VICTORIA
UNIVERSITY OF WELLINGTON

School of Management

TOUR 250 MANAGING VISITOR IMPACTS

Trimester Two 2012

COURSE OUTLINE

COURSE CO-COORDINATORS

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Dr Christian Schott (parental leave after 10 Aug)
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COURSE LECTURER

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TUTORS

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ADMINISTRATOR

Luisa Acheson
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TUTORIAL ASSISTANT (for tutorial and assignment related matters)
Bob Capistrano
Email: robert.capistrano@vuw.ac.nz

Trimester Dates
Teaching Period: Monday 16 July – Friday 19 October
   Study Period: Monday 22 October – Thursday 25 October (Monday 22 October is a public holiday, Labour Day)
Examination Period: Friday 26 October – Saturday 17 November (inclusive)

Withdrawal from Course
1. Your fees will be refunded if you withdraw from this course on or before Friday 27 July 2012.
2. The standard last date for withdrawal from this course is Friday 28 September 2012. After this date, students forced to withdraw by circumstances beyond their control must apply for permission on an '*Application for Associate Dean's Permission to Withdraw Late*' including supporting documentation

The application form is available from either of the Faculty's Student Customer Service Desks.

Lecture Time and Location

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

Lectures	Time	Lecture Theatre
Tuesday	1.40-2.30pm	RHLT2
Thursdays	1.40-2.30pm	RHLT2

Attendance at all lectures is <u>strongly</u> 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 students need to attend the lecture or do the suggested reading to be able to fill the gaps in the lecture notes.

Tutorial timetable

Tutorial No	Tutorial Time	Days	Room
1	2.40-3.30	Tuesdays	RWW128
2	3.40-4.30	Tuesdays	RWW128
3	12.40-1.30	Thursdays	RWW312
4	12.40-1.30	Thursdays	RWW315

It is a tutorial requirement:
- for every students to have read any tutorial reading prior to attending the tutorial
- for any questions or exercises to be answered prior to attending the tutorial

Tutorial Group Allocation

Tutorials are a key part of the learning process and active participation is expected – the more you put in, the more you will get out of this course. Attending at least seven tutorials is also required to complete course 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 (contact both your tutor and the Tutorial Assistant Bob Capistrano in this case). Tutorials start in the second week of the course and tutorial times will be announced in the first lecture. Tutorials will be held during nine of the 12 weeks. Tutorial sign up will be via an online signup system called **s-cubed** (https://signups.victoria.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 Tuesday 17 July 5pm and Friday 20 July 3pm**. 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 20 July 3pm. Confirmation of your tutorial group will be posted on Blackboard by 4pm Friday 20 July and you can access s-cubed at any time to remind yourself of your tutorial time and room.

If you miss the Friday 20 July tutorial enrolment deadline you will need to contact the Tourism Management Administrator (luisa.acheson@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 at least two 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.

Fieldtrip

In addition to a site visit to a large local backpacker hostel, which takes place during the tutorials in week 8 (micro level perspective), the course also incorporates a day-long fieldtrip (macro level perspective) to Matiu/Somes Island in Wellington Harbour. The purpose of this trip is to illustrate some of the complexities and realities of visitor impact management at the macro scale by examining the whole island rather than an individual tourism business.

Date: Saturday 15 September; in case of ferry cancellation due to severe weather the trip will be on Sunday 16 September

Time: to be confirmed in consultation with DoC (roughly speaking, we will meet at about 9.45am and be back at Queen's Warf by 5pm at latest)

Clothing: Warm, wind and rain proof

Why: it will support your course learning very effectively by studying impact management in action, and it is usually a whole lot of fun! (it is also a compulsory part of the course)

Please ensure that you keep both these dates free of any day time commitments. Please note that this fieldtrip constitutes a compulsory part of the course as indicated in the mandatory course requirements. Further details about this fieldtrip will be provided during the first weeks of the course**.**

Course Content

> *"If tourism is to continue to provide wealth to the country and at the same time sustain the environmental, cultural, social and economic values that are the basis of New Zealand's tourism product, the effects associated with the sector must be identified and understood. Their acceptability to the wider community must be ensured. The mechanisms and systems for managing those effects must be examined to ensure that they are protecting the interest of New Zealanders and their environment."* Source: Report to the Parliamentary Commissioner for the Environment '*Management of the Environmental Effects Associated with the Tourism Sector'* (1997:1)

'Impact management' is the tool and term used: (a) to assess and improve policies, plans, or projects, (b) to inform decision-making and (c) to understand and manage the effects of social, cultural, environmental and economic changes triggered by tourism. This process comprises two key activities: (a) understanding the wide-ranging impacts triggered by tourism activity now and in the future and (b) managing the impacts created by tourism activity (positive and negative) - now and in anticipation of future impacts.

