



Course Outline

OPTM6424

PROFESSIONAL OPTOMETRY

Optometry and Vision Science

Faculty of Science

TERM 2, 2020

Total 10 weeks: Week 1 commencing Monday 01 June 2020
to Week 10 commencing Monday 03 August 2020

1. Staff

Position	Name	Email	Consultation times	Contact Details
Course Convenor	Donna La Hood	d.lahood@unsw.edu.au	By appointment	d.lahood@unsw.edu.au Phone: 93857461
Lecturer	Various guest speakers	Via Course Convenor Donna La Hood	By appointment	Via Course Convenor Donna La Hood

2. Course information

Units of credit: 6

Pre-requisite(s): NA

Teaching times and locations: To be allocated

2.1 Course summary

The course will focus on providing the student with an understanding of the full scope of optometric practice including the needs of small business operators by providing a solid foundation in the key business disciplines. This will reflect issues that can arise in the strategic management and development of an optometric practice.

Topics will include human resources management, ethics, business planning and development, accounting/finance administration, microeconomics, personal finance, marketing, operations management, entrepreneurial skills, leadership, personal development, business law and cultural competency in healthcare.

The teaching approach will provide a stimulating and interactive environment for students to develop their professional, business, leadership and teamwork skills in order to become a successful optometrist within the profession. It will also help establish an appreciation for the wide range of opportunities offered within optometry.

2.2 Course aims

A major focus in optometric education is to produce eye care professionals who offer complete patient care including a deep appreciation of cultural competency issues, especially related to healthcare.

This course is designed to prepare future optometrists to manage a private practice successfully as well as showcase other opportunities within the profession including those in industry, academia, research, government and public health

2.3 Course learning outcomes (CLO)

At the successful completion of this course you (the student) should be able to:

1. Understand the full scope of optometric practice
2. Appreciate the wide range of opportunities offered within optometry
3. Understand the major business principles associated with optometric practice
4. Appreciate the many roles of an optometrist in practice management
5. Understand optometry's role in a multidisciplinary team of eye-care practitioners
6. Develop oral and written communication skills to interact with patients and allied health professionals in a precise and informative way
7. Develop and understand the many skills required to run a successful optometric practice
8. Integrate the knowledge gained from this and other optometry courses
9. Develop cultural competency knowledge resulting in their *ability to deliver optometric care that considers cultural, religious, language and socio-economic diversity* (Optometry Australia Entry-Level Competency Standards for Optometry 2014, Kiely et al Clin Exp Optom 2015; 98 65-89, page 75)

2.4 Relationship between course and program learning outcomes and assessments

Course Learning Outcome (CLO)	LO Statement	Program Learning Outcome (PLO)*	Related Tasks & Assessment
CLO1	Understand the full scope of optometric practice	1, 2, 5	Presentation Assessment (essay topic choice)
CLO2	Appreciate the wide range of opportunities offered within optometry	1, 2, 5	Presentation Assessment (essay topic choice)
CLO3	Understand the major business principles associated with optometric practice	1, 2, 5	Presentation Assessment (essay topic choice)
CLO4	Appreciate the many roles of an optometrist in practice management	1, 2, 5	Presentation Assessment (essay topic choice)
CLO5	Understand optometry's role in a multidisciplinary team of eye-care practitioners	1 through 8	Presentation Assessment (essay topic choice)
CLO6	Develop oral and written communication skills to interact with patients and allied health professionals in a precise and informative way	1, 2, 3, 5, 7, 8	Presentation Assessment (essay topic choice)
CLO7	Develop and understand the many skills required to run a successful optometric practice	1, 2, 5, 8	Presentation Assessment (essay topic choice)
CLO8	Integrate the knowledge gained from this and other optometry courses	1 through 8	Presentation Assessment (essay topic choice)
CLO9	Develop cultural competency knowledge resulting in their <i>ability to deliver optometric care that considers cultural, religious, language and socio-economic diversity</i> (Optometry Australia Entry-Level Competency Standards for Optometry 2014, Kiely et al Clin Exp Optom 2015; 98 65-89, page 75)	1 through 8	Presentation Assessment (commentary on two publications)

