

Victoria Management School

TOUR 108 TOURISM IN NEW ZEALAND

Trimester Two 2010

COURSE OUTLINE

COURSE COORDINATORS

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ADMINISTRATOR

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Teaching Period: Monday 12th July – Friday 15th October 2010

Study Period: Monday 18th October – Thursday 21st October 2010

Examination Period: Friday 22nd October – Saturday 13th November 2010 (inclusive)

Withdrawal from Courses:

Your fees will be refunded if you withdraw from this course on or before **23 July 2010**

The last date for withdrawal from this course is the three-quarter point of the teaching period, i.e. **Friday 24 September**. After that date, permission to withdraw requires the permission of the Associate Dean (Students) as set out in section 8 of the Personal Courses of Study Statute
<http://policy.vuw.ac.nz/Amphora!~policy.vuw.ac.nz~POLICY~00000001743.pdf>

To apply for permission, fill in the Late Withdrawal form available from either of our Student Customer Service Desks.

CLASS TIMES AND ROOM NUMBERS

The paper consists of both lectures and tutorials. You will have two lectures a week for a period of 12 weeks. These lectures will be supported by a total of ten tutorials (see course content).

Lectures	Time	Lecture Theatre
Wednesday	11.00-11.50	HMLT105
Friday	11.00-11.50	HMLT105

Attendance at all lectures is strongly recommended. All important announcements concerning any alterations to the lecture programme and tutorials will be made in the lectures, and readings as well as tutorial handouts will be distributed there. While lecture notes will be posted on Blackboard, these notes are incomplete and require students to attend the lecture or do the suggested reading to 'fill in the gaps'.

TUTORIAL TIMETABLE

Tutorial No	Tutorial Time	Days	Room
1	12.00-12.50pm	Wednesdays	VZ106
2	12.00-12.50pm	Wednesdays	VZ108
3	12.00-12.50pm	Wednesdays	VZ710
4	2.10-3.00pm	Wednesdays	KP24101
5	2.10-3.00pm	Wednesdays	VZ510
6	10.00-10.50am	Fridays	VZ105
7	12.00-12.50pm	Fridays	VZ106
8	12.00-12.50pm	Fridays	VZ107
9	12.00-12.50pm	Fridays	EA012
10	1.10-2.00pm	Fridays	VZ108

TUTORIAL GROUP ALLOCATION

Tutorials are a key part of the learning process and active participation in them is expected – the more you put in, the more you will get out of this course. Attendance of at least eight tutorials is also required to complete terms. You must always attend your allocated tutorial session; if you attend a different session, your attendance will not be recorded. Exemption from tutorials will only be accepted with a medical certificate or in exceptional circumstances. Tutorials start in the second week of the course and tutorial times will be announced in the first lecture. Students are required to attend one tutorial a week for 10 weeks. Tutorial sign up will be via an online sign-up system called **s-cubed** (<https://signups.vuw.ac.nz>). Instructions on how to sign up are at the end of this Course Outline.

This online signup system is available around the clock over the Internet. You will be able to login and signup (or change your signup) anytime **between Wednesday 14 July 6pm and Friday 16 July 10am**. Allocations are on a first come, first served basis so you are encouraged to sign up early. You can go back into s-cubed and change your tutorial as long as places are available but all changes must be made by Friday 16 July 10am. Confirmation of your tutorial group will be posted on Blackboard by 4pm Friday 16 July.

If you miss the Friday 16 July tutorial enrolment deadline you will need to contact the Tourism Management Administrator (Helen.Jiang@vuw.ac.nz). Your email should state why you were not able to sign up on time using the online system, along with other relevant documentation such as a medical certificate etc. You should detail all the tutorial times you can attend and you will then be allocated a tutorial.

There is **NO GUARANTEE** that you will get your preferred tutorial time. If there are 'exceptional circumstances' why you require a particular tutorial session these should be set out in the email.

COURSE CONTENT

Tourism is one of the major economic forces in New Zealand. In 2008/9, it contributed NZ\$21.5 billion to the country's economy, contributing 9.1% to New Zealand's Gross Domestic Product. International tourism's export earnings surpass dairy receipts, thus making the sector New Zealand's largest export earner. In addition, tourism provides a significant source of employment, as one in every ten New Zealand employees is directly or indirectly involved in tourism.

