SCHOOL OF MANAGEMENT AND MARKETING

MGMT102
Business Communication

SUBJECT OUTLINE
Wollongong Campus
Spring 2006

6 Credit Points

LECTURE: WEDNESDAY 13:30–15:30
Building 14 Room G01
(Central Lecture Theatre)

SUBJECT COORDINATOR/LECTURER : Mr Matt Ngui
TELEPHONE : 02 42213273
EMAIL : mngui@uow.edu.au
OFFICE : 40.148
CONSULTATION TIMES : Tuesday 16:30–17:30
                      Wednesday 09:00–11:00
Subject Description

This subject introduces the theory and practice of communication in business and in workplaces. It offers knowledge and information on how students can become more effective, culturally sensitive and humane communicators personally and professionally. It examines and discusses the cultural, organisational and personal contexts and processes of communication in groups, meetings, interviews, public speaking, presentations and writing. Other issues discussed include interpersonal skills, understanding non-verbal messages, listening and building relationships in business and workplaces.

Student Objectives

The objectives of this subject are:

1. Explain the foundations of communication, its contexts, processes and the skills required to be an effective, culturally sensitive and humane communicator.
2. Analyse communication barriers and difficulties with a view to developing solutions to overcome them.
3. Identify the significance of listening, non-verbal messages and building relationships in communication.
4. Plan how to manage, mediate and resolve conflicts in communication.

Tertiary Literacies

In the achievement of these learning objectives, the following tertiary literacies are regarded as central to the subject:

1. Self-confidence in oral & written communication skills.
2. Learn the basics of communication & information literacy in the context of business and organisations and workplaces.
3. An appreciation of communication across cultures, diversity and the global environment.
4. A capacity for, and understanding of working in teams, groups and organisations.

Required Texts

Dwyer, J. 2005, 3rd edn. Communication in Business, Pearson/Prentice Hall, Australia. ($69.95 Unishop discounted price)
Recommended Reading

A large number of books and journal articles are listed in the Dwyer textbook following each chapter. Students are encouraged to refer to these references for further reading. However, additional books on communication in business are as follows:


This is not an exhaustive list of references on the subject. Students are advised to locate additional reading from the library.
SECTION A: General Information

A WebCT site has been established for this subject and accessible to all enrolled students. All lecture slides and relevant information from the subject will be posted on this site, including a communication section to generate discussion relevant to the subject.

Lecture Times

Lectures will be held on Wednesday 13:30-15:30 Building 14 Room G01

Lecture Program

<table>
<thead>
<tr>
<th>Date</th>
<th>Lecture Themes</th>
<th>Reading</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>Foundations of Communication</td>
<td>Chapter 1</td>
</tr>
<tr>
<td>19/07/06</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 2</td>
<td>Intercultural Communication</td>
<td>2</td>
</tr>
<tr>
<td>26/07/06</td>
<td></td>
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</tr>
<tr>
<td>Week 3</td>
<td>Non-verbal Communication</td>
<td>3</td>
</tr>
<tr>
<td>02/08/06</td>
<td></td>
<td></td>
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<tr>
<td>Week 4</td>
<td>Role of Listening (Guest Lecturer)</td>
<td>4</td>
</tr>
<tr>
<td>09/08/06</td>
<td></td>
<td></td>
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<tr>
<td>Week 5</td>
<td>Interpersonal Communications - dynamics</td>
<td>5</td>
</tr>
<tr>
<td>16/08/06</td>
<td></td>
<td></td>
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<tr>
<td>Week 6</td>
<td>Dealing with Conflict</td>
<td>7</td>
</tr>
<tr>
<td>23/08/06</td>
<td></td>
<td></td>
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<tr>
<td>Week 7</td>
<td>Reading Week : no lecture or tutorials</td>
<td></td>
</tr>
<tr>
<td>30/08/06</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 8</td>
<td>Customer Service</td>
<td>8</td>
</tr>
<tr>
<td>06/09/06</td>
<td>Reflective essay due today, submitted in your tutor.</td>
<td></td>
</tr>
<tr>
<td>Week 9</td>
<td>Organisational Communication</td>
<td>9</td>
</tr>
<tr>
<td>13/09/06</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 10</td>
<td>Meetings: Face to Face and Electronic</td>
<td>12</td>
</tr>
<tr>
<td>20/09/06</td>
<td></td>
<td></td>
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<tr>
<td>27/09/06</td>
<td>Recess week : no lectures or tutorials</td>
<td></td>
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<tr>
<td>Week 11</td>
<td>Communication Online</td>
<td>19</td>
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</tr>
<tr>
<td>04/10/06</td>
<td>(Dr Richard Caladine, Senior lecturer, CEDIR) (Guest Lecturer)</td>
<td></td>
</tr>
<tr>
<td>Week 12</td>
<td>Presentations and Public Speaking (Guest Lecturer)</td>
<td>20</td>
</tr>
<tr>
<td>11/10/06</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Week 13</td>
<td>Employment Communication</td>
<td>22</td>
</tr>
<tr>
<td>18/10/06</td>
<td>Ms Adeline Ong, Recruitment Manager, UOW (Guest lecturer)</td>
<td></td>
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<tr>
<td></td>
<td>Subject summary &amp; Examination Outline</td>
<td></td>
</tr>
<tr>
<td>23/10/06-27/10/06</td>
<td>Study week</td>
<td></td>
</tr>
<tr>
<td>18/10/06-10/11/06</td>
<td>Final examination</td>
<td></td>
</tr>
</tbody>
</table>

