60 days must be completed

Part time students will be expected to complete two block placements.

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 BSW is accredited 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): A114A (The Assignment Centre opposite the Education Student Centre is open Monday – Friday, from 9.30am – 4pm during semester, and reduced hours during semester breaks).
Drop box on left hand wall; 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 www.education.auckland.ac.nz/en/for/current-students/assignments.

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 hand 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.

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.

Compassionate 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 Director 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 Compassionate Consideration: Unavoidable Personal Circumstances and must be supported by written evidence from a doctor or counsellor. The form can be found here:

<https://cdn.auckland.ac.nz/assets/education/for/current-students/FoEd-96B-Special-Considerationnew.pdf>

If the Programme Director 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.

Resubmission

With the exception of the two clauses below no provision should be made for resubmission of work for remarking.

At the discretion of the Programme Director, and in consultation with the Head of School, a student who, at the end of the programme has failed no more than one non-practicum course with a D+ grade may be invited to submit to the Programme Director a supplementary piece of work that addresses the areas of concern in the failed course. If the student meets the requirements of this supplementary work a grade of C- will be awarded.

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.

Grade	Description	Grade Point	Percentage
A+	High first	9	90-100
A	Clear first	8	85-89
A-	Bare first	7	80-84
B+	High second	6	75-79
B	Clear second	5	70-74
B-	Bare second	4	65-69
C+	Sound Pass	3	60-64
C	Pass	2	55-59
C-	Marginal Pass	1	50-54
Conceded Pass		1	
D+	Marginal Fail	0	45-49
D	Clear Fail	0	40-44
D-	Poor Fail	0	0-39

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

GRADE	% VALUE	DESCRIPTION
A +	90 - 100	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 presentation and communication skills.
A	85 - 89	
A -	80 - 84	
B +	75 - 79	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.
B	70 - 74	
B -	65 - 69	
C +	60 - 64	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
C	55 - 59	
C -	50 - 54	
D +	45 - 49	Work lacking 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.
D	40 - 44	
D -	0 - 39	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.

Please note that the attainment descriptors are adapted to different levels of learning or degree study.

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 Support Jenni Bedford ext 48186 Speech Language Therapist Elaine Tasker ext 48756 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: info@essa.co.nz Website: https://www.essa.co.nz/
Health/Medical	Student Health and Counselling Service , Epsom Campus, R Block Phone: 623 8889 or ext 48526
International Students	Associate Dean International (Strategic Engagement) 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: Audrey Hohaia, ext 48164 Kaiāwhina & student study space (contact Audrey for location)
Support for Pacific students Pasifika Success	Pasifika Success Coordinator (Level 2 N211) Tim Baice, Academic Coordinator, ext 48469
Support for Students from Refugee Backgrounds	Jenni Bedford, Academic Success Centre Email: j.bedford@auckland.ac.nz
Sylvia Ashton Warner Library	Epsom Campus – Phone: 09 623 8886 Email: library@auckland.ac.nz
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 – A330
- IT services

Library: Essentials for using the Sylvia Ashton-Warner Library

The greatest source of your information and research efforts will be found in the Library. It is essential that you attend the Orientation Programme for the Library.

Library hours – Epsom Campus

Term 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	10 am – 4 pm

The Library lending policy is explained in detail on the library 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:

- There are Subject Librarians who can help you with your research. Go to : <http://www.library.auckland.ac.nz/contacts/subject-librarian/?sbid=0>
- The Library provides training courses in searching the catalogue, using databases and EndNote. Make a booking at: https://www.library.auckland.ac.nz/workshops/my_account
- **Always** check your library account on the Library 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. The Library will not accept either of the above as excuses to cancel any penalty charges.

Many course readings may also be available as an electronic resource accessed through the Library system.

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 lending desk 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 Library. Many more study places and computers are provided in the Kate Edgar 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

The Libraries and Learning Services also offer advice and workshops to assist you with University study. Workshops include referencing, how to search for relevant journal article, improving listening and speaking skills and writing skills are offered. To 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>.

