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1. Information about the Course

<table>
<thead>
<tr>
<th>FACULTY</th>
<th>Science</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCHOOL OR DEPARTMENT</td>
<td>Psychology</td>
</tr>
<tr>
<td>COURSE CODE</td>
<td>PSYC3201/2101</td>
</tr>
<tr>
<td>COURSE NAME</td>
<td>Assessment, Personality, and Psychopathology</td>
</tr>
<tr>
<td>SEMESTER</td>
<td>Semester 2</td>
</tr>
<tr>
<td>YEAR</td>
<td>2012</td>
</tr>
<tr>
<td>UNITS OF CREDIT</td>
<td>6</td>
</tr>
<tr>
<td>LEVEL OF COURSE</td>
<td>2nd and 3rd year</td>
</tr>
<tr>
<td>ASSUMED KNOWLEDGE, PREREQUISITES OR CO-REQUISITES</td>
<td>Contact the School Office</td>
</tr>
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</table>

SUMMARY OF THE COURSE

This course deals with psychological assessment, personality and psychopathology. The assessment portion of the course will include key concepts in personality, neuropsychological, and intelligence testing. The psychopathology portion of the course is an introduction to the study of maladaptive behaviour and mental disorders. The course will provide an overview of common mental disorders, including anxiety, mood, eating, psychotic and substance-related disorders. Emphasis will be placed on diagnostic criteria, contemporary theories of psychopathology, and empirically supported approaches to treating mental disorders.

2. Staff Contact Details

**COURSE COORDINATOR**

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
<th>Office</th>
<th>Contact Time &amp; Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Thomas Whitford</td>
<td>9385 3936</td>
<td><a href="mailto:t.whitford@unsw.edu.au">t.whitford@unsw.edu.au</a></td>
<td>MAT 913</td>
<td>By appointment</td>
</tr>
<tr>
<td>Dr. Jessica Grisham</td>
<td>9385 3031</td>
<td><a href="mailto:jessicag@unsw.edu.au">jessicag@unsw.edu.au</a></td>
<td>MAT 801</td>
<td>By appointment</td>
</tr>
</tbody>
</table>

**LECTURERS**

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
<th>Office</th>
<th>Contact Time &amp; Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Lenny Vartanian</td>
<td>9385 8758</td>
<td><a href="mailto:lvartanian@psy.unsw.edu.au">lvartanian@psy.unsw.edu.au</a></td>
<td>MAT 1111</td>
<td>By appointment</td>
</tr>
<tr>
<td>Dr. Michelle Moulds</td>
<td>9385 3425</td>
<td><a href="mailto:m.moulds@psy.unsw.edu.au">m.moulds@psy.unsw.edu.au</a></td>
<td>MAT 812a</td>
<td>By appointment</td>
</tr>
<tr>
<td>Dr. Lisa Williams</td>
<td>9385 1643</td>
<td><a href="mailto:lwilliams@unsw.edu.au">lwilliams@unsw.edu.au</a></td>
<td>MAT 1302a</td>
<td>By appointment</td>
</tr>
</tbody>
</table>