**Tutors**

<table>
<thead>
<tr>
<th>Tutors</th>
<th>Consultation times</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr Huong Le</td>
<td>TBA</td>
<td>Commerce Tutor’s Room 40.222</td>
</tr>
<tr>
<td><a href="mailto:Huong_le@uow.edu.au">Huong_le@uow.edu.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ms Donna Anthony</td>
<td>TBA</td>
<td>Commerce Tutors Room 40.222</td>
</tr>
<tr>
<td><a href="mailto:donnaa@uow.edu.au">donnaa@uow.edu.au</a></td>
<td></td>
<td></td>
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</tbody>
</table>
Tutorials

The day, times and location for tutorials in this subject is available on the Management discipline time-table website available at:


In general, tutorials for this subject are on Tuesdays, Wednesdays and Fridays.

Tutorial Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Tutorial Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>17/07/06</td>
<td>No formal tutorials. Subject coordinator and tutor(s) will be available for consultation</td>
</tr>
</tbody>
</table>
| 2    | 24/07/06  | **First week of tutorial**  
**Introduction & organisation.** The management & introduction to the internet based exercises tutorials tasks, group formation and selection of tutorial commitments. |
| 3    | 31/07/06  | Internet Search Exercises Nos 1, 2 & 3: *Perspectives on non-verbal communication*, p72 of the text book. |
| 4    | 07/08/06  | Numbers 1, 2 & 3: *Crucial Rôle of Listening*, p93 of the textbook |
| 5    | 14/08/06  | Ditto 1, 2 & 3: *Dynamics of Interpersonal Communication*, p126. |
| 6    | 21/08/06  | Ditto 1, 2, & 3, *Dealing with Conflict*, p180 |
| 7    | 28/08/06  | Reading week, no tutorials |
| 8    | 04/09/06  | Ditto 1, 2, & 3: *Customer Service & Public Relations*, p213 |
| 9    | 11/09/06  | Ditto 1, 2 & 3: *Role of Organisational Communication*, p245 |
| 10   | 18/09/06  | Ditto 1, 2 & 3: *Meetings-Face to Face & Online*, p358. |
| 11   | 25/09/05  | Mid-session recess – one week |
| 12   | 02/10/06  | Ditto 1, 2, & 3: *Communication Online*, p588. |
| 13   | 09/10/06  | Ditto, 1, 2 & 3: *Presentation and Public Speaking*, p 615. |
| 14   | 16/10/06  | Ditto , 1,2 & 3: *Employment Communications*, p666 (End of tutorials) |
| 23   | 23/10/06  | Study recess – one week |
| 28   | 28/10/06  | Examinations until 10/11/06, the exact dates will be on announced later in SOL |