3. Strategies and approaches to learning (Course Changes do to COVID 19)

3.1 Learning and teaching activities

Due to the COVID19 situation, this course has been brought forward from Term 3 to Term 2 and made fully available online. Ideally, as in previous years, most presentations are given in face-to-face, interactive sessions by guest presenters (see next page). These presenters are made up of optometrists, business consultants, lawyers, ophthalmologist, healthcare and health fund professionals and others. Unfortunately, they are unavailable for the 2020 program.

However, we are making available the 2019 presentation information including the 2019 presentation slides and the 2019 ECHO360 recordings for the students to review at their convenience. The information in the presentations has not been updated since 2019, but it is still very relevant. The student should ignore any content that specifically relates to the 2019 course – especially any 2019 course administration questions or comments made in the recordings or slides.

A suggested schedule for the students to work their way through the material, is listed in the next table. However, the student is free to work through the material at their own pace and schedule which most suits their current situation, as long as it is completed by the last date of the term and the assignments are submitted by the due dates. The Course Convenor will be available for real time discussions every Friday from 9am to 10am. Student attendance at these sessions is not compulsory.

3.2 Expectations of students

Student Expectations	<p>The 2019 presentation information including the 2019 presentation slides and the 2019 ECHO360 recordings are to be reviewed by the students at their convenience. The information in the presentations has not been updated since 2019, but it is still very relevant. The student should ignore any content that specifically relates to the 2019 course – especially any 2019 course administration questions or comments made in the recordings or slides.</p> <p>A suggested schedule for the students to work their way through the material, is listed in the next table. However, the student is free to work through the material at their own pace and schedule which most suits their current situation, as long as it is completed by the last date of the term and the assignments are submitted by the due dates. The Course Convenor will be available for real time discussions every Friday from 9am to 10am. Student attendance at these sessions is not compulsory.</p> <p>The University uses email as an official form of communication for students. All UNSW students have their own email account. The School of Optometry and Vision Science will also make use of this form of communication. It is extremely important that you know how to use your Zmail and ensure that you check it regularly. You are advised to link your official UNSW email address to your habitual email address (e.g. hotmail). You will miss out on vital information from the School and University if you do not check your Zmail. For more information or if you are having connection or access problems, see: IT Service Centre: www.it.unsw.edu.au/, Tel: 02 9385 1333, itservicecentre@unsw.edu.au</p>
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3. Strategies and approaches to learning (Normal Course ie NO COVID 19)

3.1 Learning and teaching activities

The course consists of a 9-week program delivered via two, two-hour compulsory lectures each week. The Teaching Strategies are the ways in which the Learning Outcomes are achieved. To maximise learning effectiveness, a number of strategies are used in this course to encourage critical thinking and an in-depth understanding of the topics and issues. This course consists of a combination of didactic and self-directed home study. Throughout this course we use:

- the course content to develop an understanding of business acumen in a professional optometric environment
- the course content to explore the range of business opportunities available to optometrists
- the course content to explore the understanding of cultural competency in healthcare
- the internet to build on the material presented in class, including Discussion Forums
- invited lecturers to discuss the concept of business strategy and discuss broader issues relating to optometric practice establishment and on-going management
- invited lecturers to introduce you to the range of opportunities available to an optometrist within the profession

This course facilitates the development of business and professional skills in optometry. Over the 9 weeks, the course covers a wide range of practice models. Teaching and learning strategies will encourage the use of knowledge to integrate the combination of clinical practice with business practice. Students will be encouraged to have a holistic position and to consider the role of the optometrist as an eye-care provider, humanitarian, clinician, human resources manager and business developer.