**TUTORS & DEMONSTRATORS**

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
<th>Office</th>
<th>Contact Time &amp; Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Melissa Black</td>
<td>93853196</td>
<td><a href="mailto:melissa.black@unsw.edu.au">melissa.black@unsw.edu.au</a></td>
<td>MAT 1302</td>
<td>By appointment</td>
</tr>
<tr>
<td>Jessica Cheung</td>
<td></td>
<td><a href="mailto:j.cheung@unsw.edu.au">j.cheung@unsw.edu.au</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dr. Oren Griffiths</td>
<td>93851380</td>
<td><a href="mailto:oren.griffiths@unsw.edu.au">oren.griffiths@unsw.edu.au</a></td>
<td>MAT 1408</td>
<td>By appointment</td>
</tr>
<tr>
<td>Lisa Hancock</td>
<td></td>
<td><a href="mailto:hancock.lisa@googlemail.com">hancock.lisa@googlemail.com</a></td>
<td>MAT 1408</td>
<td>By appointment</td>
</tr>
<tr>
<td>Dr. Julie Krans</td>
<td>93858249</td>
<td><a href="mailto:j.krans@unsw.edu.au">j.krans@unsw.edu.au</a></td>
<td>MAT 1305</td>
<td>By appointment</td>
</tr>
<tr>
<td>Dr. Fiona Maccallum</td>
<td>9385 3596</td>
<td><a href="mailto:fmaccallum@unsw.edu.au">fmaccallum@unsw.edu.au</a></td>
<td>MAT 1120</td>
<td>By appointment</td>
</tr>
<tr>
<td>Dr. Angela Nickerson</td>
<td>93850538</td>
<td><a href="mailto:a.nickerson@unsw.edu.au">a.nickerson@unsw.edu.au</a></td>
<td>MAT 1101A</td>
<td>By appointment</td>
</tr>
<tr>
<td>Melissa Onden Lim</td>
<td>93853196</td>
<td><a href="mailto:mondenlim@psy.unsw.edu.au">mondenlim@psy.unsw.edu.au</a></td>
<td>MAT 1302</td>
<td>By appointment</td>
</tr>
<tr>
<td>Suraj Samtani</td>
<td></td>
<td><a href="mailto:s.samtani@unsw.edu.au">s.samtani@unsw.edu.au</a></td>
<td>MAT 1408</td>
<td>By appointment</td>
</tr>
<tr>
<td>Jacinta Wassell</td>
<td></td>
<td><a href="mailto:j.wassell@unsw.edu.au">j.wassell@unsw.edu.au</a></td>
<td>MAT 1408</td>
<td>By appointment</td>
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</table>
3. Course Timetable

<table>
<thead>
<tr>
<th>Component</th>
<th>Tutor</th>
<th>Class Number</th>
<th>Time</th>
<th>Day</th>
<th>Location</th>
</tr>
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<tbody>
<tr>
<td>Lectures</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lecture 1</td>
<td></td>
<td></td>
<td>12-1</td>
<td>Wednesday</td>
<td>Clancy</td>
</tr>
<tr>
<td>Lecture 2</td>
<td></td>
<td></td>
<td>1-2</td>
<td>Thursday</td>
<td>Clancy</td>
</tr>
<tr>
<td>Tutorials</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(9 weeks; week 3-6, 8-12)</td>
<td>Jacinta Wassell</td>
<td>4281</td>
<td>9-11</td>
<td>Monday</td>
<td>Mathews 313</td>
</tr>
<tr>
<td></td>
<td>Angela Nickerson</td>
<td>4282</td>
<td>12-2</td>
<td>Monday</td>
<td>Mathews 303</td>
</tr>
<tr>
<td></td>
<td>Jacinta Wassell</td>
<td>4338*</td>
<td>12-2</td>
<td>Monday</td>
<td>Mathews 420</td>
</tr>
<tr>
<td></td>
<td>Angela Nickerson</td>
<td>4285</td>
<td>3-5</td>
<td>Monday</td>
<td>Mathews 303</td>
</tr>
<tr>
<td></td>
<td>Jessica Cheung</td>
<td>4287</td>
<td>9-11</td>
<td>Tuesday</td>
<td>Mathews 303</td>
</tr>
<tr>
<td></td>
<td>Thomas Whitford</td>
<td>4284</td>
<td>11-1</td>
<td>Tuesday</td>
<td>Mathews 313</td>
</tr>
<tr>
<td></td>
<td>Melissa Onden-Lim</td>
<td>4286</td>
<td>1-3</td>
<td>Tuesday</td>
<td>Mathews 313</td>
</tr>
<tr>
<td></td>
<td>Julie Krans</td>
<td>4342*</td>
<td>1-3</td>
<td>Tuesday</td>
<td>Mathews 420</td>
</tr>
<tr>
<td></td>
<td>Melissa Onden-Lim</td>
<td>4279</td>
<td>3-5</td>
<td>Tuesday</td>
<td>Mathews 302</td>
</tr>
<tr>
<td></td>
<td>Melissa Black</td>
<td>4280</td>
<td>9-11</td>
<td>Wednesday</td>
<td>Mathews 302</td>
</tr>
<tr>
<td></td>
<td>Julie Krans</td>
<td>4335*</td>
<td>9-11</td>
<td>Wednesday</td>
<td>Mathews 306</td>
</tr>
<tr>
<td></td>
<td>Melissa Onden-Lim</td>
<td>4275</td>
<td>1-3</td>
<td>Wednesday</td>
<td>Mathews 313</td>
</tr>
<tr>
<td></td>
<td>Fiona Maccallum</td>
<td>4334*</td>
<td>2-4</td>
<td>Wednesday</td>
<td>Mathews 420</td>
</tr>
<tr>
<td></td>
<td>Julie Krans</td>
<td>4276</td>
<td>3-5</td>
<td>Wednesday</td>
<td>Mathews 313</td>
</tr>
<tr>
<td></td>
<td>Jessica Cheung</td>
<td>4288</td>
<td>9-11</td>
<td>Thursday</td>
<td>Mathews 303</td>
</tr>
<tr>
<td></td>
<td>Lisa Hancock</td>
<td>4343*</td>
<td>9-11</td>
<td>Thursday</td>
<td>Mathews 306</td>
</tr>
<tr>
<td></td>
<td>Jessica Cheung</td>
<td>4283</td>
<td>11-1</td>
<td>Thursday</td>
<td>Mathews 313</td>
</tr>
<tr>
<td></td>
<td>Lisa Hancock</td>
<td>4273</td>
<td>2-4</td>
<td>Thursday</td>
<td>Mathews 302</td>
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<tr>
<td></td>
<td>Melissa Black</td>
<td>4340*</td>
<td>2-4</td>
<td>Thursday</td>
<td>Mathews 420</td>
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<tr>
<td></td>
<td>Suraj Samtani</td>
<td>4274</td>
<td>4-6</td>
<td>Thursday</td>
<td>Mathews 302</td>
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<tr>
<td></td>
<td>Fionna Maccallum</td>
<td>4277</td>
<td>9-11</td>
<td>Friday</td>
<td>Mathews 303</td>
</tr>
<tr>
<td></td>
<td>Oren Griffiths</td>
<td>4336*</td>
<td>11-1</td>
<td>Friday</td>
<td>Mathews 303</td>
</tr>
</tbody>
</table>