This schedule may be subject to change.
## SECTION B: Assessment

<table>
<thead>
<tr>
<th>Assessment 1</th>
<th><strong>Tutorial</strong> [for details see Appendix]</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
<td>Internet Exercise and Presentation</td>
</tr>
<tr>
<td><strong>Size</strong></td>
<td>Maximum of 3 students per group; every student must complete an exercise to receive a mark for this assessment.</td>
</tr>
</tbody>
</table>
| **Marking criteria** | Each student will receive an individual mark as well as a group mark.  
*Individual (4 marks each)*  
1. How well did the student understand the issues in the exercise?  
2. Was the presentation succinct, brief & interesting?  
3. How well did the student communicate the findings of the exercise?  
4. How well did the student research the exercise?  
5. How well did the student apply communication theory or concepts in the presentation?  
*Group (5 marks)*  
6. How well was the time managed? (1 mark)  
7. How well was each member of the group contributed towards the summary presentation? (4 marks)  
**Students must email the tutor to indicate their assessment of each others contribution to the presentation, as soon as the tutorial is completed.** |
| **Length** | 5-10 minutes presentation per student (x 3)  
5-10-minute summary of key points from all three internet exercises and 5-15 minute discussion or activity at the end of the tutorial  
Total time: 55 minutes |
<p>| <strong>Weighting</strong> | 25% of the total marks for this subject; each student will receive a separate mark for his or her presentation. |
| <strong>Due date</strong> | Weekly, from Week 2 onwards |
| <strong>Category of assignment</strong> | This is a Category 2 Assignment (see definitions below). |
| <strong>Where assignment is to be submitted and returned</strong> | In designated tutorial classes and times students are enrolled in. |</p>
<table>
<thead>
<tr>
<th>Assessment 2</th>
<th>Reflective Essay (for more details see the Appendix)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Reflection on a significant communication experience in your life.</td>
</tr>
</tbody>
</table>
| Marking criteria | 1. How well did the student communicate his or her experience(s) in writing in this essay? (4 marks)  
2. How well was the essay organised? (4 marks)  
3. How well did the student describe, argue & analyse the experience(s)? (4 marks)  
4. How well did the student analyse the experience in terms of a theoretical framework or concepts? (4 marks)  
5. How well did the student reflect on the experience(s) (5 marks)  
6. Did the student conform to the word limit? (2 marks)  
7. Are references cited correctly according to the Harvard System? (2 marks) |
| Length      | 1000 words (a word count must be clearly shown in the front page of your essay) |
| Weighting   | 25% |
| Due date    | During Week 8 (from 4th September, 2006 onwards) depending on the day of your tutorial. |
| Category of assignment | This is a Category 3 Assignment (see definitions below). |
| Where assignment is to be submitted and returned | Essays must be submitted to your tutor on the day of your tutorial class |

<table>
<thead>
<tr>
<th>Assessment 3:</th>
<th>Final Examination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weighting</td>
<td>50%</td>
</tr>
<tr>
<td>Date</td>
<td>Between 28/10/06 and 10/11/06 but the exact date will be announced in SOL</td>
</tr>
<tr>
<td>Time allowed</td>
<td>2 hours 15 minutes</td>
</tr>
</tbody>
</table>
| Structure of paper | Section A: (2) Essays,  
Section B: (20) Multiple Choice questions on the complete subject. |

NOTE: The examination format cannot be changed from that stated above without the written consent of all students enrolled in this subject.
APPENDICES:

Assignment 1: Tutorial Internet Exercise and Presentation

The aim of this assignment is to enable students to learn how to communicate the result of an internet search on a specific communication issue and inform, discuss and generate debate with other students in the tutorial.

Each group will consist of 3 students maximum. Each student in the group will be required to self select an internet exercise (number 1, 2 or 3) from the textbook with the view to making a 15-minute (maximum) presentation to the tutorial. Then one student needs to make a 10-minute (maximum) summary of the exercise and address the question of what did the three exercise inform us about communication. The last 5 minutes will be allocated for class discussion.

Students will self select into groups of 3 from mixed cultural backgrounds. Together, the group must organise and learn the issues, problems and solutions associated with the exercise.

Students are required to learn how to communicate clearly, succinctly, briefly, and on time to present & discuss the issues, problems and solutions of the internet exercise.

Students are encouraged to be as creative as possible in making the presentation interesting, participatory and educational.

Guidelines:

1. Read the internet exercise carefully
2. Organise a meeting of the group
3. Discuss the tasks ahead of the group
4. Decide on the allocation of tasks, remembering that it must be equitable.
5. Start the internet search as soon as possible.
6. Decide what method the group will use- PowerPoint slides, overheads, role-play, visual aids, food, music, clothes and any relevant background.
7. Ensure that you introduce the internet exercise to the tutorial class at the beginning
8. Identify at least 4 questions for discussion, or questionnaire or checklist for the class to complete.
9. Rehearse the presentation, checking it for accuracy of content, time management and delivery.
10. Final adjustments to the presentation
11. Make the presentation

Assignment 2: Reflective Essay

This essay is aimed at developing a student’s ability to reflect on the student’s values, assumptions, beliefs and behaviour, applied to a personally significant communication experience(s). It could be positive or negative or both. Students are required to analyse the experience(s) in terms of the relevant communication theory or concepts discussed in the textbook or in lectures.