3.2 Expectations of students

Student Expectations	<p>Attendance at both the 2 hour weekly lecture sessions is compulsory for the following reasons:</p> <ol style="list-style-type: none">1. Guest presenters have been invited to come in and share their expertise and will provide information not accessible from other sources.2. The Task 2 assessment component of this course will require completion of multiple choice questions on-site at each 2 hour session. <p>Attendance at compulsory course components will be monitored by taking a roll and asking attendees to sign an attendance register.</p> <p><u>Attendance registers:</u></p> <p>In courses where signature on an attendance register is used to monitor attendance, all enrolled students must provide a specimen signature on a central School register by the end of the first week of semester. The central register will be overseen by Dr Dale Larden/Paul Zytnik. Please bring your student card with you when providing your specimen signature. Only one variant of your signature may be used on the central register and on all attendance registers. If your signature does not appear on an attendance register for a compulsory course component, or if the signature on the attendance register does not match the signature on the central register, it will be assumed that you were absent from the compulsory course component. Attempts to falsify the central register or attendance registers will be managed under UNSW Student Misconduct Procedures:</p> <p>https://www.gs.unsw.edu.au/policy/documents/studentmisconductprocedures.pdf</p> <p>The University uses email as an official form of communication for students. All UNSW students have their own email account. The School of Optometry and Vision Science will also make use of this form of communication. It is extremely important that you know how to use your Zmail and ensure that you check it regularly. You are advised to link your official UNSW email address to your habitual email address (e.g. hotmail). You will miss out on vital information from the School and University if you do not check your Zmail. For more information or if you are having connection or access problems, see:</p> <p>IT Service Centre: www.it.unsw.edu.au/, Tel: 02 9385 1333, itservicecentre@unsw.edu.au</p>
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4. Course schedule and structure

Some of this information is available on the [Online Handbook](#)¹ and the [UNSW Timetable](#)².

Due to the COVID19 situation, this course has been brought forward from Term 3 to Term 2 and made fully available online. Ideally, as in previous years, most presentations are given in face-to-face, interactive sessions by guest presenters. These presenters are made up of optometrists, business consultants, lawyers, ophthalmologist, healthcare and health fund professionals and others.

Unfortunately, they are unavailable for the 2020 program.

However, we are making available the 2019 presentation information including the 2019 presentation slides and modified 2019 ECHO360 recordings for the students to review at their convenience.

The information in the presentations has not been updated since 2019, but it is still very relevant. The student should ignore any content that specifically relates to the 2019 course – especially any 2019 course administration questions or comments made in the recordings or slides.

A suggested schedule for the students to work their way through the material, is listed in the next table. However, the student is free to work through the material at their own pace and schedule which most suits their current situation, as long as it is completed by the last date of the term and the assignments are submitted by the due dates.

The Course Convenor will be available for real time discussions every Friday from 9am to 10am. Student attendance at these sessions is not compulsory.

Week	Lecture Topics	Lecture Topics (Continued)
Week 1 commencing 01 June 2020	Course introduction;	Introduction to cultural competency in healthcare
Week 2 commencing 08 June 2020	Business in Optometry: the business operating cycle including advertising, marketing, finances, profit and loss; Independent practice in a group environment	Business in Optometry: Franchising; Business in Optometry: Corporate Optometry – the big picture
Week 3 commencing 15 June 2020	Ethics, legalities and practicalities out in the real world	Legal responsibilities, dispute resolution, CPD, State Act, Federal law (including Medicare in optometry)
Week 4 commencing 22 June 2020	Ethics in a professional environment	Health funds and fraud;
Week 5 commencing 29 June 2020	Keeping safe in optometric practice	The realities of starting and running a practice
Week 6 commencing 06 July 2020	Recent graduate experience, Making the transition	The optical landscape – life-cycle of a graduating optometrist, Optometric Life including various career choices
Week 7 commencing 13 July 2020	Rural optometric practice and lifestyle	Special interests in optometry – more than just a degree
Week 8 commencing 20 July 2020	Low Vision EXPO: Blindness prevention, Low vision and available services – how to get involved Session 1	Low Vision EXPO: Blindness prevention, Low vision and available services – how to get involved Session 2
Week 9 commencing 27 July 2020	Shared care philosophy for optometry and medicine	Shared care philosophy for optometry and medicine continued
Week 10 commencing 3 August 2020	Cultural competency article reviews from the 2019 student presentations	Cultural competency article reviews from the 2019 student presentations

The titles of the modified 2019 ECHO360 recordings for these presentations are listed in the next table. The recordings for review can be found as mp4 files under the Video Recordings for All Presentations (From 2019) tab on the OPTM6424 Moodle site. All slides can be found as PDF files under the weekly tabs on the OPTM6424 Moodle site.

