



BFA306

Resources Management

Semester Two 2007

School of Accounting and Corporate Governance

Faculty of Business

Unit Outline

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Unit description

Public Sector Resource Management (BFA306) is a part of the Corporate Governance major in the Business Degree program. The unit is specially developed to provide students with knowledge of public sector issues and practices. Whilst many students may gain employment within the Australian public sector, this is not the primary reason for which this unit was developed. Managers in the private sector or not-for-profit organisations will have extensive dealings with public sector organisations, and it is important for them to have a good knowledge of the way in which public sector resources are managed.

In addition to this, many private organisations and individuals will develop tenders for the provision of goods and services to the public sector, and many not-for-profit organisations will be involved in grant applications and funding proposals. Furthermore, the services provided by the public sector are vital to Australia's economic prosperity, and the decisions made in the public sector in relation to resource allocation have broad implications for all business and community organisations, as well as individuals.

This unit is therefore intended to be useful to all students who will at some time be engaged in business at any level, as the management of public funding affects us all.

Learning outcomes

On completion of this unit, you should be able to:

- i) Understand how government in Australia is structured
- ii) Be aware of how public sector activity is funded
- iii) Consider different concepts of accountability that might apply in the public sector
- iv) Understand the pressures for change, and the managerialist approach to public sector reform and accountability
- v) Understand and evaluate public sector budgetary processes
- vi) Understand aspects of cost behaviour relevant to measurement and cost control issues
- vii) Be familiar with appropriate asset management principles and aware of valuation issues that can exist with public sector assets
- viii) Understand and evaluate approaches to planning, reporting and measuring performance in public sector organisations
- ix) Understand governance issues in public sector agencies

- x) Have developed an ability to research and communicate information on public sector issues.

Generic graduate attributes

The University has defined a set of generic graduate attributes that can be expected of all graduates (see <http://www.utas.edu.au/tl/policies/index.htm>). By undertaking this unit you should make progress in attaining the following attributes:

Knowledge - explain and apply the basic principles and concepts of public sector management (relates to learning outcomes *i-vii*).

Communication skills - write coherently on public sector management issues. In the assessable discussion, you will develop the ability to present lucid arguments in an electronic discussion board situation as well as demonstrating “listening” and evaluation skills as you respond to the comments of others (relates to learning outcomes *x*).

Problem solving skills - conceptualise a problem given a variety of data and have the ability to solve the problem using knowledge gained in the unit (relates to learning outcomes *viii, ix*).

Prior knowledge &/or skills

To enrol in this unit you must have successfully completed the prerequisite unit *BFA103 Accounting and Financial Decision Making* or its equivalent.

Learning resources required

Learning resources

BFA306 materials provided: interactive CD, WebCT Vista and printed media. These materials include narrated PowerPoint presentations, PowerPoint Slides in PDF format; some online activities; and notes to accompany each topic.

The majority of this on-line unit has been created by Mrs Sue Hrasky, and updated by Mrs Belinda Williams, both Sue and Belinda are lecturers within the School of Accounting and Corporate Governance. The PowerPoint presentations are narrated by Sue.

E- (electronic) resources

Library

The University library has many resources. The web site for the library is: <http://www.utas.edu.au/library>.

Please visit the library web site and make yourself familiar with the many electronic services available. Some of the library services may require a login name and password. Check with the library for these details.

WebCT Vista

General

WebCT Vista (commonly referred to interchangeably as Vista or WebCT) is an internet service that has been adopted by the University and will be used in this unit. WebCT Vista may be accessed on computers in computing laboratories at the University or on your computer at home or at work. Information about accessing and using this service, about required computer specifications and frequently asked questions, and about how to get help if you experience difficulties, is available at the following University website:

<http://www.utas.edu.au/coursesonline>

Here are some important points about accessing our web site:

Access to Vista

You can access your Vista course from the Student Page on the University's web site: **Current Students** **✚** **LOGIN WebCT Vista@UTAS** or go directly to the web address noted above:

Enter your email POP account "Username" (for example, jsmith) and your "Password". These are identical to the pop account/email username and password that you are given with your enrolment confirmation form. If you forget your pop account username, contact the Help Desk (see page 7 under 'getting assistance with WebCT Vista'). Both Vista and e-mail passwords must remain the same. If you are going to change your password, change your e-mail password first.

