

School of Management

TOUR250 MANAGING VISITOR IMPACTS

Trimester 2, 2014

COURSE OUTLINE

Names and Contact Details

Course Coordinator

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Tutorial Assistant

Sandra Goh

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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

1. Your fees will be refunded if you withdraw from this course on or before Friday 25th July 2014.
2. The standard last date for withdrawal from this course is Friday 26 September. 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.

Class Times and Room Numbers

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 ten tutorials (see course content).

Lectures	Time	Lecture Theatre
Mondays	11.30-12.20	GBLT4
Thursdays	11.30-12.20	GBLT4

Attendance at all lectures is strongly recommended. All important announcements concerning any alterations to the lecture program and tutorials will be made in the lectures, and 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	Computer Room (Weeks 3-5)
1	12.40-1.30pm	Mondays	RWW126	RWW202
2	1.40-2.30pm	Mondays	RWW126	RWW202
3	10.30-11.20am	Thursdays	RHGO2	RWW202
4	12.40-1.30pm	Thursdays	RWW125	RWW202

It is a tutorial requirement:

- for every student 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 eight tutorials is also necessary in order to fulfil the mandatory course requirements (see mandatory course requirements further on in this document). You must always attend your allocated tutorial session; if you need to attend a different session, you must first obtain permission from your tutor and the tutor of the session that you need to attend instead. Exemption from tutorial attendance will only be accepted with a medical certificate or in exceptional circumstances (contact both your tutor and the Tutorial Assistant Sandra Goh in this case). Tutorials start in the second week of the course and tutorial times are outlined above. Tutorials will be held during ten of the 12 weeks. Tutorial sign up will be via an online signup system called **s-cubed** (<https://signups.victoria.ac.nz>). Instructions 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 Monday 14 July 11.30am and Thursday 17 July 2pm**. Allocations are on a first come, first served basis so you are encouraged to sign up early. After signing up for a tutorial you can go back into s-cubed and change your choice up until Thursday 17 July at 2pm. Confirmation of your tutorial group will be posted on Blackboard by 3pm Friday 18 July.

If you miss the Thursday 17 July tutorial enrolment deadline, you will need to contact the Tutorial Assistant Sandra Goh (sandra.goh@vuw.ac.nz). Your email should state why you were not able to sign up on time and be accompanied by relevant supporting documentation, such as a medical certificate etc. You should also identify **at least** two tutorial times that you can attend. Sandra will then allocate a tutorial depending on availability. 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 an award-winning backpacker hostel, which takes place during the tutorials in week 7 (micro level perspective), the course also incorporates a day-long fieldtrip (macro level perspective) to Mātū/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, 13 September; back-up day in case of weather being too dangerous for a ferry crossing is Sunday 14 September. **You must keep both days free of daytime commitments!**

Time: On the day of the fieldtrip we will meet at 9.45am and we will be back at Queen's Warf by 5pm (at latest)

Clothing: Warm, wind and rain proof jacket & sturdy shoes with non-slip soles (it can get cold, windy and wet out there)

Why: it will support the theory covered in lectures by examining impact management in action; it allows you to learn about the all-important context for the accommodation report, and it is a lot of fun! (it is also a compulsory part of the course)

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.

Prescription

A systematic introduction to the management of tourism impacts with emphasis on social and cultural systems, economy and the physical environment. The course covers a range of analytical approaches including environmental impact analysis, social assessment, and economic multiplier analysis.

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 recognise 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 is 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, the development of a comprehensive understanding of: the diverse range of tourism impacts, the important concept of sustainable tourism development, as well as to discuss management solutions, is the core purpose of TOUR250 as a dedicated course on the management of 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 as a 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 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, fieldtrips) and outside class. TOUR250 is a 20 point course.

Group Work

This course contains two pieces of group work which are both based on the virtual fieldwork in Fiji. The first is a presentation that is assessed as a group (5%). The second is a group-assessed wiki (8%). During the weeks of the virtual fieldwork an average of six hours of group work should be arranged outside of class time per week; this can be face-to-face or online. This time allows for both exploring the island as a group and working on the two group assignments; additional tutorial preparation will not be required during these weeks.