Although the slide material is located under the weekly tabs on the OPTM6424 Moodle site, the student is free to work through the material at their own pace and schedule which most suits their current situation, as long as it is completed by the last date of the term and the assignments are submitted by the due dates.

Week	Title of ECHO360 Recordings as mp4 files (modified from 2019) for Review under the Video Recordings for All Presentations (From 2019) tab on the OPTM6424 Moodle site
Week 1 commencing 01 June 2020	<ul style="list-style-type: none"> • Week 1 2020_Course Introduction for 2020 • Week 1 2020_Cultural Competency Introduction from 2020
Week 2 commencing 08 June 2020	<ul style="list-style-type: none"> • Week 2 2020_Practice Models Franchising Specsavers and Corporate Laubman and Pank from 2019 • Week 2 2020_Practice Models Independent Optometry and Business in Optometry from 2019
Week 3 commencing 15 June 2020	<ul style="list-style-type: none"> • Week 3 2020_Legal Responsibilities and Medicare from 2019 • Week 3 2020_Ethics from 2019
Week 4 commencing 22 June 2020	<ul style="list-style-type: none"> • Week 4 2020_Ethics in Practice Jack Phu from 2019 • Week 4 2020_Ethics in Practice William Trinh from 2019 • Week 4 2020_Fraud Awareness Optometrists HCF from 2018
Week 5 commencing 29 June 2020	<ul style="list-style-type: none"> • Week 5 2020_Starting a Practice ODMA 1 from 2019 • Week 5 2020_Starting a Practice ODMA 2 from 2019 • Week 5 2020_Staying Out of Trouble from 2019
Week 6 commencing 06 July 2020	<ul style="list-style-type: none"> • Week 6 2020_Lifecycle of an Optometrist Margaret Lam from 2019 • Week 6 2020_Job Choice Chris Pooley from 2019 • Week 6 2020_An Optometrist Experience from 2019 • Week 6 2020_New Graduate Experience and An Optometrists Journey from 2019
Week 7 commencing 13 July 2020	<ul style="list-style-type: none"> • Week 7 2020_Regional Practice 1 from 2019 • Week 7 2020_Regional Practice 2 from 2019 • Week 7 2020_Special Interests in Optometry from 2019
Week 8 commencing 20 July 2020	<ul style="list-style-type: none"> • Week 8 2020_Low Vision EXPO Session 1 from 2019 • Week 8 2020_Low Vision EXPO Session 1 Glaucoma Australia from 2019.ppsx • Week 8 2020_Low Vision EXPO Session 2 from 2019
Week 9 commencing 27 July 2020	<ul style="list-style-type: none"> • Week 9 2020_Shared Care Katherine Masselos and Michael Yap from 2019 • Week 9 2020_Shared Care Michael Hennessy from 2019
Week 10 commencing 3 August 2020	<ul style="list-style-type: none"> • Week 10 2020_Cultural Competency Article Reviews from 2019 Student Presentations 1 • Week 10 2020_Cultural Competency Article Reviews from 2019 Student Presentations 2

5. Assessment

5.1 Assessment tasks

Task	Length	Weight	Due Date
1	700 word commentary of a cultural competency publication of the student's choice (posted to a Discussion Forum)	30%	By midnight Wednesday 24 June 2020
2:	700 word commentary of a second cultural competency publication of the student's choice (posted to a Discussion Forum)	30%	By midnight Wednesday 08 July 2020
3:	1500 word essay on a topic chosen by the student from a supplied list	40%	By midnight Tuesday 04 August 2020