If students are uncertain of the meaning of reflection, please consult an appropriate English language dictionary and a handout in the subject WebCT site. The basic assumption of this essay is that students need to know and understand his or her own values, assumptions, beliefs and behaviour to be an effective communicator and to relate appropriately to others from another culture and society.

Students should refer to textbook and other journal articles to support their arguments, analysis or opinions and statements.
A purely descriptive account of a significant communication experience(s) without analysis will not attract high marks in this essay.

Guidelines:

1. Decide on a significant communication experience(s) in your life.
2. Plan your reflective essay in terms of how and what you want to write about - your story line.
3. Structure your essay according to key words e.g. ‘introduction’, ‘experience’, ‘analysis’ and ‘conclusion’.
4. Refer to the textbook or other publications which support your the statements, opinions, or conclusions in your essay.
5. Review your essay to ensure that it answers the topic.
6. What is your argument in the essay?
7. Check your English expression for spelling and grammatical errors.
8. Ensure that your essay is within the word limit.
9. Check that the referencing is consistent with the Harvard System.
10. Is the essay the ‘best’ you can write?
### SECTION C: Rules, Codes of Practice & Policies

#### C1 University Policies

Information on the following University Policies can be found at the websites below:

<table>
<thead>
<tr>
<th>Policy</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethical objection by students to the use of animal &amp; animal products</td>
<td><a href="http://www.uow.edu.au/about/policy/ethicalobjectionanimals.html">http://www.uow.edu.au/about/policy/ethicalobjectionanimals.html</a></td>
</tr>
<tr>
<td>subjects</td>
<td></td>
</tr>
<tr>
<td>Non Discriminatory Language – practice and presentation*</td>
<td><a href="http://staff.uow.edu.au/eed/nondiscrimlanguage.html">http://staff.uow.edu.au/eed/nondiscrimlanguage.html</a></td>
</tr>
</tbody>
</table>

* * see brief explanation of policy below.

#### C1.1 Non-discriminatory Language

The Faculty of Commerce supports the University’s policy on the use of non-discriminatory language. It is the responsibility of students to ensure that they understand and abide by this policy. The policy is available at:

http://staff.uow.edu.au/eed/nondiscrimlanguage.html
C1.2 Attendance Requirements

This is a six credit-point subject. You should note that each credit point has an implied minimum workload of two hours per week (this include class attendance).

C1.3 Performance Level

In line with University grading regulations, the grades of performance in this subject are as follows:

Grades of performance for 100, 200, 300 and 400 level subjects

The approved grades of performance and associated ranges of marks for 100, 200, 300 and 400 level subjects are as follows:

Satisfactory completion:

- High Distinction ........................................85% to 100%
- Distinction ........................................75% to 84%
- Credit ................................................65% to 74%
- Pass ..................................................50% to 64%
- Pass Restricted (for 100 & .........45% to 49%
- 200 Level subjects only) or
- Pass Conceded

Unsatisfactory completion:

- Fail .....................................................0% to 44%

Grades of performance for 800 and 900 level subjects

The approved grades of performance and associated ranges of marks for 800 and 900 level subjects (except for research subjects) are as follows:

Satisfactory completion:

- High Distinction ........................................85% to 100%
- Distinction ........................................75% to 84%
- Credit ................................................65% to 74%
- Pass ..................................................50% to 64%

Unsatisfactory completion:

- Fail .....................................................0% to 49%

To be eligible to pass this subject, students must achieve at least 45% on the final examination.

C1.4 Assignment Categories

Collaboration between students during the preparation of semester assignments or case studies is only permitted dependent upon the category of assignment declared by the subject coordinator and as printed in the Subject Outline.

Category 1 – Take Home Exams: No collaboration of any kind is permitted between students or anyone else during formation and preparation of the contents of the student submission.
Category 2 – Group Assignments: Collaboration is permitted between students in the same group but not with students in other groups.

Category 3 – Individual Assignments: Collaboration is permitted between students only in the form of general discussion pertaining to relevant concepts or potential issues to be dealt with in completing the assignment. However, collaboration must not proceed to the point where it contributes directly to the final submission produced by the student. Joint planning of the actual contents of a student’s submission is not permitted. Where the assignment requires formulation of a set of recommendations, a problem solution, or a specific course of action, collaboration is not permitted during their formulation. Needless to say, collaboration is not permitted during the actual preparation and writing of the student submission.