In this course we will look at the wide range of effects (or impacts) tourism can have on an 'environment' (any scale of physical environment, as well as any socio-cultural and economic 'environment'), and at the ways in which impacts can be anticipated and managed. We recognize that the tourism sector is complex, but so are the many ecological systems on which the industry depends and the communities with which the industry interacts and is often intertwined. The challenge we will face in this course is how you, as a 'tourism manager of tomorrow', will manage the impacts of tourism so that the industry can continue to meet people's experiential and recreational needs while at the same time sustaining and even enhancing the communities and ecosystems that act as hosts.

Course Mission and Delivery

While aspects of sustainability are included in other parts of the BTM, developing a comprehensive understanding of: the topic of tourism impacts, the important concept of sustainable tourism development, the diverse range of tourism impacts, as well as to discuss management solutions, is the central thrust of TOUR250 'Managing Visitor Impacts'. The course makes use of a variety of different media (text based, visual, audio, interactive) and learning environments (lecture theatres, tutorial rooms, a tourism business, a DoC-managed island and a virtual island) to foster learning and ultimately achieve the course learning outcomes.

Bachelor of Tourism Management (BTM) Learning Goals and 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 organizations, businesses, and resources
   (c) demonstrate a breadth of tourism management expertise: managing tourism businesses, visitors, and impacts
   (d) 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 tourism management problems

Learning Objectives
Graduates will be able to:
    (a) assess, appraise, and synthesise a range of tourism management issues, plans, and concepts
    (b) identify, access, and evaluate a range of information and data sources
    (c) undertake and apply research in tourism management
    (d) analyse, evaluate, and interpret tourism data (on businesses, destinations, and industry sectors)
    (e) use innovative thinking and creative skills in the context of the tourism business environment and tourism research

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

Learning Objectives
Graduates will be able to:
    (a) present original ideas and material effectively using a range of media
    (b) apply advanced written communication 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 individual and group decision making
    (b) develop an understanding of tourism leadership qualities and issues
    (c) acquire an appreciation for good leadership in the workplace through the practicum

Course Objectives

This course aims to encourage you to think critically about tourism as a sector of the economy and social process. In order to foster a greater awareness of the diverse impacts (positive & negative) triggered by tourism the course:
- challenges students to examine the wide-ranging and complex impacts that visitors and tourists may have.
- proposes a framework for the study and management of visitor impacts
- presents and examines a range of impact assessment and management techniques in relation to different types of impacts (economic, environmental and socio-cultural)
- illustrates and examines cases exhibiting 'good' practice as well as 'bad' practice
- presents different perspectives on tourism and its impacts; cultural as well as by different stakeholders
- raises awareness of tourism and its impact in a variety of countries across the globe

Course-Related Student Learning Objectives and Skills

On successful completion of the course, students will be able to:
1. identify and measure selected costs as well as benefits triggered by tourism (economic, environmental and socio-cultural)
2. critically examine the complex nature of tourism impacts (spatial, temporal, secondary and ethical considerations)
3. explain and critically assess a range of prominent impact assessment and management techniques used in tourism
4. discuss selected countries and their tourism industry with increased knowledge
5. demonstrate improved group work and communication skills

The course will challenge you in order to support your development of these skills: in tutorials, lectures, fieldtrips as well as assignments. Attendance in both lectures and tutorials, then, is in your best interest as they are devised to complement each other and because they both play an essential role in preparing you for

the various assessments (including the final exam). The course also aims to further stimulate your interest and broaden your understanding of sustainable development by inviting guest lecturers, going on fieldtrips and making use of case studies. Current affairs and global tourism news will also be included in both tutorials and lectures to support specific themes.

Skills 1 and 2 will be assessed by the report. The virtual fieldwork in Fiji will assess Skills 1, 2, 4 and 5. Skills 4 and 5 will be fostered in a number of contexts in the course, while the final examination will assess skills 1, 2, and 3.

Expected Workload

Students can expect the workload to be approximately 13 hours per week, including both scheduled contact time (lectures, tutorials, workshops) and outside class. TOUR250 is a 20 point course.

Group Work

This course contains two pieces of group work. The first is a group presentation that is assessed as a group (5%). The second is a group wiki which is also group assessed (8%).