Yet, tourism does not only have economic impacts on New Zealand but is also culturally, socially and environmentally significant. This paper provides insight into tourism in New Zealand. Starting with a brief overview of its evolution, a stakeholder approach is then employed to illustrate characteristics and complexities of tourism in New Zealand. This content is supported by prominent tourism concepts and models of tourism which were introduced in TOUR 101. To further the systematic understanding of tourism in New Zealand, frameworks assessing external factors affecting tourism development examined in TOUR 104 are also applied and explored in a New Zealand context.

DELIVERY

The course content of TOUR108 Tourism in New Zealand is delivered using various teaching techniques. The lectures are organised in blocks; each block examines one tourism stakeholder group. Guest lectures by representatives of these groups provide further insights into practical and applied issues. The tutorials reinforce the course content by using case studies and examples; they also foster students' engagement with the course content by providing a forum for relevant discussion. The fieldtrip under the theme "Tourism in Wellington" visits attractions in Wellington. Talks by the managers of these attractions will illuminate current issues of tourism in Wellington. It is hoped that the application of various teaching approaches assists in catering for different learning styles so as to enable all students to engage meaningfully with the course content.

FIELDTRIP

To enhance students' understanding of New Zealand tourism, the course will be supported by a half-day field trip under the theme of "**Tourism in Wellington**". Participation in the fieldtrip is an important part of the course and as such it is compulsory for all students. The fieldtrip takes place on a weekend in August (dates to be confirmed) and will last approximately 4 hours.

EXPECTED WORKLOAD

Students can expect the workload to be approximately 13 hours per week (20 pt course), including both scheduled contact time (lectures, tutorials) and work outside class.

GROUP WORK

This course contains group work in the form of a tutorial exercise. The assessment for this project is a group assessment.

COURSE CONTENT

Week	Date	Lectures (11-11.50 HMLT105)	Tutorial (group allocation)
1	14 July	Welcome to TOUR108 Tourism in New Zealand	No tutorial
	16 July	Introduction to tourism in New Zealand: Tourism in New Zealand, then and now	
2	21 July	The bigger Picture: Key challenges for NZ tourism	Exploring the 'stakeholder' framework in tourism
	23 July	Introducing the Stakeholder Framework: Overview of stakeholders in NZ tourism	
3	28 July	Stakeholder: Tourists Markets (size, expenditure, trends)	Workshop: working with national tourism datasets
	30 July	International tourist motivation, satisfaction, flow	
4	4 Aug	Domestic and outbound tourism	Media Analysis: Tourism in New Zealand and Crime
	6 Aug	Stakeholder: Private Sector Private Sector – the tourism industry	
5	11 Aug	Industry Subsectors	Exploring the private sector in tourism
	13 Aug	Guest lecture: Private Sector	
6	18 Aug	Maori tourism	Workshop: developing a self-guided walk
	20 Aug	Guest lecture: Maori Tourism	
Mid-trimester break			
7	8 Sept	Stakeholder: Community/ destination perspectives Core and peripheral destinations	Assessment 2: Presentations of self-guided walk proposals
	10 Sept	Guest lecture: destination perspective	
8	15 Sept	New Zealand communities and tourism	Assessment 2: Presentations of self-guided walk proposals (continued)
	17 Sept	Stakeholder: Public Sector The role of the public sector and key institutions	
9	22 Sept	Domestic and international marketing	Group Exercise: Communities and tourism
	24 Sept	Public sector tourism initiatives and strategies	
10	29 Sept	Guest lecture: public sector	Comparative case study: Debating Third Sector Interests
	1 Oct	Stakeholder: Third sector The third sector in New Zealand tourism	
11	6 Oct	Guest lecture: third sector	No tutorial
	8 Oct	Stakeholder case study: Tourism development in a rural community in New Zealand	
12	13 Oct		Assignment feedback
	15 Oct	Course review and exam preparation	

BTM LEARNING OBJECTIVES

Learning Goal #1: Our graduates will possess and apply specific knowledge of tourism management as well as a range of transferable skills

Learning Objectives

Graduates will be able to:

- (a) demonstrate a systematic understanding of theoretical and applied aspects of tourism management
- (b) display an appreciation for concepts and methods that inform the management of tourism organisations, businesses, and resources
- (c) acquire skills and knowledge that provide a solid platform for graduate study

Learning Goal #2: Our graduates will demonstrate application of critical and creative thinking skills to practical and theoretical problems

Learning Objectives

Graduates will be able to:

- (a) think conceptually and systematically about tourism and its management
- (b) assess a range of tourism management issues, plans, and concepts
- (c) identify, access, and evaluate a range of information and data sources
- (d) undertake and apply research in tourism management
- (e) use innovative thinking and creative skills in the context of the tourism business environment