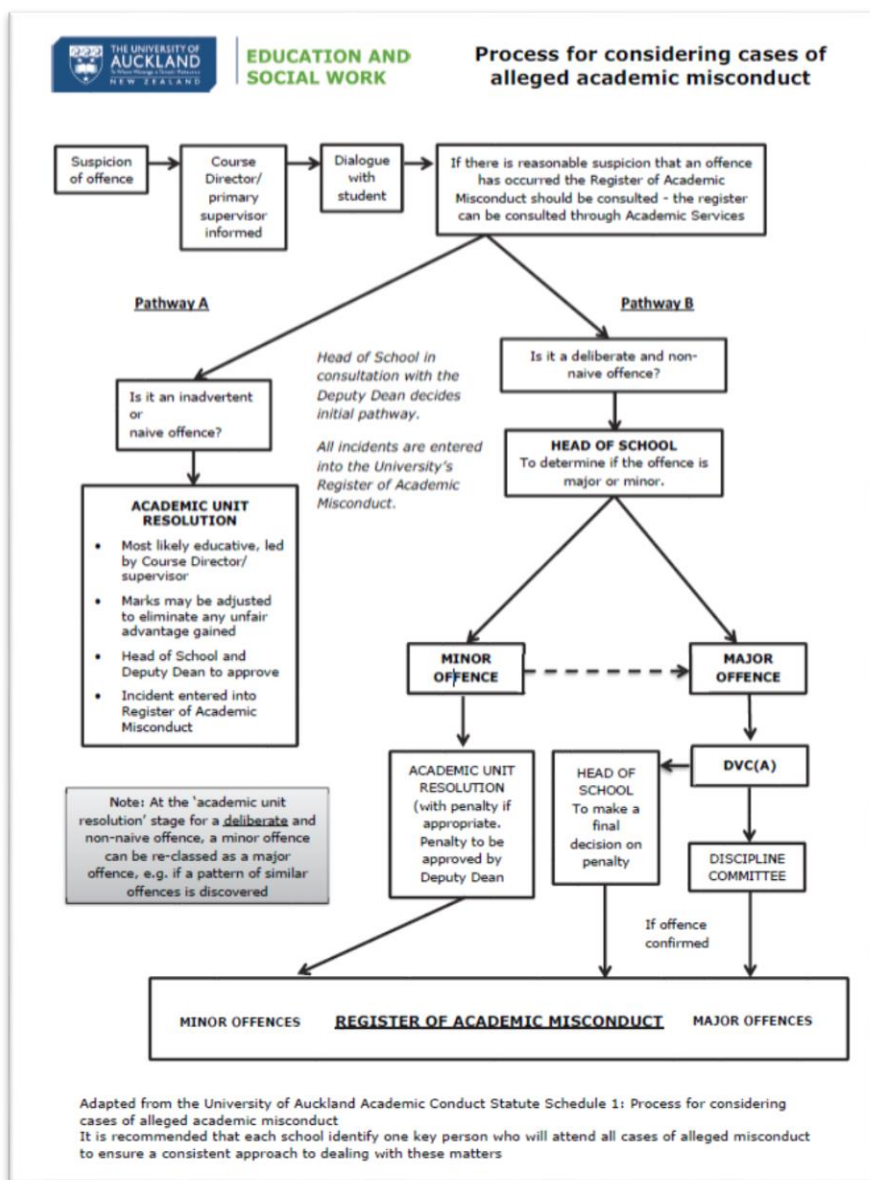
Academic Integrity

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 (see University of Auckland 2019 Calendar, pp 31). 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 visit this link: http://www.auckland.ac.nz/academic_honesty

Academic Misconduct

The University has a statutory responsibility to encourage the development of intellectual independence in its students. It assesses the achievement of this goal through coursework and examinations. The University expects all students to complete coursework and examinations with integrity and honesty.

The University of Auckland will not tolerate cheating, or assisting others to cheat. It views cheating as a serious academic offence. To ensure that the standard of all University qualifications is maintained, students and staff have a responsibility to prevent, discourage and report cheating. Allegations of academic misconduct at the Faculty of Education and Social Work shall be dealt with by the following process:



Academic Standing (Unsatisfactory progress)

In undergraduate programmes, students' academic standing is assessed each semester. To maintain the status of 'good' academic standing a student is required to pass at least 50% of points enrolled in any one semester. Failure to meet the 50% threshold will mean that a student's academic status in their next semester of study is amended and s/he will be reviewed. 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 13](#). For assignment information, see [Compassionate Consideration \(Unavoidable Circumstances\)](#).

Appeal of Course Marks or Grades

A student who is concerned about a mark or grade for an assessment 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.

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 23](#)). For more information see [here](#).

Change of Name

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

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 20](#).

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. 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. 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.

Please note: 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.

Enrolments

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

Examinations

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

Fees

The payment of fees is a student's responsibility. Fees remain a personal debt if they are unpaid. 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 the 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. General Education courses are designed to give students the opportunity to study a broad range of subjects outside their main field of study. 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. 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](#).

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.

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 director.