When you enter your user name and password, click on OK and choose "BFA306" from the list of units (subjects) in which you are enrolled. [NOTE: Another box may periodically appear when using the University network which asks you to verify your user name & password, this is simply a security device – enter your password when asked & click OK].

WebCT Vista will automatically check that your browser is properly configured. If the WebCT 'browser checker' window appears – scroll down to make sure you have a tick in each area shown – then close the window.

From the Unit's homepage click on the area you wish to access e.g. "Unit Information". A table of contents will appear on the left hand side of your screen. Scroll through the list until you find what you want & click the underlined topic.

PDF files

Many of the files made available through Vista will be in Portable Document Format (PDF). These files can be viewed from within your web browser or separately by using a program called Adobe Acrobat Reader. This software is already installed on the machines in the Faculty Computing Laboratory, but can be downloaded free of charge from the Adobe site should you want a copy for another machine. At time of writing the required URL was:
<http://www.adobe.com/prodindex/acrobat/readstep2.html>.

To print PDF files make sure you use the print option in the PDF window NOT the print function on the top toolbar of your screen.

Moving around in Vista

To navigate through the various facilities offered in WebCT Vista always click on the appropriate underlined word in the Vista window. You can use any of the following pathways:

- ‘breadcrumbs’ – i.e. ↩Home Page ↩Unit Information ↩Unit Outline, located directly above the ‘Table of Contents’ list;
- ‘Go To...’ drop down menu situated above the ‘breadcrumbs’; or
- the features listed on the toolbar next to the “Go To” option.

DO NOT use the ⇐ BACK button on your web browser as Vista cannot recognise that function.

You will notice that there are tabs on the toolbar at the top of the screen that allow you to access “Announcements” posted by your lecturers, “Mail” and “Discussions”. The Discussion Board is where you will post your answers and discussions to the module questions. The “Mail” area can be used to forward emails to your lecturer.

WARNING: Your WebCT Vista mail is NOT automatically connected to your university email address, which means you will need to check it separately.

Some other points about the use of WebCT Vista:

- If using WebCT Vista on a computer in a public place, quit the browser when you have finished ensuring that other people can not gain unauthorised access.
- *Netiquette* is a term for standards that govern computer-mediated communication. As participants of online discussion groups, all students are expected to observe the University’s *Information Technology Facilities Use Guidelines*. So that all students may feel encouraged to participate, rude comments that are harassing or discriminatory are not acceptable. Remember that discussion postings are widely read, and that some people taking the unit may have very different backgrounds, customs and experiences to your own.

Getting assistance with WebCT Vista:

If you have difficulty in gaining access to or using WebCT Vista you can contact the **Help Desk** Tel: (03) 6226 1818 (1300 304 903 Freecall – Tasmanian land lines only) or send an e-mail message detailing your problem to: servicedesk@utas.edu.au.

Suggested links for students are:

[Learning online](#) - for online learning and WebCT support
URL: <http://www.utas.edu.au/coursesonline/>

[Information Technology Resources](#) - for general IT support
URL: <http://www.its.utas.edu.au/>

[Library services](#) - for information on literacy support
URL: <http://www.utas.edu.au/library/>

Details of teaching arrangements

Self-paced learning

There are NO face-to-face classes in this unit. The unit is planned to enable you to work at your own pace. Although no formal face-to-face meetings are scheduled, you should maintain regular contact with the unit coordinator through WebCT Vista and email, and with other students through WebCT Vista. You must submit assessable work as outlined in the Assessment Schedule on page 12.