Learning Goal #3: Our graduates will be effective and confident communicators

Learning Objectives

Graduates will be able to:

- (a) apply advanced written communication skills
- (b) demonstrate oral communication and listening skills
- (c) prepare and deliver polished and professional oral presentations
- (d) communicate effectively with peers when undertaking group projects

Learning Goal #4: By meeting the above learning goals, our graduates will display leadership and be able to assume positions of responsibility

Learning Objectives

Graduates will be able to:

- (a) engage in effective decision making by working independently and in groups
- (b) demonstrate a mastery of concepts related to tourism management
- (c) develop and apply concepts and plans in tourism management

COURSE OBJECTIVES

It is the aim of TOUR108 Tourism in New Zealand:

- to illustrate and examine tourism and its development in New Zealand with the support of case studies, industry guest lecturers and a field trip
- to recognise and assess the importance of tourism to New Zealand's national and regional economies
- to systematically examine tourism in New Zealand by presenting the roles and interests of different stakeholders groups
- to apply and examine tourism models and frameworks in the New Zealand context

COURSE-RELATED STUDENT LEARNING OBJECTIVES AND SKILLS

This course is designed to assist students in developing a number of professional and personal skills. On successful completion of the course the students will be able to:

1. identify and categorise the component parts and stakeholders in New Zealand tourism
2. determine and critically assess the factors shaping tourism in New Zealand
3. analyse and interpret tourism data from national datasets
4. appreciate the diverse role of Maori culture and people in New Zealand tourism
5. command relevant essay writing, communication, and time-management skills

Items 2, 3, and 5 will be assessed by the report (Assignment 1), while Assignment 3 (essay) will foster and assess items 1, 2, 4 and 5. The tutorial presentation will assess skills 1 and 5 and the final examination will assess items 1, 2, 4, and 5. Furthermore, the tutorial programme seeks to foster all five of the skills listed above.

TEXTS AND READINGS

As in most other tourism courses, there is no prescribed textbook for this course. However, the following books, journal articles and other sources are recommended readings for TOUR108 Tourism in New Zealand. They will be useful in the preparation and writing of the essay and the report as well as for exam preparation. Additionally, selected readings that support specific lecture content will be distributed or advised during the lectures.

Books (other editions of the text are often available and also useful)

Collier, A. (2003). *Principles of Tourism: A New Zealand Perspective 6th edition*. Auckland: Pearson Education.

Collier, A., & Harraway, S. (2001). *The New Zealand Tourism Industry 3rd edition*. Auckland: Pearson Education.

Cooper, C., Fletcher, J., Fyall, A., Gilbert, D. & Wanhill, S. (2005). *Tourism: Principles and Practice 3rd edition*. Harlow: Pearson Education. (2nd edition similar and also useful)

Hall, C.M. (1997). *Tourism in the Pacific Rim*, Longman: Melbourne.

Hall, C.M., & Kearsley, G. (2001). *Tourism in New Zealand: An introduction*, Oxford University Press: Melbourne.

Hall, C. M., Jenkins, J. M., & Kearsley, G. (1997). *Tourism Planning and Policy in Australia and New Zealand: Cases, Issues and Practice*. Sydney: Mc Graw Hill Australia.

McClure, M. (2004). *The Wonder Country Making New Zealand Tourism*. Auckland: Auckland University Press.

Page, S.J., & J. Connell (2006). *Tourism: a Modern Synthesis 2nd edition*. London: Thompson Learning. (1st edition also useful)

Page, S., & Thorn, K. (1998). Sustainable Tourism Development and Planning in New Zealand: Local Government Responses. In C. M. Hall & A. A. Lew (Eds.), *Sustainable Tourism: A Geographical Perspective* (pp. 173-184). Harlow: Longman.

Pearce, D. G. (1995). *Tourist Organisation.*, Longman: Harlow

Pearce, P. L., Morrison, A., & Rutledge, J. (1998). *Tourism: bridges across continents*. Irwin, McGraw-Hill: Sydney.

Weaver, D., & L. Lawton (2006). *Tourism Management 3rd edition*. Brisbane: Wiley.

Journal Articles

Albrecht, J. N. (2007). Selling out a culture? Maori tourism in Aotearoa/ New Zealand. *Pacific News*, 27 (Januar/ Februar 2007), 22-25.

Ateljevic, I. & Doorne, S. (2000). Local government and tourism development: Issues and constraints of public sector entrepreneurship, *New Zealand Geographer*, 56 (2), 25-31.

