



Victoria Management School

CMSP 803
Marketing Management

Trimester 2 ~ 2014

COURSE OUTLINE

Contact Details

Course Co-ordinator:

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Trimester Dates

Teaching Period: Monday 14th July – Friday 17th October

Study Period: Monday 20th October – Thursday 23rd October

Examination Period: Friday 24th October – Saturday 15th November (inclusive)

Withdrawal from Course

Your fees will be refunded if you withdraw from this course on or before Friday 25th July 2014.

The standard last date for withdrawal from this course is Friday 26th September 2014. 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 Commerce Faculty's Student Customer Service Desks at Pipitea (Ground floor Rutherford House) and Kelburn (EA121).

Class Times and Room Numbers

Tuesday	19:40 – 21:30
Lecture Theatre	RH LT3

Course Content

Marketing plays an important part in our day-to-day lives, and is an integral part of our consumer society. Whilst marketing strategy is not prescriptive in that one size fits all, it is possible to understand the dynamics of marketing and apply appropriate concepts and frameworks to a marketing problem. Therefore, CMSP 803 presents an overview of the marketing process and the key marketing management decisions in the areas of product and service delivery, pricing, communications, and distribution. The course includes lectures, class discussion, case-study analysis and written assignments.

Course Objectives

On completion of CMSP 803, Course Participants should be able to:

1. Analyse marketing problems in terms of the set of influences acting on a marketing decision-maker either in private or public sector organisations.
2. Think critically and creatively about the applicability of marketing concepts and frameworks.
3. Understand the marketing perspective so that you enhance your ability as a reflective practitioner.
4. Consider marketing practice themes across industry types (fast-moving consumer, consumer durables, financial services, other services, business to business).

Workload

Workload expectations for this course are 10 hours per week for the 12 teaching weeks and 30 hours during the mid-trimester break. You are expected to spend an average of 10 hours per week on the various activities associated with CMSP 803. An indicative breakdown of how this time will be spent, per week, is as follows:

	<u>Hours</u>
Class time	2
Reading	2
Case Preparation	2
Assignments	4
Total	10

It is particularly important that you read assigned material **before** attending each lecture and tutorial. Advance preparation and participation in class discussions play a vital part in your reaching the objectives for the course.

Individual Work

While the Post Experience programme has a tradition of study group collaboration, there are important elements in the assessment process that are strictly individual. Collaboration on individual assignments is not allowed beyond general discussion as to how one might interpret the nature of the assignment question. Please do not work together to formulate a response and do not loan out your completed assignment before it has been marked.

Readings

The recommended textbook for CMSP 803 is David Stewart & Michael Saren, 'Marketing Pathfinder: Core concepts and cases for marketing strategy and decision making', John Wiley & Sons, Chichester, 2014

Additional materials such as case studies, etc. will be made available to you during the Course via blackboard.

Materials and Equipment

It is expected that all assignment submissions will be prepared on white bond paper using PC technology and submitted in hard copy before the beginning of class on the due date. All other assessment materials will be supplied. The final examination will require hand-written responses to questions to be submitted in a VUW examination booklet.

Assessment Requirements

Mark allocations for each assessed component are:

Market Analysis: **15%**

You are required to analyse a market of your choice, but one where you are not currently employed. Working in groups of 4 – 5, you will examine a marketing demand for a product/service by utilising concepts and theories outlined in class. Further information about the expectations of the analysis will be discussed in class. Each case report should be no more than 1500 words, and is due on *Tuesday, 19 August 2014*.

Case Analysis: **25%**

You can choose one of three cases, which will be downloaded on blackboard in Week 7 of the course. Each student should prepare a written summary of the key issues in response to the questions posed at the end of the selected case. The 1,000 word document is due on *Tuesday, 7 October 2014*.

Final Examination **60%**

Friday 24th October – Saturday 15th November (inclusive)

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 FCA programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

Examination

Students in this course are obliged to attend an examination at the University at any time during the formal examination period. The final examination for this course will be scheduled at some time during the following period:

Friday 24th October – Saturday 15th November (inclusive)

Mandatory Course Requirements***Obtaining Terms***

To obtain terms to sit the final examination in this course, students are required to fully participate in developing and submitting a market analysis, submit a case analysis, and achieve at least fifty percent of the total marks available for term work.

Passing the Course

In order to pass this course, students are required to obtain at least forty percent of the final examination marks available, and obtain at least fifty percent of the overall course marks available.

Class Representative

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

Grading Standards

Victoria Post Experience Grading Standards are as follows:

Excellent Category

A- (80 – 84%) to A (85 – 89%) to A+ (90% and above): The learning is demonstrated to a very high level of proficiency, i.e. it is at a standard that makes it exceptional at Master's level.

Very Good Category

B+ (75 – 79%): The learning is demonstrated at a high standard. Students have reached a level that clearly exceeds "competency".

Good Category

B (70 – 74%): The learning is clearly demonstrated without being exceptional in any way. Students can be thought of as fully competent.

Satisfactory Category

B- (65 – 69%): The learning is demonstrated without being exceptional in any way. Students can be thought of as competent.

Marginal Category

C- (50 – 54%) to C (55 – 59%) to C+ (60 – 64%): The learning is demonstrated to a minimally acceptable level. There may be flaws but these are not serious enough to "fail" the student.

Unsatisfactory / Failure Category

E (0 – 39%) to D (40 – 49%): The learning is absent or performed to a very low level, or the performance is seriously flawed.

Referencing

There are many different styles of referencing and the Faculty of Commerce & Administration at VUW has decided to make APA (American Psychological Association) referencing style the common standard across the Faculty. The Commerce and Central Libraries hold the APA Style Guide. You can also access the information from the online VUW library site (<http://www.vuw.ac.nz/library/resources/virtualref.shtml#style>).

Communication of Additional Information

Communication to students will take the form of emails for notices and reminders, and the use of Blackboard for displaying class notes and lecture slides, which will be posted the day following the lecture.

General University Policies and Statutes

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 and Administration Offices

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

Manaaki Pihipihinga Programme

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

Lecture Schedule – CMSP 803

Week	Date	Lecture Topic	Preparation
1.	15 July	Introduction	
2.	22 July	Mobilizing the Marketing Endeavour <i>Case: Are You Being Served</i>	Ch. 1
3.	29 July	Developing Products and Services <i>Case: Nighty Night, Sleep Tight</i>	Ch. 2
4.	5 August	Analysis and Understanding <i>Case: Rugby, Racing and Beer</i>	Ch. 3
5.	12 August	Understanding Why They Buy <i>Case: Hi-de-Hi!</i>	Ch. 4
6.	19 August	How Much Are They Prepared to Pay? <i>Case: Take Me Down to the Ball Game</i>	Ch. 5
7.	9 September	Over-Promising <i>Case: Washes Whiter</i>	Ch. 6
8.	16 September	Successful Brand Building <i>Case: Whisky Galore</i>	Ch. 7
9.	23 September	Finding the Right Marketing Space <i>Case: Cathedrals of Consumption</i>	Ch. 8
10.	30 September	Communication Heaven <i>Case: First Position</i>	Ch. 9
11.	7 October	Maverick Marketing <i>Case: Power by the Hour</i>	Ch. 10
12.	14 October	Back to the beginning – an overview	