

# Postgraduate Award Programs in Personal Injury Management

M016 – Single Unit (Professional Development)

M534 – Graduate Certificate of Management (Personal Injury)

– *Claims Management specialisation*

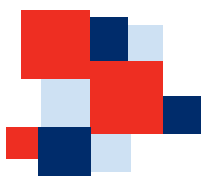
– *Business Management specialisation*

M634 – Graduate Diploma of Management (Personal Injury)

M734 – Master of Management (Personal Injury)

M736 – Master of Business (Personal Injury)

Information Booklet



Personal Injury  
Education Foundation



**DEAKINPRIME**  
corporate education

## Information Booklet

Deakin's Postgraduate Award Programs in Personal Injury

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## Program overview

Deakin University offers a number of Personal Injury Management postgraduate programs via residential and off-campus distance learning and is recognised internationally for the quality of its distance education programs. There are over 32 000 students enrolled both nationally and internationally in our distance education programs. Deakin has developed many student support features to help make it easier to study, and to ensure you don't feel isolated.

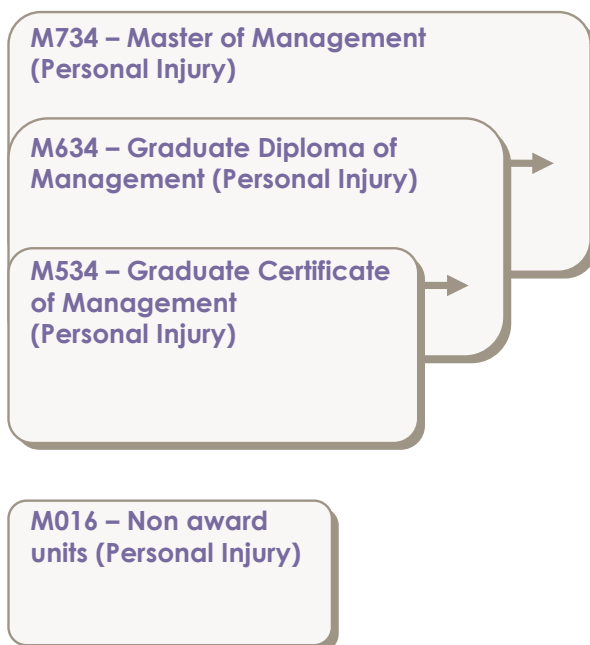
DeakinPrime is the corporate arm of Deakin University. DeakinPrime is very experienced in managing distance learning education for corporations and professional associations.

We have a detailed understanding of the education and development requirements of the Personal Injury sector.

Working with the Personal Injury Education Foundation (PIEF), Deakin University has developed a suite of postgraduate awards that are available to PIEF members and other people employed in the Personal Injury sector – for example, those who work for insurers, claims management organisations, regulators, self-insurers, legal and allied health providers, injury management and return-to-work professionals.

There are three awards available to managers/supervisors who have a Bachelor degree or five years relevant work experience:

- M534 Graduate Certificate of Management (Personal Injury) – GCM(PI), a 4-unit award
- M634 Graduate Diploma of Management (Personal Injury) – GDM(PI), an 8-unit award
- M734 Master of Management (Personal Injury) – MM(PI), a 12-unit award.



## Course duration

Students must complete the Masters (12 units) within seven years, the Graduate Diploma (8 units) within five years and the Graduate Certificate (4 units) within three years.

## Credit for Prior Learning

A maximum of eight credit points may be given as Credit for Prior Learning (CPL) towards the 12-unit Masters program (including the four which may have been granted within the Graduate Diploma of Management or the two which may have been granted within the Graduate Certificate of Management).

## Preclusion

A precluded unit is a unit that a student may not undertake on the basis of having completed a similar unit of prior study. A substitute unit is then required. No CPL is granted for a precluded unit.

## Entry requirements

The entry requirements are as follows:

- Graduate Certificate of Management (Personal Injury)  
Graduates of any discipline, as well as applicants without a degree who have a minimum of five years of relevant work experience.\*
  - Graduate Diploma of Management (Personal Injury)  
Completion of the Graduate Certificate of Management (Personal Injury)(GCCM – PI)
  - Master of Management (Personal Injury)  
Completion of the Graduate Diploma of Management (Personal Injury) (GDM – PI)
- \* The Deakin Graduate School of Business (DGSB) considers relevant work experience to be business experience which includes managerial activities such as managing projects, staff and/or budgets. This experience should be demonstrated in your curriculum vitae which must be submitted for entry into all programs.



## Features of studying with Deakin

- Broad subject elective choices
- Flexible study modes
- Off-campus distance learning, residential units and online study
- Quality learning materials and study guides
- All units are supported with quality study guides and other learning materials available to all students
- Access to lecturers and fellow students via Desire2Learn (D2L)
- Extensive on- and off-campus library facilities
- Revision weekends
- Quality learning materials and study guides
- Deakin revises all units on a two-year cycle, depending on the content area (this ensures that all units remain current).
- Some units are developed in conjunction with other universities, so that more development funds and academic knowledge are available.

## Desire2Learn

Desire2Learn (D2L) is Deakin University's online teaching and learning environment that aims to enhance on- and off-campus learning. D2L incorporates a suite of integrated teaching and learning technologies including: Blackboard; elive; Learning Repository; iLecture; Turnitin; and Social Software. All students are given access to and must use D2L. It is used for both small group and large group discussion and collaborative interaction.

## Variety of assessment methods

Assessment may include presentations, assignments, projects, online discussion forums and exams. They can be individual or group-based, and there are generally three assessment tasks per unit.

## Postgraduate orientation

Deakin University has provided an extensive orientation site designed specifically for off-campus students. To find valuable information and resources to help you make a great start to your studies go to:

**<<http://www.deakin.edu.au/current-students/transition/offcampus/index.php>>.**



# Overview of Master of Management (Personal Injury) specialisations

| Year 1 →   | Year 2 →   | Year 3  |
|--|--|---|
| <b>M534 – Graduate Certificate of Management (Personal Injury) – Claims Management Specialisation</b>  | <b>M634 – Graduate Diploma of Management (Personal Injury)</b>   | <b>M734 – Master of Management (Personal Injury)</b>  |
| <p><b>Core units:</b></p> <ul style="list-style-type: none"> <li>Principles of Personal Injury Scheme Design</li> <li>Injury Management</li> <li>Strategic Customer Service</li> </ul> <p><b>Elective:</b></p> <ul style="list-style-type: none"> <li>Other approved elective</li> </ul> | <p><b>Core units:</b></p> <ul style="list-style-type: none"> <li>Personal Injury Scheme Evaluation</li> <li>Personal Injury Strategic Claims Management</li> <li>Financial Reporting and Analysis</li> </ul> <p><b>Elective:</b></p> <ul style="list-style-type: none"> <li>Other approved elective</li> </ul> | <p><b>Core units:</b></p> <ul style="list-style-type: none"> <li>Managing Compensable Injury Claims (new PIM unit)</li> <li>Applied Business Project (to be completed over two trimesters and worth two credit points)</li> <li>Strategic Management</li> </ul> |

or

|  |  |   |
|--|--|---|
| <b>M534 – Graduate Certificate of Management (Personal Injury) – Business Management Specialisation</b>  | <b>M634 – Graduate Diploma of Management (Personal Injury)</b>   | <b>M734 – Master of Management (Personal Injury)</b>  |
| <p><b>Core units:</b></p> <ul style="list-style-type: none"> <li>Principles of Personal Injury Scheme Design</li> <li>Injury Management</li> <li>Financial Reporting and Analysis</li> </ul> <p><b>Elective:</b></p> <ul style="list-style-type: none"> <li>Other approved elective</li> </ul> | <p><b>Core units:</b></p> <ul style="list-style-type: none"> <li>Personal Injury Scheme Evaluation</li> <li>Personal Injury Strategic Claims Management</li> <li>Strategic Customer Service</li> </ul> <p><b>Elective:</b></p> <ul style="list-style-type: none"> <li>Other approved elective</li> </ul> | <p><b>Core units:</b></p> <ul style="list-style-type: none"> <li>Managing Compensable Injury Claims (new PIM unit)</li> <li>Applied Business Project (to be completed over two trimesters and worth two credit points)</li> <li>Strategic Management</li> </ul> |



## M534 – Graduate Certificate of Management (Personal Injury) – Claims Management specialisation

| Award granted      | Graduate Certificate of Management (Personal Injury) |
|--------------------|--|
| Campus             | Off campus   |
| Duration           | One year part time                                   |
| Deakin course code | M534   |

### Course overview

This specialisation is recommended for those industry professionals who have a background, current role or interest in claims management.

The course is suitable for those who work in the personal injury sector, including those who work for insurers, claims management organisations, regulators, self-insurers, legal and allied health providers, injury management and return-to-work professionals.

### Course rules

The Graduate Certificate of Management (Personal Injury) requires completion of four credit points comprising three credit points of core units and one elective unit from a select list.