Cloher, D. & Johnston, C. (1999). Maori sustainability concepts applied to tourism: a North Hokianga study, *New Zealand Geographer*, 55 (1), 46-52.

- Espiner, S. & Simmons, D. (1998). A national park revisited: assessing change in recreational use of Arthur's Pass National Park, *New Zealand Geographer*, 54 (1), 37-45.
- Horn, C., & Simmons, D. (2002). Community Adaptation to Tourism: Comparisons between Rotorua and Kaikoura, New Zealand. *Tourism Management*, 23, 133-143.
- McIntosh, A. J. (2004). Tourists' Appreciation of Maori Culture in New Zealand. *Tourism Management*, 25, 1-15.
- Morgan, N. J., Pritchard, A., & Piggott, R. (2003). Destination Branding and the Role of Stakeholders: The Case of New Zealand. *Journal of Vacation Marketing*, 9(3), 285-299.
- Orams, M. (2000). Tourists getting close to whales, is it what whale watching is all about? *Tourism Management*, 21, 561-569.
- Orchiston, C. (2009). Natural Hazard Monitoring in New Zealand: Implications for Tourist Safety. *Pacific News*, 31, 11-14.
- Page, S. J., & Thorn, K. J. (1997). Towards Sustainable Tourism Planning in New Zealand: Public Sector Planning Responses. *Journal of Sustainable Tourism*, 5(1), 59-77.
- Pearce, D. G. (2007). Capital city tourism: perspectives from Wellington, *Journal of Travel & Tourism Marketing*, 22 (3/4), 7 – 20.
- Pearce, D.G., Tan, R., & Schott, C. (2007). Distribution channels in international markets: a comparative analysis of the distribution of New Zealand tourism in Australia, Great Britain and the USA. *Current Issues in Tourism*, 10 (1), 33-60.
- Schott, C. (2007). Selling Adventure Tourism: A Distribution Channels Perspective. *International Journal of Tourism Research*, 9 (4), 257-274.

Key Websites

Department of Conservation: www.doc.govt.nz

Ministry of Tourism and Regional Tourism Organisations New Zealand: www.tourism.govt.nz

New Zealand Maori Tourism Council <http://www.maoritourism.co.nz/>

New Zealand Tourism Strategy 2015 <http://www.nztourismstrategy.com/download.htm>

The Tourism Industry Association: www.tianz.org.nz

Tourism New Zealand: www.purenz.com

Tourism Research Council of New Zealand www.tourismresearch.govt.nz

Regional information can be found on local authority websites.

Local Government New Zealand: <http://www.lgnz.co.nz/>

Additionally you are strongly advised to read newspapers to be informed about current information regarding tourism in New Zealand.

ASSESSMENT

Assignment	Title	Weight	Due Date
1	Report	20%	Friday 13 August 10am
2	Presentation	10%	Tutorials Weeks 7 and 8
3	Essay	20%	Friday 1 October 10am
4	Final Examination	50%	Date and Time to be advised
	TOTAL	100%	

Assessment 1.

Data exercise and discussion (20%)

Examine the characteristics of **one** of NZ's Asian inbound visitor markets and discuss the key factors that influence this market now and in the next 10 years. More detail on this assessment will be provided in one of the lectures in Week 2.

Limit: 2000 words

Due by: Friday 13 August 2010 10am

Assessment 2.

Presentation Self-guided walk in Wellington (tutorial exercise) (10%)

Design a self-guided tourist walk that showcases one theme of Wellington's tourism product. Prepare a PowerPoint presentation (10-12 minutes) that introduces the walk as a new tourism product to Positively Wellington Tourism (PWT, the Wellington RTO). Explain the choice of your theme and identify your target market during your presentation. This is a group assessment and groups will be allocated during the tutorials. More information about this task will be provided in the first weeks of the course.

Due by: during tutorial sessions in Weeks 7 and 8

Assessment 3.

Essay (20%)

Choose one of the following topics:

Topic 1: Discuss the characteristics of Cruise Tourism in New Zealand and critically assess its positive and negative impacts on New Zealand. Support your discussion with academic and non-academic literature and statistics.

Topic 2: Why do destination community responses to tourism differ across New Zealand? Explain the factors that influence community attitudes towards tourism with reference to academic literature.

Limit: 2000 words.

Due by: Friday 1 October, 10 am

Examination (50%)

This course has a three hour final examination. The final examination for this course will be scheduled at some time during the period **Friday 22nd October – Saturday 13th November 2010 (inclusive)**. Students who enrol in courses with examinations are obliged to attend an examination at the University at any time during the formal examination period.