Study schedule

This schedule sets out the modules and topics that make up this unit. A suggested target time schedule is set out for those who wish to complete the course progressively throughout the semester.

Module	Topic	Suggested Completion Date
1	The nature of public sector funding and accountability The structure of government Funding arrangements for the Federal Government Accountability in the public sector The public and private sectors compared	Week 2
2	Resource management reform in the public sector Drivers of reform in the public sector Managerialist reform approaches Reform – responses and consequences	Week 3 - 4
3	Budgetary approaches in the public sector Budgeting – some basic aspects Public sector budgetary models Accrual output budgeting Behavioural aspects of budgeting Submit assignment one - 16 August 2007	Week 5
4	Cost behaviour, cost measurement and cost control Cost concepts and cost behaviour Cost measurement and cost allocation Cost management and cost control Outsourcing	Week 6 - 7
5	Asset management and valuation issues Working capital management Strategic asset management Asset valuation issues	Week 8
6	Strategic planning, reporting and audit Strategic and business planning Stakeholders Public sector annual reports Audit Submit assignment two – 27 September 2007	Week 9 - 10
7	Performance measurement and evaluation	Week 11

Module	Topic	Suggested Completion Date
	Aspects of performance measurement Design, measurement and behavioural issues Using the financial statements	
8	Governance in the public sector	Week 12 - 13
	Request capstone assignment Submit capstone assignment to unit coordinator by Saturday, 3 November 2007	

Learning expectations and strategies

Expectations

The School of Accounting & Corporate Governance is committed to high standards of professional conduct in all activities, and holds its commitment and responsibilities to its students as being of paramount importance. Likewise, it holds expectations about the responsibilities students have as they pursue their studies.

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

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

Learning strategies

This unit is planned to enable you work at your own pace. It is important, however, to work consistently through the materials and complete all the tasks. If there is any area of the work that you do not understand, please contact the unit coordinator immediately, and make sure that you do not progress to the next stage without a thorough understanding of the previous one. Each part of the unit develops themes from, and assumes an understanding of, the previous parts, so it is important that areas not be skipped.

Encouraging you to study and learn independently is an important goal of university study. It is a feature of a *reflective approach* to learning in which you reflect on what it is you are learning and how you plan your learning strategy. It is not the aim of flexible delivery that students feel they must work through

problems alone. Throughout the unit, topics are provided for discussion with other students via the discussion facility of WebCT Vista, and the exchange of information and ideas is a very important part of your learning development. You will gain most benefit by staying in close contact with other students and with your unit coordinator.

This is a very full unit that may introduce you to many new concepts. All aspects of your work are expected to be of a high standard, both in academic content and in quality of presentation. It is important to contact your unit coordinator immediately should you experience any difficulties.

Do not be reluctant to ask questions or contribute ideas, even if only partly formed, as these can often form a basis for very constructive interaction. Remember that the WebCT Vista discussions will be as interesting and useful as **you** make them.

There are eight modules for you to study in this unit, each of which has a number of topics within it. For each topic there is a series of narrated PowerPoint slides which introduce the key concepts for that topic. There are also assigned readings for most topics.

For some of the modules, to aid in your learning there is an annual report activity in which we illustrate the concepts discussed by reference to an annual report of a public sector agency. The report that we will be using is National Oceans Office 2003 Annual Report. A copy is in your printed materials and on CD.

You are also required to choose one of the following public sector entities and locate an electronic copy of its most recent annual report. **You should decide on the annual report that you wish to use and email the unit coordinator (Belinda.Williams@utas.edu.au) by the end of the first week of semester.**

- Forest Practices Board <http://www.fpa.tas.gov.au>
- MAIB <http://www.maib.tas.gov.au>
- Port Arthur Historic Site Management Authority <http://portarthur.org.au>

Specific attendance/performance requirements

You must achieve an overall mark of at least 50 per cent AND have completed and submitted each item of assessment to pass the unit.