### Course structure

#### Core units – Claims Management

|               |   |
|---------------|---|
| MPM740        | Principles of Personal Injury Scheme Design*                                  |
| XGR703        | Injury Management (7020HSV – Griffith University unit, cross-institutional)+  |
| <b>or</b>     |   |
| XGR705        | Injury Management (7024HSV – Griffith University unit, cross-institutional)++ |
| MPK711        | Strategic Customer Service  |
| Elective unit | One elective from the approved list below^^                                   |

\* Three-day compulsory residential component

+ This unit is recommended for those who do not have access to a caseload

++ This unit is recommended for those who have access to a caseload

#### Elective units – Claims Management

^^ Electives recommended for the Claims Management specialisation include the following:

|        |  |
|--------|--|
| HSH701 | Principles and Practice of Public Health                     |
| MPM721 | Organisational Behaviour                                     |
| MPM722 | Human Resource Management                                    |
| MPR721 | Organisational Behaviour Residential (18 – 23 November 2012) |
| MPR722 | Human Resource Management Residential (22 – 27 July 2012)    |
| MSC756 | Project Management   |

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <[www.deakin.edu.au/buslaw/gsb/residentials](http://www.deakin.edu.au/buslaw/gsb/residentials)>.



## M534 – Graduate Certificate of Management (Personal Injury) – Business Management specialisation

| Award granted      | Graduate Certificate of Management (Personal Injury) |
|--------------------|--|
| Campus             | Off campus   |
| Duration           | One year part time                                   |
| Deakin course code | M534   |

### Course overview

This specialisation is recommended for those industry professionals who have a more generalist background, and/or qualifications and are wanting to expand their knowledge and skill in personal injury management.

The course is suitable for those who work in the personal injury sector, including those who work for insurers, claims management organisations, regulators, self-insurers, legal and allied health providers, injury management and return-to-work professionals.

### Course rules

The Graduate Certificate of Management (Personal Injury) requires completion of four credit points comprising three credit points of core units and one elective unit from a select list.

### Course structure

#### Core units – Business Management

|               |   |
|---------------|---|
| MPM740        | Principles of Personal Injury Scheme Design*                                  |
| XGR703        | Injury Management (7020HSV – Griffith University unit, cross-institutional)+  |
| <b>or</b>     |   |
| XGR705        | Injury Management (7024HSV – Griffith University unit, cross-institutional)++ |
| MPA/MPR751    | Financial Reporting and Analysis  |
| Elective unit | One elective from the approved list below^^                                   |

\* Three-day compulsory residential component

+ This unit is recommended for those who do not have access to a caseload

++ This unit is recommended for those who have access to a caseload

#### Elective units – Business Management

^^ Electives recommended for the Business Management specialisation include the following:

|        |   |
|--------|---|
| MPK732 | Marketing Management  |
| MPM721 | Organisational Behaviour  |
| MPR721 | Organisational Behaviour Residential (18 – 23 November 2012)      |
| MPR732 | Marketing Management Residential (Trimester 3, late January 2013) |
| MSC756 | Project Management  |
| MSQ791 | Data Analysis for Managers  |

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <[www.deakin.edu.au/buslaw/gsb/residentials](http://www.deakin.edu.au/buslaw/gsb/residentials)>.

## M634 – Graduate Diploma of Management (Personal Injury) – Claims Management specialisation

| Award granted      | Graduate Diploma of Management (Personal Injury) |
|--------------------|--|
| Campus             | Off campus                                       |
| Duration           | Two years part time                              |
| Deakin course code | M634   |

### Course overview

This specialisation is recommended for those industry professionals who have a background, current role or interest in claims management.

The Graduate Diploma of Management (Personal Injury) focuses on meeting the needs of persons working in or with the Personal Injury sector, including those who work for insurers, claims management organisations, regulators, self-insurers, legal and allied health providers, injury management and return-to-work professionals.

### Course rules

The Graduate Diploma of Management (Personal Injury) requires completion of eight credit points comprising six credit points of core units and two credit points of approved elective units.

### Course structure

#### Year 1 Core units – those studied in the Graduate Certificate of Management (Personal Injury)

|               |   |
|---------------|---|
| MPM740        | Principles of Personal Injury Scheme Design*                                  |
| XGR703        | Injury Management (7020HSV – Griffith University unit, cross-institutional)+  |
| <b>or</b>     |   |
| XGR705        | Injury Management (7024HSV – Griffith University unit, cross-institutional)++ |
| MPK711        | Strategic Customer Service  |
| Elective unit | One elective from the approved list   |

\* Three-day compulsory residential component

+ This unit is recommended for those who do not have access to a caseload but assumes previous university study

++ This unit is recommended for those who have access to a caseload but does not assume previous university study

#### Year 2 Core units – those studied in the Graduate Diploma of Management (Personal Injury)

|               |   |
|---------------|---|
| MPM741        | Personal Injury Scheme Evaluation^              |
| <b>and</b>    |   |
| MPM742        | Personal Injury Strategic Claims Management^    |
| MPA/MPR751    | Financial Reporting and Analysis                |
| Elective unit | One elective from the approved list on page 8^^ |

^ Must be completed in the same trimester and contains a compulsory five-day residential component

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <[www.deakin.edu.au/buslaw/gsb/residentials](http://www.deakin.edu.au/buslaw/gsb/residentials)>.



## **M634 – Graduate Diploma of Management (Personal Injury)** *– Claims Management specialisation*

### **Elective units – Claims Management**

^^ Electives recommended for the Claims Management specialisation include the following:

|        |  |
|--------|--|
| HSH701 | Principles and Practice of Public Health                       |
| MLM706 | Corporate Governance   |
| MMH707 | Managing Transitions and Change                                |
| MPM702 | Audacious Leadership   |
| MPM721 | Organisational Behaviour                                       |
| MPM722 | Human Resource Management                                      |
| MPR707 | Change Management (Residential) (15 –20 April 2012)            |
| MPR721 | Organisational Behaviour (Residential) (18 – 23 November 2012) |
| MPR722 | Human Resource Management (Residential) (22 – 27 July 2012)    |
| MSC756 | Project Management   |

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <[www.deakin.edu.au/buslaw/gsb/residentials](http://www.deakin.edu.au/buslaw/gsb/residentials)>.



## M634 – Graduate Diploma of Management (Personal Injury) – *Business Management specialisation*

| Award granted      | Graduate Diploma of Management (Personal Injury) |
|--------------------|--|
| Campus             | Off campus                                       |
| Duration           | Two years part time                              |
| Deakin course code | M634   |

### Course overview

This specialisation is recommended for those industry professionals who have a more generalist background, and/or qualifications and are wanting to expand their knowledge and skill in personal injury management.

The Graduate Diploma of Management (Personal Injury) focuses on meeting the needs of persons working in or with the Personal Injury sector, including those who work for insurers, claims management organisations, regulators, self-insurers, legal and allied health providers, injury management and return-to-work professionals.

### Course rules

The Graduate Diploma of Management (Personal Injury) requires completion of eight credit points comprising six credit points of core units and two credit points of approved elective units.

### Course structure

#### Year 1 Core units – those studied in the Graduate Certificate of Management (Personal Injury)

|               |   |
|---------------|---|
| MPM740        | Principles of Personal Injury Scheme Design*                                  |
| XGR703        | Injury Management (7020HSV – Griffith University unit, cross-institutional)+  |
| <b>or</b>     |   |
| XGR705        | Injury Management (7024HSV – Griffith University unit, cross-institutional)++ |
| MPA/MPR751    | Financial Reporting and Analysis  |
| Elective unit | One elective from the approved list   |

\* Three-day compulsory residential component

+ This unit is recommended for those who do not have access to a caseload but assumes previous university study

++ This unit is recommended for those who have access to a caseload but does not assume previous university study

#### Year 2 Core units – those studied in the Graduate Diploma of Management (Personal Injury)

|               |  |
|---------------|--|
| MPM741        | Personal Injury Scheme Evaluation^               |
| <b>and</b>    |  |
| MPM742        | Personal Injury Strategic Claims Management^     |
| MPK711        | Strategic Customer Service                       |
| Elective unit | One elective from the approved list on page 10^^ |

^ Must be completed in the same Trimester and contains a compulsory five-day residential component

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <[www.deakin.edu.au/buslaw/gsb/residentials](http://www.deakin.edu.au/buslaw/gsb/residentials)>.



## **M634 – Graduate Diploma of Management (Personal Injury)** *– Business Management specialisation*

### **Elective units – Business Management**

^^ Electives recommended for the Business Management specialisation include the following:

|        |   |
|--------|---|
| AIP740 | Public Policy Analysis  |
| HSH702 | Contemporary Health Issues and Policies                             |
| MPK732 | Marketing Management  |
| MPM701 | Business Process Management   |
| MPM703 | Business Strategy and Analysis <sup>#</sup>                         |
| MPM712 | Managing Innovation   |
| MPM721 | Organisational Behaviour  |
| MPR721 | Organisational Behaviour (Residential) (18 – 23 November 2012)      |
| MPR732 | Marketing Management (Residential) (Trimester 3, late January 2013) |
| MPR703 | Management Communication (Residential) (26 February – 2 March 2012) |
| MSC756 | Project Management  |
| MSQ791 | Data Analysis for Managers  |

<sup>#</sup> Incompatible with MPM706 and MPR706 which is a core unit in the Master of Management (Personal Injury).

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <[www.deakin.edu.au/buslaw/gsb/residentials](http://www.deakin.edu.au/buslaw/gsb/residentials)>.