Your assessed work may also be used for quality assurance purposes, such as to assess the level of achievement of learning objectives as required for accreditation and audit purposes. The findings may be used to inform changes aimed at improving the quality of FCA programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

ASSESSMENT CRITERIA AND ASSIGNMENT SUBMISSION

In order to make TOUR108 assignment expectations transparent to you (which are developed with the intention of preparing you for the more rigorous criteria of a 200 level course and ultimately the real world!) please read the following advice on assessment criteria carefully:

All written assignments have to stay within 10% of the indicated word length, be fully referenced as well as formatted in line with the *Guide for Tourism Management Courses*, and include – where appropriate – illustrations or data tables. Evidence of wide reading and the ability to develop, structure and present material, ideas and arguments clearly and effectively will have a bearing on the mark assigned to the work. Equally, presentation, formatting and referencing of your assignments will also have a bearing on the mark.

You are expected to prepare two copies of each assessment, of which you need to submit one copy to the appropriate assignment box on level 2 of the Murphy building and keep the other copy for your reference; you also need to keep an electronic copy of your work. Please be aware that we cannot accept work submitted by email or fax. For detailed guidance on referencing, essay format and other useful information please consult the *Guide for Tourism Management Courses*. You may also find it helpful to revisit the advice on preparing assignments in the TOUR101 Course Outline.

REFERENCING

There are many different styles of referencing. For tourism management courses, please refer to the *Guide for Tourism Management Courses*.

PENALTIES - FOR LATENESS & EXCESSIVE LENGTH OF ASSIGNMENTS

- (i) In fairness to other students, work submitted after any deadline will incur a penalty for lateness. The tourism management group has implemented a standardized late penalty for all tourism courses. Students who submit late assignments will be penalized at a rate of 5% per day. **Saturdays, Sundays and public holidays** will be included when counting the number of days late. Assignments received **more than 7 days after the due date** will not be accepted and the student will **automatically fail the Mandatory Course Requirements**.
- (ii) Course Outlines provide a signal to students of forthcoming workload, dates of submission etc, and thus student study plans should take account of course requirements across all courses. Consequently, workload issues related to other courses and employment will not be accepted as reason for dispensation from mandatory requirements or waiver of penalties. **Extensions** to submission deadlines for any assigned work will only be granted in **exceptional circumstances**.
- (iii) Students who are unable to comply with any of the mandatory requirements should make a written application for an extension to the due date for submission of assigned work or for waiver of a penalty, **in advance**, to the course co-ordinator, providing documentary evidence of the reasons of their circumstances.

All such applications must be made before the deadline and be accompanied by documentary evidence, eg a medical certificate, or counsellor's report clearly stating the degree of impairment, and the dates the illness or event prevented you from undertaking your academic studies. This can be applied retrospectively.

- (iv) In the event of unusual or unforeseeable circumstances (e.g. serious illness, family bereavement or other exceptional events), that precludes an application in advance, students should make contact with the course co-ordinator by email or telephone as soon as possible, and make application for waiver of a penalty as soon as practicable.
- (v) **Word limits should be adhered to, especially so when they provide a guide to limiting the student's coverage of a topic.** The penalty will be 10% of the grade for an assignment which is 10% over the word limit.

Please submit late assignments to Helen Jiang (Rutherford House, Room 927, telephone: 463 5720).

MANDATORY COURSE REQUIREMENTS

To fulfil the mandatory course requirements for this paper you must:

1. Attend at least **eight of the ten** scheduled tutorial sessions,
2. attend the TOUR108 **fieldtrip**
3. Submit all assignments within 7 days of the due date, and
4. Obtain a grade of at least 40% on the final examination.

Please note: Students who miss the fieldtrip due a valid reason are expected to go on a different date as set by the course coordinators.

Students who fail to satisfy the mandatory course requirements for this course but who obtain 50% or more overall, will be awarded a “K” fail grade. Standard fail grades (D or E) will be awarded when the student’s overall course mark falls below the minimum pass mark, whether or not the mandatory course requirements have been satisfied.

Notice of Failure to meet Mandatory Course Requirements will be posted on Blackboard or on the 9th and Mezzanine Floors, Rutherford House notice boards. Students will be expected to check both places for notification.

SIGNUP FOR TUTORIALS AND THE FIELDTRIP USING S-CUBED

Requirements to use this software:

- You must be enrolled in the course for the tutorial you want to sign up for; and
- You will need your SCS username and password.