*PSYC3201 tutorials are marked with an asterisk

NB. Course timetables are subject to change without notice. Students are advised to check regularly for updates on the Blackboard course site.

4. Aims of the Course

The course is an introduction to the study of assessment, maladaptive behaviour and mental disorders.

The aims of the course are to provide you with:

1. An understanding of issues related to psychological assessment, including neuropsychological, personality, and intelligence assessment
2. An appreciation of general issues relating to the classification and causation of mental disorders
3. Knowledge of the major features of specific disorders, their aetiology and current theories and models of their underlying mechanisms
4. A brief overview of somatic and psychological approaches to the treatment of mental disorders
5. Improved skills in critical thinking, conceptual analysis, and oral and written expression

5. Student Learning Outcomes

By the end of this course you will have:

1. A knowledge and understanding of psychology with regard to:
   1.1. issues relating to psychological assessment, including in the areas of neuropsychological, intelligence and personality testing
   1.2. general issues relating to the identification and classification of mental disorders

2. Come to understand and apply psychological principles derived from an understanding of psychopathology, including the ability to describe:
   2.1. the major clinical features of a number of psychological disorders including mood, anxiety, eating, psychotic and substance-related disorders
   2.2. current theories as to the etiology and underlying mechanisms of these specific psychological disorders
   2.3. somatic and psychological approaches to the treatment of these specific psychological disorders

3. Developed advanced critical thinking skills in psychology,
   3.1. think critically about the distinction between mental disorders and normal variability in cognition and behaviour.
enabling you to:

3.2. think critically about the reliability and validity of contemporary measures of psychological functioning
3.3. demonstrate high levels of oral and written expression