## M734 – Master of Management (Personal Injury) – Claims Management specialisation

| Award granted      | Master of Management (Personal Injury) |
|--------------------|--|
| Campus             | Off campus                             |
| Duration           | Three years part time                  |
| Deakin course code | M734                                   |

### Course overview

This specialisation is recommended for those industry professionals who have a background, current role or interest in claims management.

The Master of Management (Personal Injury) focuses on meeting the needs of persons working in or with the Personal Injury sector, including those who work for insurers, claims management organisations, regulators, self-insurers, legal and allied health providers, injury management and return-to-work professionals.

### Course rules

The Master of Management (Personal Injury) requires completion of 12 credit points comprising 10 credit points of core units and two credit points of approved elective units.

### Course structure

#### Year 1 Core units – those studied in the Graduate Certificate of Management (Personal Injury)

|               |   |
|---------------|---|
| MPM740        | Principles of Personal Injury Scheme Design*  |
| XGR703        | Injury Management (7020HSV – Griffith University unit, cross-institutional) <sup>+</sup>  |
| <b>or</b>     |   |
| XGR705        | Injury Management (7024HSV – Griffith University unit, cross-institutional) <sup>++</sup> |
| MPK711        | Strategic Customer Service  |
| Elective unit | One elective from the approved list   |

\* Three-day compulsory residential component

+ This unit is recommended for those who do not have access to a caseload but assumes previous university study

++ This unit is recommended for those who have access to a caseload but does not assume previous university study

#### Year 2 Core units – those studied in the Graduate Diploma of Management (Personal Injury)

|               |  |
|---------------|--|
| MPM741        | Personal Injury Scheme Evaluation <sup>^</sup>               |
| <b>and</b>    |  |
| MPM742        | Personal Injury Strategic Claims Management <sup>^</sup>     |
| MPA/MPR751    | Financial Reporting and Analysis                             |
| Elective unit | One elective from the approved list on page 12 <sup>^^</sup> |

<sup>^</sup> Must be completed in the same trimester and contains a compulsory five-day residential component

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <[www.deakin.edu.au/buslaw/gsb/residentials](http://www.deakin.edu.au/buslaw/gsb/residentials)>.



### **Year 3 Core units – those studied in the Master of Management (Personal Injury)**

|            |   |
|------------|---|
| MPM719     | Managing Compensable Injury Claims (for commencement in 2014)                         |
| MPI702     | Applied Business Project <sup>^^^</sup> (worth two credit points over two trimesters) |
| MPM/MPR706 | Strategic Management <sup>**</sup>  |

<sup>^^^</sup> All personal injury specific units must be completed prior to enrolment.

<sup>\*\*</sup> Six units must be completed prior to enrolment

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <[www.deakin.edu.au/buslaw/gsb/residentials](http://www.deakin.edu.au/buslaw/gsb/residentials)>.

### **M734 – Master of Management (Personal Injury)** *– Claims Management specialisation*

#### **Elective units – Claims Management**

<sup>^^</sup> Electives recommended for the Claims Management specialisation include the following:

|        |  |
|--------|--|
| HSH701 | Principles and Practice of Public Health                       |
| MLM706 | Corporate Governance   |
| MMH707 | Managing Transitions and Change                                |
| MPM702 | Audacious Leadership   |
| MPM721 | Organisational Behaviour                                       |
| MPM722 | Human Resource Management                                      |
| MPR707 | Change Management (Residential) (15 – 20 April 2012)           |
| MPR721 | Organisational Behaviour (Residential) (18 – 23 November 2012) |
| MPR722 | Human Resource Management (Residential) (22 – 27 July 2012)    |
| MSC756 | Project Management   |

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <[www.deakin.edu.au/buslaw/gsb/residentials](http://www.deakin.edu.au/buslaw/gsb/residentials)>.



## M734 – Master of Management (Personal Injury) – Business Management specialisation

| Award granted      | Master of Management (Personal Injury) |
|--------------------|--|
| Campus             | Off campus                             |
| Duration           | Three years part time                  |
| Deakin course code | M734                                   |

### Course overview

This specialisation is recommended for those industry professionals who have a more generalist background, and/or qualifications and are wanting to expand their knowledge and skill in personal injury management.

The Master of Management (Personal Injury) focuses on meeting the needs of persons working in or with the Personal Injury sector, including those who work for insurers, claims management organisations, regulators, self-insurers, legal and allied health providers, injury management and return-to-work professionals.

### Course rules

The Master of Management (Personal Injury) requires completion of 12 credit points comprising 10 credit points of core units and two credit points of approved elective units.

### Course structure

#### Year 1 Core units – those studied in the Graduate Certificate of Management (Personal Injury)

|               |   |
|---------------|---|
| MPM740        | Principles of Personal Injury Scheme Design*                                  |
| XGR703        | Injury Management (7020HSV – Griffith University unit, cross-institutional)+  |
| <b>or</b>     |   |
| XGR705        | Injury Management (7024HSV – Griffith University unit, cross-institutional)++ |
| MPA/MPR751    | Financial Reporting and Analysis  |
| Elective unit | One elective from the approved list   |

\* Three-day compulsory residential component

+ This unit is recommended for those who do not have access to a caseload but assumes previous university study

++ This unit is recommended for those who have access to a caseload but does not assume previous university study

#### Year 2 Core units – those studied in the Graduate Diploma of Management (Personal Injury)

|               |  |
|---------------|--|
| MPM741        | Personal Injury Scheme Evaluation^               |
| <b>and</b>    |  |
| MPM742        | Personal Injury Strategic Claims Management^     |
| MPK711        | Strategic Customer Service                       |
| Elective unit | One elective from the approved list on page 14^^ |

^ Must be completed in the same trimester and contains a compulsory five-day residential component

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <[www.deakin.edu.au/buslaw/gsb/residentials](http://www.deakin.edu.au/buslaw/gsb/residentials)>.



### **Year 3 Core units – those studied in the Master of Management (Personal Injury)**

|            |   |
|------------|---|
| MPH719     | Managing Compensable Injury Claims (for commencement in 2014)                         |
| MPI702     | Applied Business Project <sup>^^^</sup> (worth two credit points over two trimesters) |
| MPM/MPR706 | Strategic Management <sup>**</sup>  |

<sup>^^^</sup> All personal injury specific units must be completed prior to enrolment.

<sup>\*\*</sup> Six units must be completed prior to enrolment

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <[www.deakin.edu.au/buslaw/gsb/residentials](http://www.deakin.edu.au/buslaw/gsb/residentials)>.

### **M734 – Master of Management (Personal Injury) – Business Management specialisation**

#### **Elective units – Business Management**

<sup>^^</sup> Electives recommended for the Business Management specialisation include the following:

|        |   |
|--------|---|
| AIP740 | Public Policy Analysis  |
| HSH702 | Contemporary Health Issues and Policies                             |
| MMM972 | Operations Management   |
| MPK732 | Marketing Management  |
| MPM701 | Business Process Management   |
| MPM703 | Business Strategy and Analysis <sup>#</sup>                         |
| MPM712 | Managing Innovation   |
| MPM721 | Organisational Behaviour  |
| MPR703 | Management Communication (Residential) (26 February – 2 March 2012) |
| MPR721 | Organisational Behaviour (Residential) (18 – 23 November 2012)      |
| MPR732 | Marketing Management (Residential) (Trimester 3, late January 2013) |
| MSC756 | Project Management  |
| MSQ791 | Data Analysis for Managers  |

<sup>#</sup> Incompatible with MPM706 and MPR706.

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <[www.deakin.edu.au/buslaw/gsb/residentials](http://www.deakin.edu.au/buslaw/gsb/residentials)>.



## M736 – Master of Business (Personal Injury)

| Award granted      | Master of Business (Personal Injury) |
|--------------------|--------------------------------------|
| Campus             | Off campus                           |
| Duration           | Two years part time                  |
| Deakin course code | M736                                 |

### Course overview

The two-year Master of Business (Personal Injury) is being discontinued and existing students must complete this award by the end of 2014.

### Course rules

This course requires students to complete eight credit points over two years of part-time study. Those currently enrolled will complete this course comprising the units below. **No new enrolments in M736 will be accepted after Trimester 1, 2012.**

### Detailed course rules

The Master of Business (Personal Injury) requires completion of eight credit points comprising seven credit points of core units and one elective unit from the list on page 16.

### Course structure

#### Year 1 Core units

|               |   |
|---------------|---|
| MPM740        | Principles of Personal Injury Scheme Design*  |
| XGR703        | Injury Management (7020HSV – Griffith University unit, cross-institutional) <sup>+</sup>  |
| <b>or</b>     |   |
| XGR705        | Injury Management (7024HSV – Griffith University unit, cross-institutional) <sup>++</sup> |
| MPA/MPR751    | Financial Reporting and Analysis  |
| Elective unit | One elective from the approved list on page 16 <sup>^^</sup>                              |

\* Three-day compulsory residential component

<sup>+</sup> This unit is recommended for those who do not have access to a caseload but assumes previous university study

<sup>++</sup> This unit is recommended for those who have access to a caseload but does not assume previous university study

#### Year 2 Core units

|            |  |
|------------|--|
| MPM741     | Personal Injury Scheme Evaluation <sup>^</sup>           |
| <b>and</b> |  |
| MPM742     | Personal Injury Strategic Claims Management <sup>^</sup> |
| MPI702     | Applied Business Project <sup>^^^</sup>                  |
| MPM/MPR706 | Strategic Management <sup>**</sup>                       |

<sup>^</sup> Must be completed in the same Trimester and contains a compulsory five-day residential component

<sup>^^^</sup> All personal injury specific units must be completed prior to enrolment.