Assessment

Assessment schedule

Assessment task	Weight	Important dates:	Final dates:
<i>Assessment task 1</i> Discussion on WebCT Vista	20%	Continuous until 15 October 2007	Midnight, Monday 15 October 2007
<i>Assessment task 2</i> Assignment 1	20%	16 August 2007	Midnight, Thursday 16 August 2007
<i>Assessment task 3</i> Assignment 2	20%	27 September 2007	Midnight, Thursday 27 September 2007
<i>Assessment task 4</i> Capstone assignment	40%	Latest date to be sent out to students: 27 October 2007	Must be submitted by midnight, Saturday 3 November 2007

All tasks are due by midnight Eastern Standard Time on the due dates.

Assessment task 1 – 20%

Task Description	Discussion on WebCT Vista Continuous discussion on selected topics. As you work your way through the unit you will come across discussion questions in each module. You are required to contribute to the discussion by posting your own answer in the relevant module's discussion section on WebCT Vista AND by responding to the answers that others have posted. You may move the discussion in any broad direction that is related to the issues raised. The unit co-ordinator will monitor the discussion regularly, but will not interfere, except to correct misconceptions, errors and so on. It is your discussion to explore in whatever directions and dimensions that you wish provided they are at least tangentially related to the module content. The discussion is relevant to achieving all of the learning outcomes in this unit and to developing your generic communication skills.
Task length	Roughly 100 words per individual posting. This is not a word limit specification, but rather a general guide. As other members in your group need to read your posting it is good to keep it to the point. Multiple postings are preferred to one long one. In this way you should be able to develop your discussion. Your initial posting would probably be the longest.
Links to unit's learning outcomes	Learning outcomes i - x
Assessment criteria/guidelines	Identification of issues. logical argument, reference to the literature, contribution to discussion

Your participation in discussion will be assessed on the following basis:

HD Outstanding Contributor. This person's contributions reflect exceptional preparation and reflection. The ideas offered are always substantive and provide major insights and direction for the discussion. If this person were not a member of the group, the quality of the discussions would diminish significantly.

CR – DN Good Contributor. Contributions in discussion reflect thorough preparation. Ideas offered are usually substantive, provide good insights and sometimes lead the direction of the discussion. Points and arguments are generally well thought out and are often persuasive. If this person were not a member of the group, the quality of discussions would diminish considerably.

PP – CR Adequate Contributor. Contributions reflect satisfactory preparation. Ideas offered are sometimes substantive and provide useful insights, but seldom offer a major new direction for the discussion. Contributions tend to be more piecemeal than integrative. Arguments are sometimes presented and are fairly well substantiated and sometimes persuasive. If the person were not a member of the group, the quality of the discussions would diminish somewhat.

NN Non-participant: This person has offered very little or nothing to the discussion to date. Hence, there is an inadequate basis for evaluation. If this person were not a member of the group, the quality of the discussion would not be changed.

NN Unsatisfactory Contributor: Contributions reflect inadequate preparation. Ideas offered are seldom substantive; they provide few, if any, insights and rarely or never a constructive direction for the class. Integrative comments and effective arguments are absent. Class comments are either obvious, restatement of the contributions of others, isolated from the main discussion, or confusing to the group. If this person were not a member of the group, valuable air time would be saved.

Your discussion is likely to be more constructive and effective if you participate when others are also discussing the topic. You cannot expect to stimulate or direct the discussion if you leave your contributions until late in the unit. Therefore, you should monitor the discussion board regularly to see what discussion is taking place throughout the unit.

Assessment task 2 –20%

Task Description **Budget allocations**

As you read through the 2003 Annual Report of the National Oceans Office, you will notice that there is very little detailed information about budget allocations for the Office and little detailed reporting against budget. The only information provided is that on page 6 and it tends to be quantitative rather than qualitative. Review this information.