6. Graduate Attributes

<table>
<thead>
<tr>
<th>School of Psychology Graduate Attributes</th>
<th>Level of Focus</th>
<th>Activities/Assessment</th>
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</thead>
<tbody>
<tr>
<td>1. Core knowledge and understanding</td>
<td>3</td>
<td>Tutorial presentation; essay; mid-session test and final examination.</td>
</tr>
<tr>
<td>2. Research methods in psychology</td>
<td>2</td>
<td>Tutorial presentation; essay; mid-session test and final examination.</td>
</tr>
<tr>
<td>3. Critical thinking skills</td>
<td>3</td>
<td>Tutorial presentation; essay; mid-session test and final examination.</td>
</tr>
<tr>
<td>4. Values, research and professional ethics</td>
<td>1</td>
<td>Ongoing discussion of the ethical issues surrounding the classification, assessment and treatment of mental disorders.</td>
</tr>
<tr>
<td>5. Communication skills</td>
<td>2</td>
<td>Contribution to tutorial discussions; oral tutorial presentation</td>
</tr>
<tr>
<td>6. Learning and application of psychology</td>
<td>3</td>
<td>Tutorial presentation; essay; mid-session test and final examination.</td>
</tr>
</tbody>
</table>

7. Rationale for the Inclusion of Content and Teaching Approach
This course provides an overview of assessment, personality and psychopathology.

8. Teaching Strategies
To achieve the learning outcomes outlined above, you will need to attend bi-weekly lectures and weekly tutorials. Attendance is compulsory. Slides presented in the lectures will be made available after the lectures. Lectures will be audio-taped, and recordings will be available via Lectopia.

The weekly two-hour tutorials will contain oral presentations of the tutorial readings for the week, followed by discussion of the readings and related issues. In addition, for many of the tutorials you will watch a video of a case example of a client with the disorder being discussed in class that week.

The prescribed textbook also provides a source of information and examples. The tutorials and the textbook will also assist you in fully achieving Learning Outcome 1 and 2 that requires you to develop openness and a questioning attitude.

The mid-session test (Week 7) will provide you with an opportunity to test your understanding of Learning Outcomes 1. The final exam is designed to assess Learning Outcomes 1 & 2.

*The Graduate Attributes of the Australian Undergraduate Psychology Program was produced as part of the Carrick Associate Fellowship project, “Sustainable and evidence-based learning and teaching approaches to the undergraduate psychology curriculum”, and “Designing a diverse and future-oriented vision for undergraduate psychology in Australia”, a Discipline-based Initiative funded by the Carrick Institute for Learning and Teaching in Higher Education (see Appendix II), and supported by the Australian Psychological Society, and the University of New South Wales (School of Psychology; Learning and Teaching @UNSW).
<table>
<thead>
<tr>
<th>Week</th>
<th>Lecture Topic &amp; Lecturer</th>
<th>Tutorial/Lab Content</th>
<th>Suggested Readings</th>
</tr>
</thead>
</table>
| 1    | Wed: Introduction/ Whitford  
Thurs: Reliability & Validity/Williams | None | None |
| 2    | Wed & Thurs:  
Intelligence Assessment/Williams | None | None |
| 3    | Wed & Thurs:  
Neuropsych Assessment/Williams | Intelligence Tests | 1. Kaufman & Lichtenberger  
(Chapt 1 excerpt) |
| 4    | Wed: Attitude Assessment/Williams  
Thurs: Classification/ Vartanian | Neuropsych Tests | 1. Milner (1963)  
2. Squire (2009) |
| 5    | Wed & Thurs:  
Eating Disorders/Vartanian | Classification exercise | 1. Schwartz (Chapter 3,  
"What's in a name?")  
2. Watson (2005) |
| 6    | Wed: Self Harm/Vartanian  
| 7    | Wed: Midsession test  
Thurs: Schizophrenia/Whitford | None | None |
| 8    | Wed & Thurs:  
| 9    | Wed: Depression/Moulds  
Thurs: Anxiety/Grisham | Bipolar video | 1. Schwartz (Chapter 6, "A season in hell")  
2. Hollon et al. (2002) |
| 10   | Wed & Thurs:  
Anxiety/Grisham | Behavioural experiments | 1. Barlow & Durand (Chapter 5, Anxiety disorders)  
2. Clark (1986) |
| 11   | Wed: OCD/Grisham  
| 12   | Wed & Thurs:  
### 10. Assessment