<sup>\*\*</sup> 6 units must be completed prior to enrolment

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <[www.deakin.edu.au/buslaw/gsb/residentials](http://www.deakin.edu.au/buslaw/gsb/residentials)>.



## M736 – Master of Business (Personal Injury)

### Elective units

^^ All the units listed are studied by distance education unless otherwise stated.

|            |   |
|------------|---|
| AIP740     | Public Policy Analysis  |
| AIP748     | Intergovernmental Relationships                                     |
| AIP773     | Governance and Accountability                                       |
| AIP777     | Accountability and Corporate Social Responsibility                  |
| HSH701     | Principles and Practice of Public Health                            |
| HSH702     | Contemporary Health Issues and Policies                             |
| MLM706     | Corporate Governance  |
| MLM761     | Health and Biotechnology Law (Trimester 3 only)                     |
| MMH707     | Managing Transition and Change                                      |
| MPA711     | Corporate Governance and Ethics                                     |
| MPE781     | Economics for Managers  |
| MPK711     | Strategic Customer Service  |
| MPM701     | Business Process Management   |
| MPM712     | Managing Innovation   |
| MPR703     | Management Communication (Residential) (26 February – 2 March 2012) |
| MPR707     | Change Management (Residential) (18 – 23 November 2012)             |
| MPM/MPR721 | Organisational Behaviour  |
| MPM/MPR722 | Human Resource Management (Residential) (22 – 27 July 2012)         |
| MSC752     | eBusiness Strategies  |
| MSC756     | Project Management  |

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: <[www.deakin.edu.au/buslaw/gsb/residentials](http://www.deakin.edu.au/buslaw/gsb/residentials)>.



## Residential schools

The Deakin Graduate School of Business (DGSB) runs residential schools throughout the year. These are typically run over five consecutive days at the Deakin Management Centre, Geelong, Victoria.

In this format and executive environment, participants immerse themselves in the topic, undertake innovative and experiential learning activities and build their professional networks. If successfully completed, these count as credits towards the award programs.

A full listing of residential dates can be found at the back of this document.

Further details about the residentials can be found at:

**<<http://www.deakin.edu.au/buslaw/gsb/residentials>>.**

Standard residentials able to be taken as a core or an elective are:

|        |                                  |
|--------|----------------------------------|
| MPR703 | Management Communications        |
| MPR706 | Strategic Management**           |
| MPR707 | Change Management                |
| MPR721 | Organisational Behaviour         |
| MPR722 | Human Resource Management        |
| MPR732 | Marketing Management             |
| MPR751 | Financial Reporting and Analysis |

\*\* Six units must be completed prior to enrolment

You must register your Expression of Interest for these units at:

**<<http://www.deakin.edu.au/buslaw/gsb/residentials>>.**

Personal Injury specific units with residential components include:

|            |   |
|------------|---|
| MPM740     | Principles of Personal Injury Scheme Design(Residential) (27 – 30 May 2012)*  |
| MPM741     | Personal Injury Scheme Evaluation (Residential) (6 – 11 May 2012) ^           |
| <b>and</b> |   |
| MPM742     | Personal Injury Strategic Claims Management (Residential) (6 – 11 May 2012) ^ |

\* Three-day compulsory residential component

^ Must be completed in the same trimester and contains a compulsory five-day residential component

There is no requirement to register an Expression of Interest for the residential component of these units.



## Residential entry requirements

Students intending to apply for a place at a standard residential school must first register their interest at the following link: <<http://www.deakin.edu.au/buslaw/gsb/residentials>>. This website also contains further information about the content of each residential, dates for planned residentials and information about the venue.

The DGSB will assess each application for eligibility. All students must initially meet the prerequisite requirement where stated. The DGSB will then follow its current eligibility consideration process of 'priority order'. Priority is given to students who register their expression of interest early and to those who only have one more unit to complete in their current award.

## Residential enrolment process

- Go to the link above to register an Expression of Interest (Eoi) for a Residential unit. The Residential Dates can be found at the back of this Information Book. We recommend that all residentials be completed with accommodation, as group work progresses late into the evenings. When completing required fields **DO NOT** select 'Day Stay'.
- Upon receipt of your Eoi, DGSB generates an automated email of acknowledgement. This email should be kept in a safe place.
- At a later date, DeakinPrime will send you an email offering a place in the residential. This email acts as a confirmation of a place, should you choose to accept. You must respond to this email, either accepting or rejecting the offer.
- 8 weeks prior to commencement you are enrolled into the residential unit and will receive an email from DeakinPrime confirming your place.
- **Expressions of Interest ARE NOT REQUIRED for MPM740, MPM741 or MPM742.**
- Residentials are dependent on minimum numbers being reached.
- If you need to withdraw from a residential, please do so by emailing the Personal Injury Management Helpdesk.



## Unit descriptions

This section of the booklet contains brief descriptions of units and residential schools. The full range of course and unit descriptions can be found on the Deakin website at: <[www.deakin.edu.au/handbooks](http://www.deakin.edu.au/handbooks)>.

### Core units

#### **MPK711 Strategic Customer Service**

**1 Credit point**

##### Content

Topics to be addressed in this unit include: an introduction to customer service; customer service within a strategic framework; leadership and organisational culture for customer service excellence; supporting customer service; organisational structure and resources; the role and management of customer service personnel; internal marketing; managing and measuring service quality; managing and measuring customer perceived value; managing customer complaints; e-customer service: the role of technology in delivering customer service; and practising customer service excellence.

##### Assessment

Written Assignment (Case Study Analysis) (Group/up to three students) 4000 words 40%, Examination two hours 60%, Hurdle Requirement: achieve at least 50% of the marks available on the examination.

#### **MPM740 Principles of Personal Injury Scheme Design (Residential component)**

**1 Credit point**

##### Content

This unit provides an overview of the history of workers' compensation and Compulsory Third Party Insurance, along with critical analysis of the current situation around Australia and internationally. The unit considers the political issues surrounding the development of scheme design/policy and the impacts these decisions may have on other related bodies. The likely future developments in personal injury schemes around Australia and internationally are also considered.

This unit contains a compulsory three-day residential component in Geelong, Victoria.

##### Assessment

Written Assignment 1 2500 words 30%, Assignment (contribution to online discussions) 10%, Written Assignment 2 (Group/up to five students) 5500 words 40%, Presentation of Group Assignment 20%.

As with all distance units, pre-reading and group work is required in order to effectively participate in a group assignment at the residential, as well as being necessary for the completion of an individual assignment (post work).



## Core units

### **MPM741 Personal Injury Scheme Evaluation (Residential component)**

**1 Credit point**

Co-requisite: MPM742

#### Content

This unit provides an introduction to the uses of actuarial information in the insurance industry and the kinds of information obtainable through actuarial processes. In studying this unit, students will develop an understanding of how scheme economics can be used in strategic planning and decision-making relating to long-tail schemes. Claims forecasting, optimal settlement, loss reserving and the effects of asymmetric information will also be considered in the context of scheme assessment and evaluation.

There is a five-day residential component which is a compulsory part of the unit and is run in conjunction with the unit MPM742 Personal Injury Strategic Claims Management. This five-day program is split between MPM741 Personal Injury Scheme Evaluation and MPM742 Personal Injury Strategic Claims Management.

#### Assessment

Test (Multiple Choice) 20%, Assignment (Contribution to online discussion) 10%, Written Assignment (Group/up to five students) 6000 words 50%, Presentation of Group Assignment 20%.

As with all distance units, pre-reading and group work is required in order to effectively participate in a group assignment at the residential, as well as being necessary for the completion of an individual assignment (post work).

### **MPM742 Personal Injury Strategic Claims Management (Residential component)**

**1 Credit point**

Co-requisite: MPM741

#### Content

This unit is designed to provide students with a comprehensive understanding of how a strategic approach to claims management can play a vital role in reshaping the culture, processes, systems and alliances to enable the effective and efficient management of claims and compensation schemes. This includes understanding claims management methodologies, designing key performance indicators, understanding stakeholder roles, and developing strategic approaches to dispute resolution and return-to-work interventions.

There is a five-day residential component which is a compulsory part of the unit and is run in conjunction with the unit MPM741 Personal Injury Scheme Evaluation. This five-day program is split between MPM742 Personal Injury Strategic Claims Management and MPM741 Personal Injury Scheme Evaluation.



## Core units

### Assessment

Written Assignment 1 3500 words 40%, Assignment contribution to online discussion 10%, Written Assignment 2 (Group/up to five students) 5000 words 30%, Presentation of Group Assignment 20%.

As with all distance units, pre-reading and group work is required in order to effectively participate in a group assignment at the residential, as well as being necessary for the completion of an individual assignment (post work).

### MPR751/MPA751 Financial Reporting and Analysis

**1 Credit point**

#### Content

The unit develops students' ability to read, interpret and use corporate financial reports and other relevant information such as internal accounting reports. The unit is primarily concerned with developing a strong understanding of accounting concepts and issues from perspectives both internal and external to the entity. This understanding can then be applied to a range of theoretical and practical problems often encountered by managers. If completing the residential version of this unit, the student's appreciation of the complexities of financial measurement, accounting policy selection, and techniques of managerial accounting is developed using case studies and practical problems. No previous accounting background is assumed.