In the annual report of ***the entity that you have chosen*** for this unit, identify where budget information is discussed. Read this information and peruse the reports for any other information that relates to budgetary issues that are disclosed elsewhere in the reports.

Task requirements

Using the annual report of the public sector entity that you have chosen for this unit, prepare a report in which you:

- Critically evaluate the extent and type of budget information that is provided in the annual report from the viewpoint of how useful it is in demonstrating accountability and how it assists with assessing aspects of the business
- Make recommendations as to how reporting in this area might be improved, clearly demonstrating each recommendation you make. Ensure that you explain fully the perceived benefits of each recommendation.

Task length 2000 words

Links to unit's learning outcomes Learning outcomes *ii – vi and viii*

Assessment criteria/guidelines

- Selection of appropriate criteria to use as the basis of the evaluation
- A demonstrated understanding of the link between the provision of budgetary information and issues of accountability and performance management
- Well thought and clearly justified recommendations for improvement
- Excellent presentation standards, with work submitted in a style and format appropriate to the task

Due Date Midnight Thursday 16 August 2007

Assessment task 3 – 20%

Task Description **Public Sector accountability to stakeholders**
Throughout this unit, you have been completing annual reporting activities which have involved looking at the annual reports of the National Oceans Office and of your chosen entity.

Task requirements

Prepare a report in which you:

- For each of the two entities, from the information available in the annual reports, provide at least 3 examples of information that has been included by the entity to attempt to demonstrate its accountability to its stakeholders. For each item identified, evaluate, with reasoning, how useful you believe stakeholders would find that information.
- Indicate, with justification, which of the two entities you believe has made itself more accountable to its stakeholders.

Task length 2000 words

Links to unit's learning outcomes Learning outcomes *iii, iv, viii, ix and x*

Assessment criteria/guidelines

- Appropriateness of examples identified
- Level of critical evaluation of each example
- Logically argued and clearly presented in appropriate report format.

Due Date Midnight Thursday 27 September 2007

Assessment task 4 – 40%

Task Description	Capstone assignment This assignment will cover most aspects of the unit. When you have worked completely through the unit materials, participated in all assessable discussion and submitted the two (2) assignments you may send an email request to the unit coordinator to email the capstone assignment to you. Note that you will only be eligible to complete the capstone assignment if all your assessment is submitted by Monday 15 October 2007. If you have not requested the capstone assignment by 27 October 2007, it will be sent to you via email on WebCT Vista. It MUST be returned by midnight 3 November 2007. All topics are examinable.
Task length	2,500 – 3,000 words
Links to unit's learning outcomes	Learning outcomes i - x
Assessment criteria/guidelines	<ul style="list-style-type: none">• Depth and breadth of knowledge gleaned on public sector resource management• Logical and clear discussion and evaluation of questions• Presentation standards, style and format.
Due Date	Saturday, 3 November 2007 submit via email to unit coordinator.

Assessment/Learning Outcomes/Generic Graduate Attributes Matrix

Assessment task 1	Discussion Board				
Assessment task 2	Assignment 1				
Assessment task 3	Assignment 2				
Assessment task 4	Capstone Assignment				
Learning Outcomes:					
	Learning outcome i	√			√
	Learning outcome ii	√	√		√
	Learning outcome iii	√	√	√	√
	Learning outcome iv	√	√	√	√
	Learning outcome v	√	√		√
	Learning outcome vi	√	√		√
	Learning outcome vii	√			√
	Learning outcome viii	√	√	√	√
	Learning outcome ix	√		√	√
	Learning outcome x	√		√	√
UTas Generic Graduate Attributes:					
	Knowledge	√	√	√	√
	Communication skills	√	√	√	√
	Problem-solving skills	√	√	√	√

Matrix adapted from Unit Outline, Faculty of Business, University of the Sunshine Coast 2003

How your final result is determined

Your final result is determined simply by adding your weighted marks for the different assessment components of the unit. To obtain a pass grade or better in the unit, the sum of four weighted marks must be 50% or more of the marks available. The School expects high standards of their students, and insists that students devote sufficient time and effort to their studies throughout the semester to achieve grades of pass or higher on merit.