Week	Dates (Tues & Thurs)	Lecture (1.40-2.30pm RHLT2)	Tutorial (for time and room see BB)
1	17 July	Introduction to Visitor Impact Management & Sustainable Development in Tourism	No Tutorial
	19 July		
2	24 July		Intro to TOUR250 tutorials and Briefing & Introduction to Virtual Fieldtrip and Group Fieldwork
	26 July	Economic Impacts of Tourism: their measurement and management	
3	31 July		Continue virtual fieldwork (held in computer room)
	2 August		
4	7 August		Exercises: Exploring economic impacts
	9 August	Interrelationship between Climate Change and Tourism	
5	14 August		Continue virtual fieldwork (held in computer room)
	16 August	Tourism impacts on the natural (land) environment and their management	
6	21 August		Reporting back from virtual fieldtrip: group presentation and submission of report
	23 August		
Study Break!			
7	11 September	Tourism Impacts on urban Environments and their Management	Topic to be announced
	13 September		
8	18 September		Site visit: Wellington YHA
	20 September		
9	25 September	Tourism impacts on the Marine Environment and their management	Accommodation report workshop
	27 September		
10	2 October	Social and Cultural Impacts of Tourism and their management	No tutorial
	4 October		
11	9 October		Debate: Ethics and Tourism

	11 October		
12	16 October	Case-study: integrating Central Concepts and Approaches	No tutorial
	18 October	Prize presentation, Course Review and Exam Prep	

Readings and Resources

There is no core text to accompany this course, but the following resources are useful. Additionally, selected reading material will be advised during the course and posted on BB.

These books are useful resources on impact management and sustainable tourism:

Becken, S., & J.E. Hay (2007). *Tourism and Climate Change: Risks and Opportunities*. Clevedon: Channel View Publications.

Buckley, R., ed. (2004). *Environmental Impacts of Ecotourism.* Wallingford: CABI Publishing.

Coccossis, H., & P. Nijkamp, eds (1995). *Sustainable Tourism Development*. Aldershot: Avebury.

Dwyer, L., & P. Forsyth (2006). *International Handbook on the Economics of Tourism*. Cheltenham: Elgar.

Font, X., & R.C. Buckley (2001). *Tourism Ecolabelling: Certification and Promotion of Sustainable Tourism*. Oxon: CABI.

Hall, C.M., & M.E. Johnston (1995). *Polar Tourism: Tourism in the Arctic and Antarctic Regions.* Chichester: Wiley.

Hall, C.M. (2000). *Tourism Planning: Policies, Processes and Relationships*. Harlow: Prentice-Hall.

Holden, A. (2000). *Environment and Tourism*. London: Routledge.

Mak, J. (2004). *Tourism and the Economy: Understanding the Economics of Tourism*. Honolulu: University of Hawai'i Press.

Mason, P. (2003). *Tourism Impacts, Planning and Management*. Oxford: Elsevier Butterworth-Heinemann.

Middleton, V.T.C., & R. Hawkins (1998). *Sustainable Tourism: a Marketing Perspective*. Oxford: Butterworth – Heinemann.

Miller, G., & L. Twining-Ward (2005). *Monitoring for a Sustainable Tourism Transition: the Challenge of Developing and Using Indicators*. Wallingford: CABI Publishing.

Mowforth, M., & I. Munt (2003). *Tourism and Sustainability: Development and New Tourism in the Third World.* London: Routledge.

Orams, M. (1999). *Marine Tourism: Developments, Impacts and Management*. London: Routledge.

Page, S. J. and Hall, C.M. (2003). *Managing Urban Tourism*. Harlow: Pearson Education.

Robinson, M., & P. Boniface (1999). *Tourism and Cultural Conflicts*. Wallingford: CABI.

Schott, C. ed. (2010) *Tourism and the Implications of Climate Change: Issues and Actions*. Bingley: Emerald.

Snyder, J.M., & B. Stonehouse, eds. (2007). *Prospects for Polar Tourism*. Wallingford: CABI.

Swarbrooke, J. (1999). *Sustainable Tourism Management*. Wallingford: CABI.

Tribe, J. (2005). *The Economics of Recreation, Leisure and Tourism*. Oxford: Elsevier.

Wall, G., & A. Mathieson (2006). *Tourism: Change, Impacts and Opportunities*. Harlow: Pearson Education.

Wearing, S., & J. Neil (1999). *Ecotourism: Impacts, Potentials and Possibilities*. Oxford: Butterworth-Heinemann.

These are general Tourism Management books that contain some material on impact management:

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).

Weaver, D., & L. Lawton (2006). *Tourism Management 3rd edition*. Brisbane: Wiley. (1st and 2nd editions are also useful)

Collier, A. (2011). *Principles of Tourism: A New Zealand Perspective 8th edition*. Auckland: Pearson Education. (previous editions similar and also very useful)

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

In terms of scholarly journals, the largest amount of material on sustainable tourism and impacts of tourism is published in: *Journal of Sustainable Tourism* and *Journal of Ecotourism*. However, good articles on the topic also appear in other journals such as *Tourism in Marine Environments*, *Tourism Management*, etc; it is always good to search databases with keywords (such as environmental impacts) rather than browse through specific journals.