Further information: UNSW grading system: student.unsw.edu.au/grades, UNSW assessment policy: student.unsw.edu.au/assessment

5.2 Assessment criteria and standards

Tasks 1 and 2 (700 word commentaries of two cultural competency publications of the student's choice)

- Choose two articles (or section of a document) from those posted on the Moodle site under 'Documents of Interest' and 'Documents for Review' on the Cultural Competency in Healthcare Discussion Forum and write a 700 word only commentary (excluding references where used and citation). The Cultural Competency in Healthcare Discussion Forum is located near the top of the OPTM6424 Moodle site underneath the Task 3 Assignment Topics
- Cite the document (along with the section if you choose this option) you are reviewing at the beginning of your post
- References to be used where needed
- Watch your grammar, punctuation, spelling
- Uniformity of references where used
- Submit to the Moodle Cultural Competency in Healthcare Discussion Forum as two entries under your name (the first as a Discussion Forum entry and the second as a 'response' to your first post for Task 1. Task 1 should be submitted by midnight 24 June 2020 and Task 2 by midnight 08 July 2020.

Task 3 (1500 word essay on a topic chosen by the student from a supplied list)

- It must be an evidence based, coherent, in-depth written 'essay' of the chosen topic (no bullet points)
- References essential for this Task 3
- Headings and sub-headings throughout the 'essay' are essential
- 1500 words only (excluding references, tables/captions) - watch grammar, punctuation, spelling
- Uniformity of reference and table caption formats
- Submit as a Word document, with the chosen Topic stated at the beginning of the essay, under Tab 13 on the OPTM6424 Moodle site "Assignment Task 3: Essay" (via Turnitin) (filename Task 3_student ZID.docx) by midnight Tuesday 04 August 2020

5.3 Submission of assessment tasks

Assignment Submissions	<p>See details in 5.2. Tasks 1 and 2 are to submitted via the Cultural Competency in Healthcare Discussion Forum as two entries under the student's name (the first as a Discussion Forum entry and the second as a 'response' to your first post for Task 1. Task 3 should be submitted via Moodle (electronic submission).</p> <p>The School Policy on Submission of Assignments (including penalties for late assignments) and the Assignment Attachment Sheet are available from the School office (RMB3.003) and the School website at:</p> <p>https://www.optometry.unsw.edu.au/study/undergraduate-degrees/important-information-and-policies</p>
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SCHOOL OF OPTOMETRY AND VISION SCIENCE, UNSW SUPPLEMENTARY EXAMINATION INFORMATION, 2020

SPECIAL CONSIDERATION

On some occasions, sickness, misadventure or other circumstances beyond your control may prevent you from completing a course requirement, such as attending a formal end of semester examination. In these cases you may apply for Special Consideration.

UNSW operates under a Fit to Sit/ Submit rule for all assessments. If a student wishes to submit an application for special consideration for an exam or assessment, the application must be submitted prior to the start of the exam or before an assessment is submitted. If a student sits the exam/ submits an assignment, they are declaring themselves well enough to do so.

The application must be made via Online Services in myUNSW. Log into myUNSW and go to My Student Profile tab > My Student Services > Online Services > Special Consideration and attach student's supporting documentation (such as a medical certificate).

CHRONIC ISSUES AND PRE-EXISTING CONDITIONS

If you have chronic issues and pre-existing conditions, we recommend you apply for Educational adjustments for disability support through Disability Services. Register for Equitable Learning Support (formerly Disability Support Services) at <https://student.unsw.edu.au/els/register>. Absence from a final examination is a serious matter, normally resulting in a Fail (FL) grade.

If you are medically unfit to attend an examination, YOU MUST CONTACT THE SCHOOL DIRECTLY ON THE DAY OF THE EXAMINATION TO ADVISE OF THIS (telephone 02 9385 4639, email: optometry@unsw.edu.au).

You must also submit a Request for Special Consideration application as detailed on the UNSW website: <https://student.unsw.edu.au/special-consideration>.