Week	Dates (Mondays & Thursdays)	Lecture (11.30am-12.20pm GBLT4)	Tutorial (for time and room see BB)
1	14 July	Introduction to Visitor Impact Management & Sustainable Development in Tourism	No Tutorial
	17 July		
2	21 July	Contextualising a critical challenge: Climate Change and Tourism	Intro to TOUR250 tutorials and briefing on Virtual Fieldtrip Task
	24 July		
3	28 July	Economic Impacts of Tourism: their measurement and management	Introduction to Virtual Fieldtrip (held in computer room)
	31 July		
4	4 August	Tourism impacts on the natural (land) environment and their management	Workshop: exploring the virtual island (held in computer room)
	7 August		
5	11 August	Tourism impacts on the natural (land) environment and their management	Exercise: Exploring economic impacts
	14 August		
6	18 August		Reporting back from virtual fieldtrip: group presentation and submission of report
	21 August		
<i>Study Break!</i>			
7	8 September	Tourism Impacts on urban Environments and their Management	Site visit: A managerial insight into Award-winning Wellington YHA
	11 September		
<i>Weekend 13/14 September</i>		<i>Fieldtrip to Matiu/Somes Island</i>	
8	15 September	Tourism impacts on the Marine Environment and their management	Workshop: Developing the Sustainable Lodge Report
	18 September		
9	22 September	Social and Cultural Impacts of Tourism and their management	International workshop: Sustainability and Language
	25 September		
10	29 September		Debate: Tourism and Ethics Tourism to North Korea
	2 October		
11	6 October		No tutorial
	9 October		
12	13 October	Case-study: integrating Central Concepts and Approaches	No tutorial
	16 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.
- 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 (2014). *Tourism Management 5th edition*. Brisbane: Wiley. (previous editions are similar and 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 Type	Weighting	Submission Date
Virtual Fieldwork:		
Group Presentation	5%	in Week 6 tutorials
Group Wiki	8%	submission at 5pm on day of tutorial in week 6
Individual reflection	7%	10 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 small project teams you will virtually visit a remote island in Fiji and conduct fieldwork as part of a Sustainable Tourism Consultancy Company. 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 (for or against development) to your class mates in week 6 tutorials as well as submit a comprehensive overview of what you propose in the form of a wiki. Both of these tasks are group tasks. Reflecting on this experience you are then asked to write an individually-assessed reflection. More information about the virtual fieldtrip to Fiji and the three associated assessment tasks 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 sustainable tourism consultant and produce a report which outlines how to implement the principles of sustainability in the development of a backpacker/hostel on Matiu/Somes Island; an island you will visit during the fieldtrip. 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 (excluding reference list and illustrative appendices)

Submission deadline: 3 October (noon) TOUR250 assignment box, Mezzanine Floor, Rutherford House.

Examinations

This course has a three hour final examination. The final examination for this course will be scheduled during the period Friday 24 October – Saturday 15 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.

From Trimester 1, 2014, a revised Assessment Handbook will apply to all VUW courses: see <http://www.victoria.ac.nz/documents/policy/staff-policy/assessment-handbook.pdf>.

In particular, there will be a new grade scheme, in which the A+ range will be 90-100% and 50-54% will be a C-.

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 (Sandra Goh)**, 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 (Sandra Goh) 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 Reception, (Rutherford House, Room 1022, telephone: 463 5720).

Mandatory Course Requirements

In addition to obtaining an overall course mark of 50 or better, students must ...

1. Attend at least eight 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

If you cannot complete an assignment or sit a test or examination, refer to www.victoria.ac.nz/home/study/exams-and-assessments/aegrotat

SIGNUP FOR TUTORIALS

Requirements to use this software:

- You must be enrolled in the course; 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 Monday 14 July 11.30am and Thursday 17 July 2pm**. 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 18 July by 3pm.

If you miss the Thursday 17 July tutorial enrolment deadline you will need to contact the Tutorial Assistant Sandra Goh. Your email should state why you were not able to sign up on time and be accompanied by relevant supporting documentation such as a medical certificate etc. You should also identify **at least** two tutorial times that you can attend. Sandra will then allocate a tutorial depending on availability. 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.

Class Representative

A class representative will be elected in the first class, and that person’s name and contact details made 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.

Communication of Additional Information

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

Any leftover copies of material handed out in lectures will be made available in the tourism box in the Murphy building, level 2.

Student feedback

Student feedback on University courses may be found at www.cad.vuw.ac.nz/feedback/feedback_display.php

Link to general information

For general information about course-related matters, go to <http://www.victoria.ac.nz/vbs/studenthelp/general-course-information>

Note to Students

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 academic audit. The findings may be used to inform changes aimed at improving the quality of VBS programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.