#### Assessment

MPR751 (Residential) – Written Assignment 1 3000 words 30%, Written Assignment 2 4000 words 40%, Examination two hours 30%.

MPA751 – Written Assignment 3000 words 40%, Examination two hours 60%, Hurdle Requirement: achieve at least 50% of the marks available on the examination.

### XGR703 Injury Management (7020HSV – Griffith University unit)

**1 Credit point**

#### Content

This unit is recommended for students who have some prior experience with university level studies, but does not require access to a caseload to apply learning. If you do not have prior university experience please contact the Personal Injury Management Helpdesk: <[PIMHelpdesk@deakinprime.com](mailto:PIMHelpdesk@deakinprime.com)>.

This unit promotes and develops students' understanding of the concept of Injury Management within the areas of occupational, vocational and motor accident rehabilitation. The course will facilitate students' awareness of effective approaches to managing injury to reduce human, social and economic cost. It is envisaged that students who undertake this course will become more effective practitioners in relation to promoting the return-to-function and return-to-work processes and in the management of injured or ill individuals.

The course is presented in four modules specifically designed to promote students' theoretical and practical knowledge. To provide opportunity for application of this knowledge, case study scenarios will be presented. Students are also invited to apply this learning to their own area of practice, if that is relevant.

For further information go to:

<<http://www3.griffith.edu.au/03/STIP4/app?page=CourseEntry&service=external&sp=S7020HSV>>.



## Core units

Contact Christine Randall via [c.randall@griffith.edu.au](mailto:c.randall@griffith.edu.au) or the School of Human Services and Social Work on 07 5552 9343.

Students enrolled in this unit will be provided with online course content via [learning@griffith](mailto:learning@griffith) as well as print materials posted to the student via registered mail.

### Assessment

Details of assessment items change from semester to semester in line with student feedback and other factors.

This course generally includes:

Discussion forum participation (approx. 200 words per topic) 10% for five topics; Written Essay (2500 words) 40%; Written Report (2500 words + appendices) 50%.

## **XGR705 Injury Management (7024HSV – Griffith University unit) 1 Credit point**

### Content

This unit is recommended for students who have access to a caseload to apply learning, but does not assume prior experience with university level study.

This unit promotes and develops students' understanding of the concept of injury management within the area of insurance-based and occupational rehabilitation. This course will facilitate students' awareness of effective approaches to managing injury to reduce human, social and economic costs. It is envisaged that students who undertake this course will become more effective practitioners in relation to promoting return-to-work and return-to-function processes for injured workers and insurance claimants.

This course will focus on promoting an understanding of the impact of injury in relation to the individual, the return-to-work and return-to-function process and society.

The course, Injury Management, is presented in four modules specifically designed to promote the students theoretical and practical knowledge. To provide opportunity for application of this knowledge, case study scenarios will be presented. Students will also be required to select cases from their current/recent caseload and apply their learning to these specific case situations.

The above outlined modules are designed to develop and/or enhance existing practitioner skills within the area of injury management.

For further information go to:

**<http://www3.griffith.edu.au/03/STIP4/app?page=CourseEntry&service=external&sp=S7024HSV>**.

Contact Christine Randall via [c.randall@griffith.edu.au](mailto:c.randall@griffith.edu.au) or the School of Human Services and Social Work on 07 5552 9343.

Students enrolled in this unit will be provided with online course content via [learning@griffith](mailto:learning@griffith) as well as print materials posted to the student via registered mail.



## Core units

### Assessment

Details of assessment items change from semester to semester in line with student feedback and other factors.

This course generally includes:

Discussion forum participation (approx. 200 words per topic) 10% for five topics; Written Essay (2000 words) 40%; Written Report (2500 words + appendices) 50%.

NB: The written report may be split into an oral presentation and a written report based on the same case.

### MPM706 Strategic Management

**1 Credit point**

Prerequisite: Completion of six postgraduate units prior to enrolment. Incompatible with MPM703 or MPR706.

#### Content

The unit will develop students' capacity to think strategically about an organisation, its industry and competitive position. It will also enable students: to understand the tools used for the analysis of its strategic position; to understand the correct application of these tools to a variety of industry situations; to integrate functional knowledge in making strategic decisions; and to develop an appreciation of the organisational processes by which strategies are formed, evaluated and implemented.

#### Assessment

Written Assignment (Group/four to six students) 4000 words 40%, Examination two hours 60%, Hurdle Requirement: achieve at least 50% of the marks available on the examination.

### MPR706 Strategic Management (Residential component)

**1 Credit point**

Prerequisite: Completion of six postgraduate units prior to enrolment. Incompatible with MPM703 or MPM706

#### Content

The unit aims to develop a capacity: to think strategically about an organisation, its macro environment, industry and competitive position; to build skills in conducting strategic analysis in a variety of industry situations; to integrate functional knowledge in making strategic decisions; and to develop an appreciation of the organisational processes by which strategies are formed, implemented and evaluated.

#### Assessment

Written Assignment (Group/up to six students) 2000 words 20%, Presentation (Oral) 30%, Test 90 minutes 50%.



## Core units

### **MPI702 Applied Business Project**

**2 Credit points**

Prerequisite: Completion of all four personal injury specific units, XGR703/705, MPM740, MPM741, MPM742

#### Content

Applied Business Project will provide the opportunity for students to apply their knowledge and skills gained in their studies to an actual business problem. It will enable students to gain experience in applying academic knowledge and generic skills and extend their abilities in information gathering, analysis, project management, negotiation and communication. Where the project is undertaken as a group, it will enhance teamwork skills. It will further help students refine their skills, build their confidence and increase their awareness of the requirements for successful professional business practice.

In this unit, students identify a specific business problem or issue and devise a project to address the issue. The project will usually entail the collection and analysis of information and secondary data to achieve a specific project outcome.

#### Assessment

Written Assignment 1 (Group/up to three students or individual) 1500 words 25%, Written Assignment 2 (Group/up to three students or individual) 1500 words 25%, Written Assignment 3 (Group/up to three students or individual) 5000 words 50%.

### **MPM719 – Managing Compensable Injury Claims (New PIM unit commencing in 2014))**

**1 Credit point**

Co-requisite: MPM742

#### Content

The purpose of this unit is to give students an overview of the reasons for the differences in outcomes for compensable injury clients and will:

- Investigate ways of improving outcomes for compensable injury clients
- Investigate the effectiveness of preferred provider programs and other allied health initiatives in place across Australian and New Zealand jurisdictions
- Discuss the management of complex injury claims, including medico legal aspects
- Provide information on managing catastrophic injuries and chronic diseases.

#### Assessment

Written Assignment 1 (individual) 1000 words 20%, Written Assignment 2 (Group/up to five students) 5000 words 50%, Written Assignment 3 (Group/up to five students) 30%.



## Elective units

### **HSH701 Principles and Practice of Public Health** **1 Credit point** **(Elective for M534, M634 & M734 – Claims Management specialisation)**

#### Content

Through this unit, students are provided with an integrated overview of the ways in which different theories and disciplinary perspectives have informed public health principles and practices both in the past and present. The unit provides the foundations for a contextual understanding of the specific methods of public health research, policy development and program planning and implementation. Principles and Practice of Public Health is a 'glue' unit for the study of public health, drawing linkages between areas that may at first sight appear quite disparate. This unit aims to provide students with an overview of public health as an organised global and local effort to promote and protect the health of the public. Links are drawn between the past and present to provide the foundations for a contextual understanding of the specific methods of public health practice and policy development. Students are encouraged to position themselves within public health debates.

This unit will cover: the historical foundations of public health; determinants of the health and illness of populations; health data and health surveillance; health protection—communicable disease control and environmental health; health promotion; evidence-based practice in public health; ethics, human rights and public health; health of indigenous Australians; global issues in public health; and international health.

#### Assessment

Tutorial Paper (1500 words) 30%, Presentation 10%, Major Paper (3000 words) 60%.

### **MPM/MPR721 Organisational Behaviour** **1 Credit point** **(Elective for M534, M634 & M734 – Claims Management AND Business Management specialisations)**

#### Content

Organisational behaviour focuses on the systematic study of the attitudes and behaviours of individuals and groups in organisational settings. The purpose is to assist managers in predicting, explaining and controlling the behaviour of people in organisations.

The unit aims to develop students' conceptual understanding of the dynamics of individual and group behaviour in organisations, to examine the ways in which different forms of organisational structure and leadership influence that behaviour, and to analyse the ability of organisations to respond to external change and to manage their own internal change processes.

#### Assessment

MPR721 (Residential) – Assignment (Presentation/Group up to four students) 20%, Written Assignment (Group/up to four students) 2000 words 30%, Test(s) two hours 50%.

MPM721 – Written Assignment 2500 words 40%, Examination two hours 60%, Hurdle Requirement: achieve 50% of the marks available on the examination.



## Elective units

### **MPM/MPR722 Human Resource Management** **1 Credit point** **(Elective for M534, M634 & M734 – Claims Management specialisation)**

#### Content

The objective of the first section of this unit is to develop an understanding of strategic human resource management and the policies, methods and techniques utilised in human resource management functions with particular emphasis on the workplace. Specific attention is given to issues of recruitment, selection, human resources planning, human resources development, employee relations and managing for performance. The study and practice of human resources will develop skills and understanding of how human resources fit within processes of strategy formulation and organisational change. The focus is on Australian issues and solutions.