Category 4 – Open Assignments: Collaboration with other students is permitted, subject to the normal rules governing plagiarism. That is, direct use of ideas contributed by others must be acknowledged.

C1.5 Scaling

It is the policy of the School of Management & Marketing that marks awarded for any assignment, any part of an assignment or examination during the semester may be subject to moderation or scaling at the end of the semester. Where moderation or scaling takes place, it will follow a detailed consideration of the student’s marks.

C1.6 Special Consideration Policy

The Faculty of Commerce recognises that it has a responsibility to ensure equity and consistency across its subjects for all students. Sometimes, in exceptional circumstances, students need to apply for special consideration in order to complete all assessable work.

The University applies strict criteria to the granting of special consideration. Before applying for special consideration students should carefully read the University’s policy. The policy can be found at:


C1.7 Student Academic Grievance Policy

The Faculty of Commerce aims to provide a fair, equitable and productive learning environment for all its students. The Student Academic Grievance Policy seeks to support the achievement of this goal by providing a transparent and consistent process for resolving student academic grievances.

Any student who has a grievance over a result should obtain a Faculty of Commerce Appeal of Assessment Form from the Schools or the Sub-Dean’s Unit. The student has TWENTY ONE (21) DAYS after the release of the examination results to complete this form. The student should firstly take the form to the marker/lecturer to discuss the matter and, if the student is still not satisfied, s/he should take the next step as outlined on the form.

Once the grievance has been considered by the Faculty, if the student still feels the situation has not been fully resolved s/he may consult the Dean of Students. However, the Dean of Students can have no input into the academic judgement of the lecturer and can only review the grievance to ensure proper procedure has been followed.
For more information, please consult the policy in full at


C1.8 Online Learning
A WebCT Vista site has been set up for this subject which can be accessed through the following URL: http://www.uow.edu.au/student/e-learning. Students must have a Unix account and a password to use this Online Learning resource. [Delete if not applicable]

C1.9 Submitting Assessment Work
Assessed work is a piece of work required to be done (not under examination conditions) as part of the subject and to be given a percentage mark, with the mark to count as part of the final mark for the subject.

Assessed work must be handed in by the date and time given. Assessed work handed in late may be penalised by the deduction of 10% of the mark received for the assignment per 24 hours of the weekday or part thereof. The operation of this rule will not result in a negative mark to be carried forward. This penalty for late submission may be waived upon presentation of a medical certificate of illness for a relevant period, or upon evidence of a serious and utterly exceptional crisis.

Assessed work not handed in on time must nevertheless be completed within fourteen (14) days to a satisfactory standard. Failure to complete ALL assessed work will result in FAILURE OF THE ENTIRE SUBJECT, other marks notwithstanding.

Students who enrol late in a subject, may be permitted to submit assessed work for the award of mark according to a schedule determined by the lecturer, clauses (a) and (b) notwithstanding.

All assessed work must represent ORIGINAL work and must not be submitted for more than one subject at the University.

If a student does not attend a mid-session examination, and also fails to produce satisfactory medical or other reasons for this, a deferred examination will NOT be offered, and the student may be deemed to have failed the subject, other marks notwithstanding.

There will be no re-submission of failed work and assignments.

Assessment tasks which are relevant to the final examination for the subject will be marked and available for collection prior to the study week before the final examination.

A Faculty of Commerce assignment cover sheet must be attached to each piece of written assessment. This cover sheet can be obtained from the website:


C1.10 Participation/Contribution to tutorials
Students can fail the subject unless they attend 75% of tutorials in the subject. Attendance will be formally recorded by the tutor/lecturer. This may be waived upon presentation of a medical certificate of illness for a relevant period, or upon evidence of a serious and utterly exceptional crisis.
C2 Faxing Assessment Work

Students may not e-mail or fax assignments unless specifically requested by or with the approval of the subject coordinator.

C2.1 Plagiarism

Plagiarism means using the ideas of someone else without giving them proper credit. For example, that someone else may be an author, critic, journalist, artist, composer, lecturer, tutor or another student. Unintentional plagiarism can result if you don't understand and use the acceptable scholarly methods of acknowledgement. Whether plagiarism is deliberate or unintentional, the University may impose penalties, which can be very severe. When it is desirable, or necessary, to use other people's material, take care to include appropriate references and attribution. Plagiarism will not be tolerated and has led to expulsion from the University.