<table>
<thead>
<tr>
<th>Assessment Task</th>
<th>Weight</th>
<th>Learning Outcomes Assessed</th>
<th>Graduate Attributes Assessed</th>
<th>Date of Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tutorial participation</td>
<td>15%</td>
<td></td>
<td></td>
<td>Week 3</td>
</tr>
<tr>
<td>Attendance at tutorials is an essential course requirement; 80 percent attendance is required before marks are lost for non-attendance. Before each tutorial class every student must study the reading(s) set for that tutorial class. Copies of the readings are available on Blackboard, online on the My Course link of the Library website and from My Course Reserve on level 2 of the Library. Each student will give a 10-minute oral presentation in one tutorial class, based on the set reading for that class. Video case presentations will also be used to illustrate the major clinical features of selected disorders. Students are expected to actively participate in discussions concerning the set readings and the video presentations. The class participation mark is based on attendance and participation in discussions (5 marks), and the presentation (10 marks).</td>
<td>Week 3</td>
<td>Week 4 through Week 12</td>
<td>Week 12</td>
<td></td>
</tr>
<tr>
<td>Essay</td>
<td>25%</td>
<td></td>
<td></td>
<td>Week 4</td>
</tr>
<tr>
<td>An essay assignment on a designated topic in psychopathology will be introduced in the tutorial in Week 4. The essay should not exceed 2000 words. The essay is to be submitted to the Psychology Office by 3 pm on Friday of Week 11 (5th October).</td>
<td>Week 4</td>
<td>Friday Week 11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mid-session-test</td>
<td>20%</td>
<td></td>
<td></td>
<td>Wed, Week 7 (29th August)</td>
</tr>
<tr>
<td>In the Wednesday lecture of Week 7 (29th August), a multiple-choice test will be given in the lecture theatre. This test will cover material related to the lectures from weeks 1-6 (including tutorial readings from weeks 3-6 and related sections of the textbook).</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Final exam</td>
<td>40%</td>
<td></td>
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<td>TBA</td>
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</table>
## 11. Expected Resources for Students

### TEXTBOOKS

Please note: You may prefer to buy a second-hand copy of an earlier edition of the text. The content will be similar but the page numbers will not correspond exactly to the new edition.

### COURSE MANUAL
Available via course website

### REQUIRED READINGS
Reference list for tutorial readings available via course website


### RECOMMENDED INTERNET SITES
You should be aware of policies regarding your behaviour at the university. Familiarize yourself with the following:

- *Student Code of Conduct*
- *Policy concerning academic honesty*
- *Email policy*
- *UNSW Anti-racism policy statement*
- *UNSW Equity and Diversity policy statement*

## 12. Course Evaluation & Development
Courses are periodically reviewed and students’ feedback is used to improve them. Feedback is gathered using various means including UNSW’s Course and Teaching Evaluation and Improvement (CATEI) process.
13. Plagiarism & Academic Integrity

What is plagiarism?

Plagiarism is presenting someone else’s thoughts or work as your own. It can take many forms, from not having appropriate academic referencing to deliberate cheating.

UNSW groups plagiarism into the following categories:

- **Copying**: using the same or very similar words to the original text or idea without acknowledging the source or using quotation marks. This also applies to images, art and design projects, as well as presentations where someone presents another’s ideas or words without credit.

- **Inappropriate paraphrasing**: changing a few words and phrases while mostly retaining the original structure and information without acknowledgment. This also applies in presentations where someone paraphrases another’s ideas or words without credit. It also applies to piecing together quotes and paraphrases into a new whole, without referencing and a student’s own analysis to bring the material together.

- **Collusion**: working with others but passing off the work as a person’s individual work. Collusion also includes providing your work to another student before the due date, or for the purpose of them plagiarising at any time, paying another person to perform an academic task, stealing or acquiring another person’s academic work and copying it, offering to complete another person’s work or seeking payment for completing academic work.

- **Duplication**: submitting your own work, in whole or in part, where it has previously been prepared or submitted for another assessment or course at UNSW or another university.

Where can I find out more information?