#### Assessment

MPR722 (Residential) – Assignment 1 (Group/up to six students) 1000–1500 words plus Group Presentation 20%, Assignment 2 (Group/up to 10 students) 1500–2000 words plus Presentation 30%, Examination two hours 50%, Hurdle Requirement: achieve at least 50% of the marks available on the examination.

MPM722 – Written Assignment (Individual 3000–3500 words or Group/up to four students 6000–6500 words) 50%, Examination two hours 50%, Hurdle Requirement: achieve 50% of the marks available on the examination.

### **MPK/MPR732 – Marketing Management** **1 Credit point** **(Elective for M534, M634 & M734 – Business Management specialisation)**

#### Content

The unit consists of 12 modules built around the integrative nature of the marketing process and its role in achieving corporate objectives. Topics include: the marketing process; the marketing environment; market research and information systems; segmentation; targeting and positioning; buyer behaviour, pricing consideration and approaches; integrated marketing communication; products and new product development; distribution; international marketing; marketing strategy and planning; and the implementation and control of marketing programs. Emphasis is placed on the management decision-making process through the use of case studies. The unit not only introduces participants to core marketing concepts and techniques, but also encourages the application of these within the context of the participants' work environment.

#### Assessment

MPR732 (Residential) – Test(s) one hour 20%, Written Assignment 1 (Group/up to three students), 4000 words 40%, Written Assignment 2, 4000 words 40%

MPK732 – Written Assignment (Group/up to four students or individual), 4000 words 40%, Examination two hours 60%, Hurdle Requirement: achieve at least 50% of the marks available on the examination.



## Elective units

### **MSC756 Project Management** **1 Credit point** **(Elective for M534, M634 & M734 – Claims Management AND Business Management specialisations)**

#### Content

Project Management is undoubtedly one of the most important skills in management as modern organisations shift from traditional management to project-based management. This unit examines project management in the exciting, dynamic, innovative, virtual, information enabled, and knowledge intensive organisational environment. Consequently, this unit emphasises skills as well as techniques that can be derived from traditional project management and explores innovations relevant for the successful management of projects. It also investigates the task of managing project knowledge which is regarded as a central skill for managing future projects. The project management methodology taught in this unit is based on the Project Management Body of Knowledge (PMBOK). Topics covered in this unit include: overviews of project management; the virtual context; planning processes; project communication; human and social aspects of project management; procurement tools; techniques and enabling technologies.

#### Assessment

Written Assignment 5000 words 40%, Examination two hours 60%, Hurdle Requirement: achieve at least 45% of the marks available on the examination.

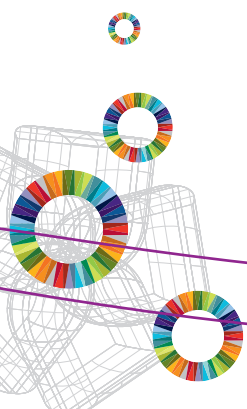
### **MSQ791 – Data Analysis for Managers** **1 Credit point** **(Elective for M634 & M734 – Business Management specialisation)**

#### Content

This unit covers the process of data analysis including the collection, presentation and interpretation of data. A principal objective of the unit is to demonstrate the importance of understanding data and the crucial role of data analysis in business decision-making. While it is essentially a statistics-based unit (including survey methods and questionnaire design), mathematics and arithmetic calculations are kept to a minimum. The emphasis of the unit is on the interpretation and applications of the various techniques studied. Extensive use is made of software to develop data analysis skills and to enhance the appreciation of statistical techniques in a management context. Qualitative research methods, and their role in the overall research and design process, are also briefly covered.

#### Assessment

Assignment 1 15%, Assignment 2 15%, Assignment 3 10%, Examination three hours 60%, Hurdle Requirement: submit all three assignments—achieve at least 50% of the marks available on the examination.



## Elective units

### **AIP740 Public Policy Analysis** **1 Credit point** **(Elective for M634 & M734 – Business Management specialisation)**

#### Content

Government policy decisions affect every area of our lives. This unit concentrates on analysing public policy, policy implementation and outcomes of policy from different perspectives. Students are introduced to the tools of analysis in the policy process, concentrating on the institutions, actors and policy context. The unit grounds the theoretical discussions of public policy in a number of case studies relating to taxation, industry policy, industrial relations, social policy, gender and the environment.

#### Assessment

Assignment 1 2000 words 40%, Assignment 2 3000 words 60%.

### **HSH702 Contemporary Health Issues and Policies** **1 Credit point** **(Elective for M634 & M734 – Business Management specialisation)**

#### Content

This unit explores health from a social viewpoint and in doing so examines the link between policy and health. The unit is designed to provide insight to contemporary notions of health and highlight how health and wellbeing of individuals, communities and society can be impacted by social factors. Students explore policy development and procedures in an Australian context. Policy analysis skills are introduced to allow students to critically examine policies that promote health. Topics to be addressed in this unit include: contemporary health from a social determinants perspective; the policy process; theory and policy; healthy public policy; and policy analysis.

#### Assessment

Health Issues Paper 2000 words 40%, Reflective Practice Exercise equivalent to 1000 words 20%, Policy Analysis Essay 2000 words 40%.



## Elective units

### **MLM706 Corporate Governance (Elective for M634 & M734 – Claims Management specialisation)**

**1 Credit point**

#### Content

This unit consists of four distinctive parts. In Part One students are introduced to basic concepts, board structures and types of company officers. In Part Two the focus is on corporate governance in Australia. Part Three deals with corporate governance in international and global context with the emphasis on the US, the UK Canada, Germany, Japan and China as well as the OECD principles of corporate governance. Part Four deals with business ethics and future directions regarding corporate governance.

#### Assessment

Written Assignment 1 2500 words 25%, Written Assignment 2 2500 words 25%, Written Assignment 3 5000 words 50%.

### **MMH707 Managing Transitions and Change (Elective for M634 & M734 – Claims Management specialisation)**

**1 Credit point**

Incompatible with MPR707

#### Content

This unit provides a thorough grounding in current theory and the various approaches to change management. Topics include: understanding change; strategy and change; change intervention tools; new forms of organising; change leadership; HRM, the human dimension in organisational change; power and resistance; measuring and sustaining change.

#### Assessment

Written Assignment 1 (Essay), 3000 words 50%, Written Assignment 2 (Report) (Group/three students or individual) 3500–4500 words 50%.

### **MMM792 – Operations Management (Elective for M634 & M734 – Business Management specialisation)**

**1 Credit point**

#### Content

The unit covers both manufacturing and service functions and is based upon learning from case studies. Topics include: product and process design; method study; workplace design and layout; plant location; materials management; production planning and control; job design and workforce management; and quality. However, a holistic approach is taken, and the emphasis is on dealing with individual aspects of operations within an overall strategic framework for business effectiveness.

#### Assessment

Written Assignment 1 (Group/three students) 3000 words 40%, Written Assignment 2 (Individual Research Report) 4000 words 60%.



## Elective units

### **MPM701 Business Process Management (Elective for M634 & M734 – Business Management specialisation)** **1 Credit point**

#### Content

This unit provides foundation knowledge about the operational level of business activities and emphasises the importance of their links to organisational strategies. It considers the role of information and communication technologies in supporting business processes and it introduces enterprise systems and the ways in which these can automate procurement, fulfilment and production and the integration of these processes in organisations. The unit introduces business process architecture, problem scoping, modelling, methodologies and measurement. The unit prepares students to develop professional careers in industry, government, and the not-for-profit sector.

#### Assessment

Presentation 10%, Written Assignment 2000 words 40%, Examination three hours 50%, Hurdle Requirement: achieve at least 50% of the marks available on the examination.

### **MPM702 – Audacious Leadership (Elective for M634 & M734 – Claims Management specialisation)** **1 Credit point**

Prerequisite: MPR721

#### Content

This unit seeks to provide participants with a deep understanding of their own capacity for leadership as well as leadership in others through examination of and reflection on the actions of leaders and followers. It is designed to provide a challenge to the student, which will demand and foster, both tacit and explicit learning about vision in leadership and audacity in its execution. Learning is experiential and based on participants' actions in resolving a challenge that has been agreed with the unit chair and is consistent with the aims of the unit. It draws on contemporary models and theories of leadership and leadership development that are international, both in their derivation and in their application.

This is an experiential unit and students are advised to contact the PIM Helpdesk for details of the planned activity as there are additional costs involved.

#### Assessment

Assignment 1 2000 words 20%, Assignment 2 3000 words 30%, Assignment 3 3000 words 50%.



## Elective units

### **MPM703 – Business Strategy and Analysis (Elective for M634 & M734 – Business Management specialisation)**

**1 Credit point**

Incompatible with MPM706 or MPR706

#### Content

This unit introduces students to the role of business strategy in developing and sustaining competitive advantage. The broad aim of this unit is to equip students with an introductory knowledge of business strategy concepts and tools, together with an ability to apply this knowledge to a variety of macro environment, industry and business situations.

#### Assessment

Written Assignment 3500 words 40%, Examination two hours 60%, Hurdle Requirement: achieve at least 50% of the marks available on the examination.