You will only be allowed to enrol in ONE tutorial session and ONE fieldtrip date. You must always attend the tutorial sessions and fieldtrip that you have signed up for. If you attend a different session, your attendance will not be recorded.

Instructions: Go to the signup website at: <https://signups.victoria.ac.nz> and enter your SCS username and password to log into the system. The “Signup Home” page opens. It displays all courses you are enrolled for and that use the new signup system. Click on TOUR 108. The TOUR 108 course page opens. It will show the course contact, brief detail of the signup requirements including last date to enrol, and the schedule of tutorials. A “key” is provided at the bottom of the page that explains all buttons and what they do. The schedule of tutorials includes the day/ time, location, maximum group size, and spaces left in the tutorial session. If there are spaces left in a particular session, you will see the “ENROL” button next to it. You can click this button to enrol yourself into that tutorial session.

If there are NO more spaces left in a particular session, find another. You can waitlist in your desired tutorial if the waitlist spaces have not been filled. If this is the case you will see the “JOIN WAITLIST” button. You can click this button to join the waitlist for your desired tutorial session. You will be removed from any other waitlist you may have joined earlier. If somebody withdraws from this session, you will automatically be moved up the waitlist or enrolled into the session. An email will be sent to you if you’re enrolled into the session from a waitlist.

You can only “JOIN WAITLIST” if you have already enrolled in one of the other available sessions. In other words, “ENROL” in one session and then you can choose to join the waitlist for one (1) other preferred session. The WAITLIST is only active while the tutorial sign up process for your course is active. In other words, once the signup process has been closed for your course the WAITLIST is AUTOMATICALLY CANCELLED. It does not roll over into the start of the tutorials. You can only join one waitlist.

You can choose to “WITHDRAW” from a session you are already enrolled in as long as you are NOT ON a waitlist. You can also choose to “CANCEL WAITLIST” to remove yourself from a particular waitlist. A “FULL” button indicates all seats and waitlists are full for that tutorial session. You must choose another. More details on the various buttons are available in the “Key” section at the bottom of the signup page.

You will be able to login and signup (or change your signup) anytime **between Wednesday 14 July 6pm and Friday 16 July 10am**. Dates to signup for the fieldtrip will be announced close to the date.

You can view/ confirm details of the sessions that you are enrolled and waitlisted for by clicking on “My Signups” on the left hand menu. Click on “Support” on the left hand menu if you are having problems.

GRADING GUIDELINES

The following broad indicative characterisations of grade will apply in grading assignments and the exam:

A+	excellent performance in all respects at this level
A	excellent performance in almost all respects at this level
A-	excellent performance in many respects at this level
B+	very good, some aspects excellent
B, B-	good but not excellent performance at this level
C+, C	work satisfactory overall but inadequate in some respects
D	poor performance overall, some aspects adequate
E	well below the required standard
K	failure to achieve mandatory course requirements and have achieved at least an average "C" over all the assessment. Note this is a failing grade.

COMMUNICATION

Information on course-related matters will be announced at class and posted on the **Blackboard** website at <http://blackboard.vuw.ac.nz/>. It will be crucial for you to regularly check Blackboard for messages, announcements and materials.

Email Contact

Students wishing to contact staff by email should adhere to the following instructions:

Include the **Course Code**, your **Name**, your **Student ID** and the **Topic** in the subject area of the email, eg
MGMT300_Smith_Pauline_3000223344_Ass1 Query

All students must use their VUW SCS email account and ID. Otherwise, email will be classified as Spam and will be dumped without being read. All emails with attachments will be dumped, unless requested by staff.

Class Representative

A class representative will be elected in the first lecture. The person's name and contact details will be available to VUWSA, the Course Coordinator and the class (via Blackboard). The class representative provides a communication channel to liaise with the Course Coordinator on behalf of students.

For the following important information follow the links provided:

Academic Integrity and Plagiarism

<http://www.victoria.ac.nz/home/study/plagiarism.aspx>

General University Policies and Statutes

<http://www.victoria.ac.nz/home/about/policy>

AVC (Academic) Website: information including: Conduct, Academic Grievances, Students with Impairments, Student Support

http://www.victoria.ac.nz/home/about_victoria/avcacademic/Publications.aspx

Faculty of Commerce and Administration Offices

<http://www.victoria.ac.nz/fca/studenthelp/>

Manaaki Pihipihinga Programme

http://www.victoria.ac.nz/st_services/mentoring/