It is expected that **all** components of the assessment will be completed to a satisfactory standard.

Submission of assignments

Your assignments are to be presented and submitted in accordance with the *Guide for Students - Presentation and Submission of Assignments* issued by the Faculty of Business. A copy is available at the School website at:

<http://www.utas.edu.au/accg/studentres.htm>. Your attention is particularly drawn to the University's rules on **plagiarism** and to page 20 of this unit outline. Signed assignment coversheets (may be electronically signed) must be used for all assignments and these are available at the same website or at the BFA306 WebCT Vista site. Assignments without a *signed* coversheet *will not be marked*.

Word files containing the two (2) Assignments and the completed Capstone Assignment **MUST** be emailed to the unit coordinator: Belinda.Williams@utas.edu.au Please ensure these are processed using Microsoft Word and saved as a normal.doc file.

The file names for the Assignments/Capstone Assignment should be as follows:

Student Surname; Initials; Assignment number

eg. WilliamsBAssignment1.doc

Receipt of your assignments in a readable form will be acknowledged by email.

Requests for Extensions

Consistent with the Faculty's policy on late submission, extensions of time will only be granted on medical or compassionate grounds. They will **not** be granted because of work or other commitments. Requests for extension must be made to the unit coordinator in writing on the School's Application for Late Submission Form (available on WebCT Vista) **before** the due date of the assignment. Medical certificates or other evidence, which supports the application, must be attached and must contain information which justifies the extension sought.

Penalties

Assignments

If assignments are not submitted on or before the due date the penalties for late submission (without prior permission) are the deduction of 10% of the available mark for each day, or part thereof, that the assignment is late. Work commitments are not considered an acceptable reason for failing to submit an assignment on time.

Students should take care not to exceed the word limits for the assignments as passages in excess of the maximum word limit will be returned and need to be resubmitted.

Failure to meet the Final Submission Date for Assignments and Assessable Discussion

If ALL of the assessable discussions have NOT been undertaken AND both assignments have NOT been submitted on or before midnight (Australian Eastern Standard Time) on **Monday 15 October 2007** (ie: Week 13 of Semester 2) students will be awarded the grade of NN for this unit.

Failure to submit the Capstone Assignment by the due date

If the Capstone Assignment is not submitted by midnight (Australian Eastern Standard Time) on **Saturday 3 November 2007** (ie: the start of Week 2 of the Examination Period) students will be awarded the grade of NN for the unit.

Over-length Work

Where word limits have been specified, you should take care not to exceed this word limit, as any course work exceeding 10% over the word limit will not be assessed. It will be returned to you for re-submission and must be resubmitted within 48 hours of being returned. A further 10% will be deducted for each day until the assignment is resubmitted.

Review of results and appeals

You may request a formal remark of your original submission (in accordance with Rule of Academic Assessment 2, Clause 22.1). Under the Rule of Academic Assessment 2, clause 23, you may also request a review of your final result in a unit. For further information see:

<http://acserv.admin.utas.edu.au/rules/Rule2.doc> Academic referencing

In your written work you will need to support your ideas by referring to scholarly literature, and other sources of information such as the accounting regulatory bodies. It is important that you understand how to correctly refer to the work of others and maintain academic integrity. Failure to appropriately acknowledge the ideas of others constitutes academic dishonesty (plagiarism), a matter considered by the University of Tasmania as a serious offence.