### **MPM712 Managing Innovation (Elective for M634 & M734 – Business Management specialisation)**

**1 Credit point**

#### Content

This unit focuses on the notion of 'intrapreneurship' and the processes by which innovative ideas are turned into commercial advantage. Innovation can occur in products/services, processes and systems, business models, or in business operations. Hence, the unit focuses on the innovation process itself, management strategies that foster innovation, and how innovation models and theory can be applied to each of these areas, resulting in sustainable competitive advantage. Topics to be addressed in this unit include: mental models of the management process; models of appropriate control; quality assurance; improving performance; innovation strategies; and leading people in an environment of innovation.

#### Assessment

Written Assignment 1 4000 words 40%, Assignment (Contribution to online discussions) 20%,  
Written Assignment 2 (Group) 4000 words 40%.



## Elective units

### **MPR703 Management Communication (Residential) (Elective for M634 & M734 – Business Management specialisation)**

**1 Credit point**

#### Content

The unit enables participants to: consider the range of situations in which communicative competence is important; reflect on their strengths and weaknesses as communicators; explore theories, models and techniques in order to enhance their understanding of the communication process; and develop practical skills in communication in a range of situations. Topics include: discourse, imagery and the bases of social influence in organisations; the helping relationship, counselling and interpersonal communication; the process of negotiation; non-verbal and para-linguistic communication; communication processes in groups; presentation of self and of information to groups and to the electronic media; and the strategic use of written communication.

#### Assessment

Assignment 1 (Group Presentation/four to six students) 30%, Assignment 2 (Group/four to six students) 30%, Assignment 3 2000 words 40%.

### **MPR707 Change Management (Residential) (Elective for M634 & M734 – Claims Management specialisation)**

**1 Credit point**

Incompatible with MMH707

#### Content

The unit aims to deepen students' understanding of the change process through the practical application of various approaches to and techniques of change management. Much of the unit comprises case study analysis and practical exercises, complemented by guest speaker presentations. However, students are also expected to improve their understanding of theories of change management in order to more successfully integrate the knowledge and experience acquired.

#### Assessment

Written Assignment 1 2000 words 50%, Written Assignment 2 3000 words 50%, Hurdle Requirement: Assignment 1 comprises reflections on activities carried out during the residential. Students therefore need to successfully complete at least three out of the five of these activities.



## Elective units for M736 only

### **AIP748 Intergovernmental Relations (Elective for M736)**

**1 Credit point**

#### Content

Intergovernmental processes and relations between local, state and commonwealth governments are centrally important in Australian politics and public policy. Dramatic shifts are, however, occurring in the ways in which power and responsibility are shared between governments. Pressures for reform come from above and below, as governments struggle to deal with complex, often entrenched 'trans-boundary' policy issues and as the needs of local and regional communities are afforded increasing importance. This unit explores the networks of intergovernmental relations – administrative, political, fiscal and legal – permeating and influencing policy formulation, implementation and evaluation. Students examine how traditional frameworks are changing in response to the quest for more adaptive, effective, legitimate and efficient forms of governance. While the main focus in this unit is on the Australian experience, students also reflect upon experiences in other countries.

#### Assessment

Minor Assignment 2000 words, Case Study 3000 words.

### **AIP773 Governance and Accountability (Elective for M736)**

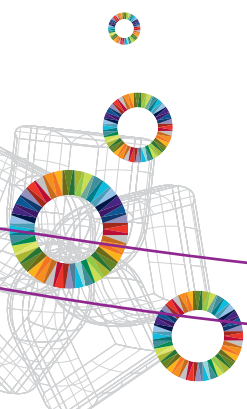
**1 Credit point**

#### Content

Accountability is central to ideas and practices of effective governance but, in the face of at times quite fundamental challenges and changes, traditional modes of governance and accountability are being re-evaluated, and in important ways re-invented. This unit explores these developments in a critical and analytic manner. It locates management within its context of political, legal, fiscal and ethical accountability to diverse stakeholders. A key aim is for students to develop a critical understanding of the complex and sometimes competing array of accountabilities at play today, while at the same time exploring ways of responding effectively, imaginatively and ethically to these demands.

#### Assessment

Assignment equivalent to 2000 words 40%, Assignment equivalent to 3000 words 60%.



## Elective units for M736 only

### **AIP777 Accountability and Corporate Social Responsibility (Elective for M736)**

**1 Credit point**

#### Content

Accountability and corporate social responsibility (CSR) has been gaining increasing prominence in recent years, particularly with the dramatic failures of some large companies worldwide. As a consequence CSR is no longer seen by many organisations to be discretionary or negotiable, but a necessary, and integral, part of the way that people do business in companies, governments and NGOs. This is not easy to put into practice and therefore the aims of this unit will be to open up new spaces for social thinking about how the vision, principles and values of CSR can be translated, and then embedded, into everyday policies and practices of a wide variety of organisations.

#### Assessment

One Essay 2000 words 40%, One Essay 3000 words 60%.

### **MLM761 Health and Biotechnology Law (Elective for M736)**

**1 Credit point**

#### Content

Health and biotechnology law is a rapidly growing discipline in Australia. This unit aims to provide students with an understanding of the law relevant to the health system and the biotechnology industry. Topics include: the law relating to the health system; the biotechnology industry; the pharmaceutical industry; the central contemporary ethical issues in the health and biotechnology industries; the regulation of the medical profession; medical negligence; the right to refuse treatment; and end of life decisions.

#### Assessment

Written Assignment 1 5000 words 50%, Written Assignment 2 2500 words 25%, Written Assignment 3 2500 words 25%.

### **MPA711 Corporate Governance and Ethics (Elective for M736)**

**1 Credit point**

#### Content

This unit considers the environment for corporate accountability and the role of people within the context of professional and business ethics. This unit specifically gives an international perspective on the introduction of competing expectations about the purpose of organisations and hence raises questions concerning the appropriate responsibility of their managers. It develops the position that the responsibility of managers for effective action extends not only to the familiar economic and market considerations, but also to the wider social/public arena. Students will learn to analyse, question critically and perhaps challenge the ethical and moral standards and priorities that they apply to business and professional behaviour.



## Elective units for M736 only

### Assessment

Written Assignment 1 2000 words 30%, Written Assignment 2 3500 words 40%, Written Assignment 3 2000 words 30%.

### **MPE781 Economics for Managers (Elective for M736)**

**1 Credit point**

Recommended: prior statistics study

### Content

The unit covers the policy and strategic aspects of business management and also provides a practical and pragmatic approach to policy issues. Topics include the dynamics of market behaviour, including a discussion of different market structures and the impact of macro-economic policies, in a changing world economic environment, on the economy in general and the student's business in particular.

### Assessment

Assignment 40%, Examination three hours 60%, Hurdle Requirement: achieve at least 45% of the marks available on the examination.

### **MSC752 eBusiness Strategies (Elective for M736)**

**1 Credit point**

### Content

This unit examines the important themes and contemporary issues in eBusiness strategies. It aims to help students develop practical skills in formulating, implementing and evaluating eBusiness strategies, as well as conducting critical analysis of eBusiness models. The unit places special emphasis on understanding how organisations generate, derive and share business value from eBusiness in a real life business context. In examining contemporary issues in eBusiness, the unit explores how modern organisations are leveraging social networking, blogs, virtual worlds, mobile computing and various Web 2.0 applications for next generation eBusiness.

### Assessment

Assignment (Contribution to Online Discussion/Tutorial Activities) 10%, Written Assignment 3500–4000 words 40%, Examination two hours 50%, Hurdle Requirement: achieve at least 50% of the marks available on the examination.

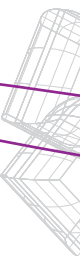


## 2012 PIM unit availability listing

| Unit code | Unit name  | Trimester 1 | Trimester 2 | Trimester 3 |
|-----------|--|-------------|-------------|-------------|
| AIP740    | Public Policy Analysis   | ✓           | ×           | ×           |
| AIP748    | Intergovernmental Relationships                                | ×           | ✓           | ×           |
| AIP773    | Governance and Accountability                                  | ×           | ×           | ✓           |
| AIP777    | Accountability and Corporate Social                            | ×           | ✓           | ×           |
| HSH701    | Principles and Practice of Public Health                       | ×           | ✓           | ×           |
| HSH702    | Contemporary Health Issues and Policies                        | ✓           | ×           | ×           |
| MLM706    | Corporate Governance   | ×           | ✓           | ×           |
| MLM761    | Health and Biotechnology Law                                   | ×           | ✓           | ×           |
| MMH707    | Managing Transition and Change                                 | ✓           | ×           | ×           |
| MPA711    | Corporate Governance and Ethics                                | ×           | ✓           | ×           |
| MPA751    | Financial Reporting and Analysis                               | ✓           | ✓           | ×           |
| MPE781    | Economics for Managers<br>(Recommended Prior Statistics Study) | ✓           | ✓           | ✓           |
| MPI702    | Applied Business Project                                       | ×           | ✓           | ×           |
| MPK711    | Strategic Customer Service                                     | ✓           | ✓           | ×           |
| MPK732    | Marketing Management   | ✓           | ✓           | ✓           |
| MPM701    | Business Process Management                                    | ✓           | ✓           | ✓           |
| MPM702    | Audacious Leadership   | ×           | ×           | ✓           |
| MPM706    | Strategic Management   | ✓           | ✓           | ×           |
| MPM712    | Managing Innovation  | ✓           | ×           | ×           |
| MPM721    | Organisational Behaviour                                       | ✓           | ✓           | ×           |
| MPM722    | Human Resource Management                                      | ×           | ✓           | ✓           |
| MPM740    | Principles of Personal Injury Scheme Design                    | ✓           | ×           | ×           |
| MPM741    | Personal Injury Scheme Evaluation                              | ✓           | ×           | ×           |
| MPM742    | Personal Injury Strategic Claims Management                    | ✓           | ×           | ×           |
| MPR703    | Management Communication (Residential)                         | ✓           | ×           | ×           |
| MPR706    | Strategic Management (Residential)                             | ×           | ✓           | ✓           |
| MPR707    | Change Management (Residential)                                | ✓           | ×           | ✓           |
| MPR721    | Organisational Behaviour (Residential)                         | ×           | ×           | ✓           |
| MPR722    | Human Resource Management (Residential)                        | ×           | ✓           | ×           |
| MPR732    | Marketing Management (Residential)                             | ×           | ×           | TBA         |
| MPR751    | Financial Reporting and Analysis (Residential)                 | ×           | ×           | ✓           |
| MSC752    | eBusiness Strategies   | ✓           | ×           | ×           |
| MSC756    | Project Management   | ×           | ✓           | ×           |
| MSQ791    | Data Analysis for Managers                                     | ✓           | ×           | ✓           |
| XGR703    | Injury Management  | ✓           | ×           | ×           |
| XGR705    | Injury Management  | ×           | ✓           | ×           |