It is the responsibility of the student to consult the web site or noticeboard to ascertain whether they have supplementary examinations. This information WILL NOT be conveyed in ANY other manner. Interstate, overseas or any other absence cannot be used as an excuse.

This information will be available on the School web site at <https://www.optometry.unsw.edu.au/> (do not confuse the School website with the myUNSW website) and posted on the notice board on Level 3. This information will be available as soon as possible after the School Examination Committee meeting.

SUPPLEMENTARY EXAMINATIONS FOR 2020 WILL BE HELD AS FOLLOWS:

FOR TERM 1:

- STAGE 1-4* COURSES: THURSDAY, 21 MAY 2020 – SATURDAY, 23 MAY 2020
- THERE WILL BE NO SUPPLEMENTARY EXAMINATIONS FOR STAGE 5 STUDENTS IN TERM 1 2020

FOR TERM 2:

- STAGE 1-3 COURSES: THURSDAY, 3 SEPTEMBER 2020 - SATURDAY, 5 SEPTEMBER 2020
- STAGE 4* COURSES: THURSDAY, 3 SEPTEMBER 2020 AND FRIDAY, 4 SEPTEMBER 2020
- THERE WILL BE NO SUPPLEMENTARY EXAMINATIONS FOR STAGE 5 STUDENTS IN TERM 2 2020

	<p>FOR TERM 3:</p> <ul style="list-style-type: none"> • STAGE 5 COURSES ONLY: DURING THE WEEK OF MONDAY, 14 DECEMBER 2020 – FRIDAY, 18 DECEMBER 2020 • STAGE 1-4* COURSES: THURSDAY, 17 DECEMBER 2020, FRIDAY, 18 DECEMBER AND SATURDAY, 19 DECEMBER 2020 <p>Supplementary examinations will be held at the scheduled time only. If students who are granted supplementary examinations do not attend, a failure will be recorded for that course. Students should not make travel arrangements, or any other commitments, before establishing whether or not they have supplementary examinations. Ignorance of these procedures, interstate, overseas or any other absence will not be accepted as an excuse. But usual Special Consideration still applies. If additional assessment is not scheduled, this does NOT indicate whether or not a student has passed or failed the course. Results will be received in the usual way. Please do not contact the School in this regard. Please note the above applies to OPTM and VISN courses only. Any information on supplementary examinations for servicing courses (e.g. CHEM****) is the responsibility of the School conducting the course.</p> <p>* Stage 4 includes courses in the first year of the MCLinOptom program.</p> <p style="text-align: right;">School of Optometry and Vision Science, UNSW, 15 November 2019</p>
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¹UNSW Assessment Policy

5.4. Feedback on assessment

Task	Feedback		
	WHO	WHEN	HOW
1	Course Convenor	Friday 17 July 2020	Online Discussion Session
2	Course Convenor	Friday 17 July 2020	Online Discussion Session
3	Course Convenor	None	None

6. Academic integrity, referencing and plagiarism

Referencing is a way of acknowledging the sources of information that you use to research your assignments. You need to provide a reference whenever you draw on someone else's words, ideas or research. Not referencing other people's work can constitute plagiarism. Further information about referencing styles can be located at student.unsw.edu.au/referencing.

Academic integrity is fundamental to success at university. Academic integrity can be defined as a commitment to six fundamental values in academic pursuits: honesty, trust, fairness, respect, responsibility and courage.² At UNSW, this means that your work must be your own, and others' ideas should be appropriately acknowledged. If you don't follow these rules, plagiarism may be detected in your work. Further information about academic integrity and **plagiarism** can be located at:

- The *Current Students* site student.unsw.edu.au/plagiarism, and
- The *ELISE* training site subjectguides.library.unsw.edu.au/elise

The *Conduct and Integrity Unit* provides further resources to assist you to understand your conduct obligations as a student: student.unsw.edu.au/conduct.

²International Center for Academic Integrity, 'The Fundamental Values of Academic Integrity', T. Fishman (ed), Clemson University, 2013.