Students should visit the following University website and become familiar with the University’s policy on Plagiarism.


C2.2 Referencing

Why do you need to reference?

At University it is necessary to acknowledge the sources of information and ideas that you have incorporated in your assignments. Failure to do this thoroughly may result in accusations of plagiarism: this is the academic equivalent of stealing (because by not acknowledging someone else’s work, you are presenting it as your own). Plagiarism is taken very seriously by the University and may result in expulsion from the University.

Referencing is not only about acknowledging other people's work: accurate referencing and lists of references are beneficial when researching a topic as they allow the reader to follow up information and read further into the area. In a sense, references provide readers with clues to help them explore different avenues of a topic. This aspect of referencing will become more valuable to you as you progress in your studies.

There is a correct procedure that must be followed when referencing and using footnotes. Not complying with these set techniques and format will most likely result in loss of marks. When writing an essay it is easiest to reference as you go, making sure you are writing down all relevant information. This will save hours trying to find the source again in the library.

C2.3 The Harvard System of Referencing

The Faculty of Commerce uses the Harvard system of referencing. This system makes use of short references within the body of the text. It is supplemented by a detailed list of references at the end of the text, which provides all the information necessary to find the source material. In-text references include the author and year of publication, and where necessary the page number(s).

It is the responsibility of students to ensure that they are familiar with the Harvard system of referencing and that they use it accurately in all written work submitted.

Students should consult the following University Library website for a detailed explanation and examples of the Harvard system of referencing.

C2.4 Citation of Electronic Sources

It is necessary for students to reference all sources used in their written work, including file transfer protocol sites, worldwide web sites, telnet sites, synchronous communications (MOOs, MUDs, IRC, etc.) Gopher sites, and email, Listserv and Newsgroup citations.

It is the responsibility of students to ensure that they are familiar with the accepted Faculty of Commerce practice for referencing electronic material and that they use it accurately in all written work submitted.

Students should consult the following University Library website for a detailed explanation and examples of how to reference electronic material.


C2.5 Support Services and Facilities

Learning Resource Centre

Learning Development offers a range of free services to all enrolled students who wish to improve their academic or English language skills. There are a range of workshops available including; essay writing and editing; reading for assignments; grammar; presentation skills; pronunciation and exam preparation.

For information on language and academic skills workshops, or to make appointments for consultations, please visit the Learning Resource Centre (LRC), Building 19, Ground Floor, Room G102, or Phone 02 4221 3977. For further information visit the website:


C2.6 Faculty Librarians

Each faculty has a Faculty Librarian who is available to help with research related enquiries. Research Help Desk staff are also available in the Library to assist with research needs.

The Faculty Librarians for Commerce can be contacted as follows:

email: lib_commerce@uow.edu.au
telephone: 42 213078

C2.7 Disability Liaison Officer

The Disability Liaison Officer (DLO) can provide advice on how particular disabilities affect university study and information on resources available at the University for assisting students with disabilities. Students commencing courses are advised to contact the Disability Liaison Officer prior to the beginning of their first session of study.

For further information on services offered, consult the Disability Services website or contact the office.

web address: http://www.uow.edu.au/student/services/ds/
telephone: 42 213445
fax: 42 215667
C2.8 Faculty Disability Advisers

Faculty Disability Advisers are academic staff who provide assistance and support to students with disabilities within their Faculty and act as an intermediary between the student and the Faculty's academic and general staff. They provide support, educational advice and referral to appropriate staff on issues related to teaching and learning within the Faculty and the University. Students are advised to communicate specific information about the ways in which their disability affects learning to the Faculty Disability Adviser as soon as possible after enrolment.

The Faculty of Commerce Disability Adviser is Mr. Ron Perrin. Mr Perrin can be contacted as follows:

- Office location: Building 40, room 224
- email address: ron_perrin@uow.edu.au
- telephone: 42 214118

C2.9 Woolyungah Indigenous Centre

Woolyungah Indigenous Centre (WIC) provides academic and personal support for Aboriginal & Torres Strait Islander and other indigenous students. The Centre also runs an Indigenous Specific Orientation Program for students who gain entry to the University through the alternative admissions program.

For further information on services offered, consult the Aboriginal Education Centre website or contact the office.

- Centre location: Building 30
- web address: http://www.uow.edu.au/aec/
- telephone: 42 213563
- fax: 42 214244