In many cases plagiarism is the result of inexperience about academic conventions. The University has resources and information to assist you to avoid plagiarism. The first place you can look is the section about referencing and plagiarism in each Course Guide, as this will also include information specific to the discipline the course is from. There are also other sources of assistance at UNSW:

- **How can the Learning Centre help me?**
  
  The Learning Centre assists students with understanding academic integrity and how to not plagiarise. Information is available on their website: www.lc.unsw.edu.au/plagiarism. They also hold workshops and can help students one-on-one.

- **How can Elise help me?**
  
  ELISE (Enabling Library & Information Skills for Everyone) is an online tutorial to help you understand how to find and use information for your assignments or research. It will help you to search databases, identify good quality information and write assignments. It will also help you understand plagiarism and how to avoid it. All undergraduate students have to review the ELISE tutorial in their first semester and complete the quiz, but any student can review it to improve their knowledge: http://elise.library.unsw.edu.au.

- **What is Turnitin?**
  
  Turnitin is a checking database which reviews your work and compares it to an international collection of books, journals, Internet pages and other student’s assignments. The database checks referencing and whether you have copied something from another student, resource, or off the Internet. Sometimes students submit their work into Turnitin when they hand it in, but academics can also use it to check a student’s work when they are marking it. You can find out more about Turnitin here: http://telt.unsw.edu.au/turnitin.

What if plagiarism is found in my work?

If plagiarism is found in your work when you are in first year, your lecturer will offer you assistance to improve your academic skills. They may ask you to look at some online resources, attend the Learning Centre, or sometimes resubmit your work with the problem fixed. However more serious instances in first year, such as stealing another student’s work or paying someone to do your work, may be investigated under the Student Misconduct Procedures.

Repeated plagiarism (even in first year), plagiarism after first year, or serious instances, may also be investigated under the Student Misconduct Procedures. The penalties under the procedures can include a reduction in marks, failing a course or for the most serious matters (like plagiarism in a honours thesis) even
suspension from the university. The Student Misconduct Procedures are available here
www.unsw.edu.au/studentmisconductprocedures.pdf

Examples of plagiarism

Using the internet appropriately
A first year student handed in an assignment where she had copied from a website. Her lecturer realised she
didn’t understand you have to reference websites in the same way you reference books and journal articles.
The lecturer explained how to reference and sent her to a workshop at the Learning Centre to help her
improve her skills.

Working together on a math assignment
A group of Mathematics students worked together on an assignment when they had been told this was not
allowed. All questions where the students had worked together were given zero, and this lead to some student
failing the assessment.

No referencing in an assessment
A third year student submitted a major assessment that included material from a journal article published in
Canada. When his essay was submitted into Turnitin, it let the academic know that the student didn’t
reference the material. The student was given zero for the essay, and because it was worth 50 per cent he
failed the course.

Copying design work
A final year design student used images of someone else’s designs in her work and he said the designs were his
own. The matter was formally investigated by his Faculty and he was found to have committed academic
misconduct and failed the course.

Further information and assistance
If you would like further information or assistance with avoiding plagiarism, you can contact the Learning
Centre. The Learning Centre at The University of New South Wales has two locations:

UNSW Learning Centre
Lower Ground Floor, North Wing, Chancellery Building
(C22 Kensington Campus – near Student Central)
www.lc.unsw.edu.au
Phone: 9385 2060
Email: learningcentre@unsw.edu.au

Opening Hours:
Monday to Thursday: 9am - 5pm and
Friday: 9am - 2.30pm

COFA Campus Learning Centre
Email: cofalearningcentre@unsw.edu.au
Phone: 9385 0739

14. Administrative Matters

The School of Psychology Student Guide, available on
http://www.psy.unsw.edu.au/students/current/files/Student_Guide.pdf, contains School policies and procedures relevant
for all students enrolled in undergraduate or Masters psychology courses, such as:

- Attendance requirements;
- Assignment submissions and returns;
- Assesments;
- Special consideration in the event of illness or misadventure;
- Student Code of Conduct;
- Student complaints and grievances;
- Student Equity and Disability Unit; and
- Occupational Health & Safety.

Students should familiarise themselves with the information contained in this Guide.