7. Readings and resources

1. Publications on cultural competency in healthcare (provided as links on the course Moodle site)
2. Documents related to guest presentations (provided on the course Moodle site)
3. Publications relating to standards for optometric practice (provided as links on the course Moodle site)
4. Slide presentations (provided on the course Moodle site)
5. Presentation recordings (provided as links to the UNSW video library on the course Moodle site)

8. Administrative matters

Required Equipment, Training and Enabling Skills

Equipment Required	None
Enabling Skills Training Required to Complete this Course	None

Course Evaluation and Development

Student feedback is gathered periodically by various means. Such feedback is considered carefully with a view to acting on it constructively wherever possible.

This course outline conveys how feedback has helped to shape and develop this course.

Mechanisms of Review	Last Review Date	Comments or Changes Resulting from Reviews
Major Course Review	2019	<p>The major program changes from the 12 week 2018 course to the 9 week 2019 course included:</p> <ul style="list-style-type: none"> ➤ Removal of a 15 minute break between in-class hours 1 and 2 at each of the 2 weekly sessions ➤ Relocation of administration discussion at each session to the Course Moodle site ➤ Decrease the in-class MCQ time from 30 minutes to 15 minutes at each of the 2 weekly sessions <p>Changes to the cultural competency section of the course were suggested as an outcome of the Optometry Course review for re-accreditation of the Optometry Program at UNSW by the optometric profession accreditation group OCANZ.</p>
myExperience²	2018	<p>The 2018 myExperience comments were incorporated into the 2019 program (change from 2x3 hour to 2x2 hour sessions, more details on what is expected from assignments, more feedback on assignments, more time for discussion in each session).</p> <p>Due to the COVID19 situation, the 2019 myExperience comments will be taken into account in the 2021 course</p>
Work Health and Safety³		<p>Information on relevant Occupational Health and Safety policies and expectations both at UNSW and if there are any school specific requirements. Information on relevant policies and expectations is provided during General Safety Induction training.</p> <p>A copy of the Induction booklet distributed at this training is available from the School of Optometry and Vision Science office (RMB3.003) and the School website at: https://www.optometry.unsw.edu.au/about/information-and-policies/work-health-and-safety</p>
Equity and Diversity		<p>Those students who have a disability or are dealing with personal circumstances that affect their study that requires some adjustment in their teaching or learning environment are encouraged to discuss their study needs with the course convenor prior to, or at the commencement of, their course, or with the Equity Officer (Disability) in the Equitable Learning Services (formerly Disability Support Services) at 9385 4734 or https://student.unsw.edu.au/els.</p> <p>Issues to be discussed may include access to materials, signers or note-takers, the provision of services and additional exam and assessment arrangements.</p> <p>Early notification is essential to enable any necessary adjustments to be made.</p>

	School Contact	Faculty Contact	University Contact
Student Complaint Procedure⁴	Dr Alex Hui alex.hui@unsw.edu.au Tel: 9385 9228	A/Prof Alison Beavis Deputy Dean (Education) a.beavis@unsw.edu.au Tel: 9385 0752, or Dr Gavin Edwards Associate Dean (Academic Programs) g.edwards@unsw.edu.au Tel: 9385 4652	Student Conduct and Integrity Unit Tel 02 9385 8515, studentcomplaints@unsw.edu.au
University Counselling, Psychological Services⁵	Information on Counselling and Psychological Services [CAPS] is available at: https://www.counselling.unsw.edu.au/ , Tel: 9385 5418		

²myExperience process: <https://teaching.unsw.edu.au/myexperience>, ³UNSW OHS Home page

⁴Student Complaint Procedure, ⁵University Counselling and Psychological Services

9. Additional support for students

- The *Current Students Gateway*: student.unsw.edu.au
- Academic Skills and Support: student.unsw.edu.au/skills
- Student Wellbeing, Health and Safety: student.unsw.edu.au/wellbeing
- Equitable Learning Services (formerly Disability Support Services): <https://student.unsw.edu.au/els>
- UNSW IT Service Centre: www.it.unsw.edu.au/students