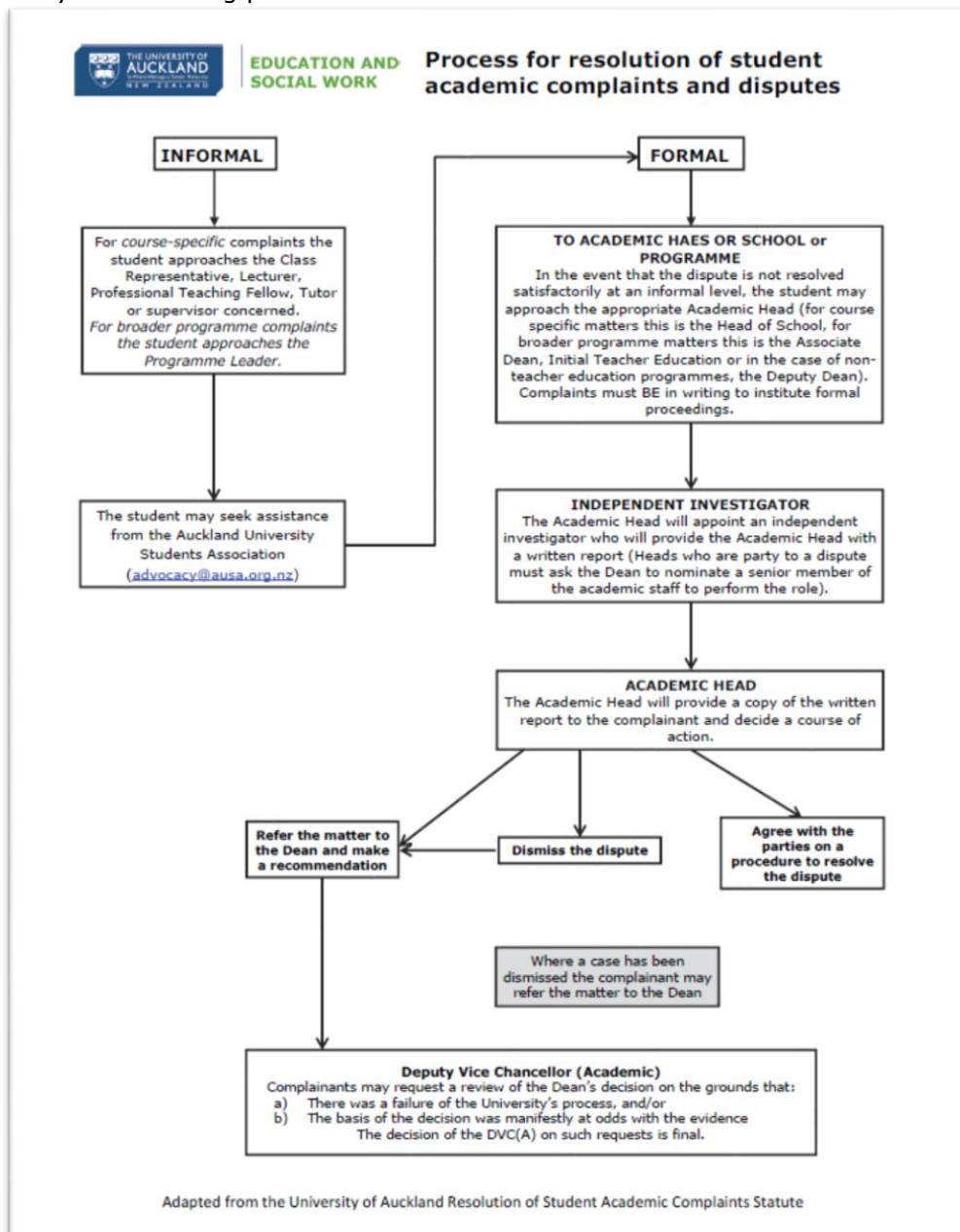
Request an official transcript

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](#).

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 dealt with by the following process:



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 23](#)). 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](#).

Vulnerable Children's Act

Every student applying for admission or admitted to an Initial Teacher Education programme or 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 Vulnerable Children 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 Vulnerable Children Act) 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.

Students in the Bachelor of Sport, Health and Physical Education will also be subject to safety checks under the Vulnerable Children 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. 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 Vulnerable Children Act 2014, even if it would normally permit that person to conceal their criminal convictions.

Withdrawal from Courses

Withdrawals from courses must be completed formally through the Education and Social Work Student Centre. For more information about course withdrawals, 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 Associate Director/Programme Leader 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 University Guidelines (2001) on cheating define 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. Therefore, all 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. The University of Auckland uses the APA 6th 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.

American Psychological Association. (2010). *Publication manual of the American Psychological Association* (6th ed.). Washington, DC: Author. **Call no. 808.02 PUB 2010**

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 Programme Director/Programme Leader 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/what-it-involves/>).

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.

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](#).