Informative and useful websites for subject-related initiatives and projects are:
Tourism Strategy Group: http://www.tourism.govt.nz/
Ministry for the Environment: http://www.mfe.govt.nz/
Department of Conservation: http://www.doc.govt.nz/
Tourism Concern (NGO):   http://www.tourismconcern.org.uk/
United Nations Environment Program: http://www.unep.org/

Assessment

Assessment Type	Weighting	Submission Date
Virtual Fieldwork:		
Group Presentation	5%	in Week 6 tutorials
Group Report	8%	submission during Week 6 tutorials
Individual reflection	7%	14 September at noon (12 o'clock)
Accommodation Report	30%	3 October at noon (12 o'clock)
Final Exam (3 hours)	50%	to be announced at later date

Assessment 1 – Virtual Fieldwork in Fiji (Group and individual assessment)
As a group you will visit a virtual island in Fiji and conduct fieldwork as part of a Sustainable Tourism Consultancy Group. Your task will be to learn about the island and its communities. Based on this experience you are asked to consider whether (a) you think that the island would benefit from sustainable tourism development and (b) if 'yes', prepare a development plan for the island; if 'no' discuss why you propose not to support development of the island. You will present your proposal in the tutorial as well as submit a comprehensive overview of what you propose in the form of a report. Both of these tasks are group tasks. Reflecting on this experience you are then asked to write an individually-assessed reflective report. More information about this task and assessment will be provided in Week 2.

Assessment 2 – Accommodation Report (Individual)
This task will require you to apply your knowledge of impact management and sustainable tourism to the development of tourist accommodation. For this assessment you will act as a tourism consultant and produce a report with recommendations on how to implement the principles of sustainability in this development. In doing so you will have to satisfy a number of criteria but are encouraged to approach these criteria, and the assessment as a whole, with a strong element of creativity and sensitivity to the surroundings. Details and more specific assignment guidance will be provided in week 7.
An industry-sponsored prize will be awarded to the best report!!!
Word length: 3000-3500 words
Submission deadline: 3 October (noon)

Final Examination
This course has a three hour final examination. The final examination for this course will be scheduled at some time during the period **Friday 26 October – Saturday 17 November (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.

Quality Assurance Note
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 Faculty of Commerce 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
In order to make TOUR250 assignment expectations transparent to you (which are developed to prepare you for the more rigorous criteria of 300 level courses and ultimately the 'real world') please read the following advice on assessment criteria carefully:

> Your work has to stay within 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 (maps, photos, diagrammes, data tables, etc). Evidence of extensive research and the ability to develop,

structure, articulate and present material, ideas and arguments clearly and effectively will have a bearing on the mark assigned to the work.

Please be aware that we cannot accept work submitted by email or fax and that you are expected to always keep an electronic copy of your work. For detailed guidance on referencing, essay format and other useful information please consult 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 (for example a one day penalty will result in a B+ being adjusted to a B). **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 Tutorial Assistant (Bob Capistrano),** 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 tutorial assistant (Bob Capistrano) by email as soon as possible, and make application for waiver of a penalty as soon as practicable.

(v)   Word limits should be adhered to. The penalty will be 10% of the grade for an assignment which is 10% over the word limit.

Please submit late assignments to Luisa Acheson (Rutherford House, Room 1022, telephone: 463 5720).

Mandatory course requirements

To fulfil the mandatory requirements for this course you must:

1. Attend at least seven tutorials
2. Visit Matiu/Somes Island on the visitor impact management fieldtrip
3. Submit all assessments
4. Obtain at least 40% in the final exam

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

SIGNUP FOR TUTORIALS

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. You must always attend the tutorial session 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 TOUR250. The TOUR250 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) for tutorials anytime **between Tuesday 17 July 5pm and Friday 20 July 3pm**. 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.
Confirmation of your tutorial group will be posted on Blackboard on Friday 20 July at 4pm.

If you miss the Friday 20 July tutorial enrolment deadline you will need to contact the Tourism Management Administrator (luisa.acheson@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 at least two 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.

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.

Left over copies of material handed out in lectures will be placed in box on level 9 of Rutherford House.

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

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
Find key dates, explanations of grades and other useful information at www.victoria.ac.nz/home/study

Find out about academic progress and restricted enrolment at
http://www.victoria.ac.nz/home/study/academic-progress.aspx

The University's statutes and policies are available at www.victoria.ac.nz/home/about/policy, except qualification statutes, which are available via the Calendar webpage at
http://www.victoria.ac.nz/home/study/calendar.aspx (See Section C).
Further information about the University's academic processes can be found on the website of the Assistant Vice-Chancellor (Academic) at www.victoria.ac.nz/home/about_victoria/avcacademic/default.aspx

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 Office
http://www.victoria.ac.nz/vbs/studenthelp

Te Putahi Atawhai
Maori and Pacific Mentoring Programme
http://www.victoria.ac.nz/tpa