The appropriate referencing style for this unit is the Harvard referencing method. In addition to the *Faculty Guide for Students*, you are encouraged to read Fleet, W, Summers & Smith, B. (2006), *Communication Skills Handbook for Accounting*, which provides detailed information about using the Harvard referencing system. Further information on presentation of assignments, including referencing styles is available at:

<http://www.utas.edu.au/library/assist/gpoa/gpoa.html>

You can also access information about the referencing style used in this unit in the *Faculty of Business Guide for Students* available via WebCT Vista or from the School's website - <http://www.utas.edu.au/accg/studentres.htm>.

For information on presentation of assignments, including referencing styles:

<http://www.utas.edu.au/library/assist/gpoa/gpoa.html>

Please read the following statement on plagiarism. Should you require clarification please see your unit coordinator or lecturer.

Plagiarism

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own; for example, using an author's words without putting them in quotation marks and citing the source, using an author's ideas without proper acknowledgment and citation, copying another student's work.

If you have any doubts about how to refer to the work of others in your assignments, please consult your lecturer or tutor for relevant referencing guidelines, and the academic integrity resources on the web at <http://www.utas.edu.au/tl/supporting/academicintegrity/index.html>.

The intentional copying of someone else's work as one's own is a serious offence punishable by penalties that may range from a fine or deduction/cancellation of marks and, in the most serious of cases, to exclusion from a unit, a course or the University. Details of penalties that can be imposed are available in the Ordinance of Student Discipline – Part 3 Academic Misconduct, see <http://www.utas.edu.au/universitycouncil/legislation/>

The University and any persons authorised by the University may submit your assessable works to a plagiarism checking service, to obtain a report on possible instances of plagiarism. Assessable works may also be included in a reference database. It is a condition of this arrangement that the original author's permission is required before a work within the database can be viewed.

For further information on this statement and general referencing guidelines, see <http://www.utas.edu.au/plagiarism/> or follow the link under 'Policy, Procedures and Feedback' on the **Current Students** homepage.

Further information and assistance

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

There is a range of University-wide support services available to you including Teaching & Learning, Student Services, International Services. Please refer to the **Current Students** homepage at: <http://www.utas.edu.au/students/>

Should you require assistance in accessing the Library visit their website for more information at <http://www.utas.edu.au/library/>

If you have a problem...

- of an administrative nature (eg tutorial allocation), see the lecturer
- of an academic nature, please ask questions during workshop sessions. For individual assistance, you are encouraged to see your unit coordinator during "consultation hours"
- if you have problems using WebCT Vista, contact the service desk
Website: <http://www.utas.edu.au/servicedesk/student/index.html>
Telephone: 6226 1818 Email: servicedesk@utas.edu.au
- if you have any concerns in relation to this unit, then in the first instance you should discuss the matter with your lecturer. However, if you do not feel comfortable approaching your lecturer, or if you have a discussion with your lecturer and are not satisfied with the outcome, then you are encouraged to contact the Ombudsperson listed below, who also teaches in the School of Accounting & Corporate Governance.

Mrs Simone Bingham
Room 421, Faculty of Business
Building
Hobart
Ph: (+61 3) 6226 2314
email: Simone.Bingham@utas.edu.au.

Mrs Belinda Williams
Room A-257
Launceston
Ph: (+61 3) 6324 3661
email: Belinda.Williams@utas.edu.au

Discussions with the ombudsperson will be kept in the strictest confidence. If you wish to pursue the matter further, they will provide advice as to how this can be done. The University also has formal policies, which can be accessed at: http://www.admin.utas.edu.au/ac_serv/complaints_info.html

Students with Disabilities –University & Faculty Equity Plans

Goal 1 of the University of Tasmania Equity Plan provides for: "An inclusive teaching and learning environment that values diversity, supports the pursuit of academic excellence and produces high quality education and employment results for all students and staff". The Faculty of Business Equity Plan facilitates the University Plan at an operational level and has developed an 'Action Plan'. The Action Plan for Goal 1 lays down procedures to ensure that all students, including those with disabilities, have equal access to lecture and course materials. The School of Accounting & Corporate Governance complies with these procedures.