× Unit not available in this study period.

MPR code denotes residential version of the unit. To enrol in a residential subject, please log onto: [www.deakin.edu.au/buslaw/gsb/residentials](http://www.deakin.edu.au/buslaw/gsb/residentials).



## 2012 Course costs Postgraduate courses in Personal Injury Management

| Year 1   |                                       | Year 2   |                                       | Year 3  |                                       | 2 Year Course   |                                       |
|--|---------------------------------------|--|---------------------------------------|---|---------------------------------------|---|---------------------------------------|
| <b>M534 – Graduate Certificate of Management (Personal Injury)</b>                         |                                       | <b>M634 – Graduate Diploma of Management (Personal Injury)</b>   |                                       | <b>M734 – Master of Management (Personal Injury)</b>          |                                       | <b>M736 – Master of Business (Personal Injury) (* Not offered after 2012)</b>                             |                                       |
| Principles of Personal Injury Scheme Design (Residential component)                        | \$4178.00 (Residential)               | Personal Injury Scheme Evaluation <b>and</b> Personal Injury Strategic Claims Management (Residential component) | \$7855.00 (Residential)               | Managing Compensable Injury Claims (new unit)                 | \$2675.00 (TBC)                       | Injury Management   | \$1875.00                             |
| Injury Management  | \$1875.00                             | Financial Reporting and Analysis (Online/Residential) <b>or</b> Strategic Customer Service                       | \$5180.00 (Residential)/<br>\$2675.00 | Applied Business Project (two trimesters – two credit points) | \$5350.00                             | Principles of Personal Injury Scheme Design (Residential component)                                       | \$4178.00                             |
| Strategic Customer Service <b>or</b> Financial Reporting and Analysis (Online/Residential) | \$2675.00/<br>\$5180.00 (Residential) | Elective (Online) <b>or</b> Elective (Residential)   | \$2675.00/<br>\$5180.00 (Residential) | Strategic Management (Online/Residential)                     | \$2675.00/<br>\$5180.00 (Residential) | Financial Reporting and Analysis (Online/Residential)   | \$2675.00/<br>\$5180.00 (Residential) |
| Elective (Online) <b>or</b> Elective (Residential)   | \$2675.00/<br>\$5180.00 (Residential) |  |                                       |   |                                       | Personal Injury Scheme Evaluation and Personal Injury Strategic Claims Management (Residential component) | \$7855.00                             |

### Notes

- **\* M736 Master of Business (Personal Injury) will not be offered after 2012. M736 MUST be completed by the end of 2014**
- Deakin University charges \$2675.00 per course unit (no GST is payable)
- Griffith University charges \$1875.00 to complete the Injury Management Unit
- All subjects listed above are units (some with residential component)
- A trimester typically covers two units over a four-month period
- All courses above, focus on Personal Injury Management
- Prices may vary minimally each year, therefore prices given for years other than 2012 are to be considered indicative

## 2012 Calendar Postgraduate courses in Personal Injury Management

**Course Codes: M534, M634, M734 & M736**

| Study period         | Enrolments open | Enrolments close (5pm) | Units commence  | Census date     | PG units finish | PG exam period               | Results released at 6pm AEST |
|----------------------|-----------------|------------------------|-----------------|-----------------|-----------------|------------------------------|------------------------------|
| Trimester 1, 2012    | Mon 1 Nov 2011  | Fri 27 Jan 2012        | Mon 5 Mar 2012  | Sat 31 Mar 2012 | Fri 1 Jun 2012  | Thu 7 Jun – Fri 15 Jun 2012  | Thu 5 Jul 2012               |
| Semester 1, Griffith |                 | Fri 10 Feb 2012        | Mon 27 Feb 2012 | Tue 27 Mar 2012 | Fri 1 Jun 2012  | Mon 11 Jun – Fri 22 Jun      |                              |
| Trimester 2, 2012    | Mon 2 Apr 2012  | Fri 1 Jun 2012         | Mon 9 July 2012 | Wed 15 Aug 2012 | Fri 5 Oct 2012  | Thu 11 Oct – Fri 19 Oct 2012 | Thu 8 Nov 2012               |
| Semester 2, Griffith |                 | Fri 6 Jul 2012         | Mon 23 Jul 2012 | Tue 21 Aug 2012 | Fri 26 Oct 2012 | Mon 5 Nov – Fri 16 Nov       |                              |
| Trimester 3, 2012    | Wed 15 Aug 2012 | Fri 5 Oct 2012         | Mon 12 Nov 2012 | Sat 15 Dec 2012 | Fri 15 Feb 2013 | Thu 21 Feb – Fri 1 Mar 2013  | Thu 14 Mar 2013              |

### Residential Schedule – 2012

|                                    |                        |  |                                       |
|------------------------------------|------------------------|--|---------------------------------------|
| Trimester 1, 2012                  | MPR703                 | Management Communications  | Sunday 26 Feb – Friday 2 Mar 2012     |
|                                    | MPR707                 | Change Management  | Sunday 15 Apr – Friday 20 Apr 2012    |
| (Personal Injury Management Units) | MPM741 *<br>& MPM742 * | Personal Injury Scheme Evaluation and<br>Personal Injury Strategic Claims Management | Sunday 6 May – Friday 11 May 2012     |
| (Personal Injury Management Unit)  | MPM740 *               | Principles of Personal Injury Scheme Design  | Sunday 27 May – Wednesday 30 May 2012 |
|                                    | MPR722                 | Human Resource Management  | Sunday 22 Jul – Friday 27 Jul 2012    |
| Trimester 2, 2012                  | MPR706                 | Strategic Management   | Sunday 19 Aug – Friday 24 Aug 2012    |
|                                    | MPR751                 | Financial Reporting and Analysis   | Sunday 9 Sep – Friday 14 Sep 2012     |
|                                    | MPR721                 | Organisational Behaviour   | Sunday 18 Nov – Friday 23 Nov 2012    |
| Trimester 3, 2012                  | MPR707                 | Change Management  | Sunday 25 Nov – Friday 30 Nov 2012    |
|                                    | MPR706                 | Strategic Management   | Sunday 2 Dec – Friday 7 Dec 2012      |
|                                    | MPR732                 | Marketing Management   | Trimester 3, TBA                      |

#### Notes

Expressions of Interest are open. Registrations for residential courses can be made at: <http://www.deakin.edu.au/buslaw/gsb/residentials/>.

\* Expressions of Interest are **NOT** required for MPM740, MPM741 or MPM742

## Study advice

The Study Guide supplied to students enrolled through DeakinPrime (and also available at: <http://www.deakinprime.com/deakinprime/content/students/downloads.aspx>) is designed to provide useful information to enrolled students. This information includes:

- Important dates and calendars
- Who to contact and where to get assistance for your study
- Administrative matters and University policies and procedures that apply to all students
- Deakin online
- StudentConnect
- Assessment
- Policies and Procedures.

In addition, we advise that in order to gain maximum benefit from studies, students should:

- Be proactive, ask for help from your lecturer/unit chair
- Use all the support tools and resources – read everything carefully
- Read orientation information at:  
<http://www.deakin.edu.au/current-students/transition/offcampus/index.php>
- Join a study group with work colleagues/those doing the same unit
- Request assistance and raise issues quickly with the appropriate areas in Deakin/lecturer/unit chair
- Utilise Desire2Learn (D2L) – Deakin University is a leader in providing information to its students through the internet and it is vital that you become familiar in using D2L. To access D2L go to:  
<http://www.deakin.edu.au/current-students/>
- Make a list of all important dates for the semester – assignment due dates, semester start dates and end dates
- Avoid plagiarism
- Respect copyright
- Submit assignments on time.



## Further information

For information on the other award programs offered by Deakin University, please visit the Deakin University website at [<http://www.deakin.edu.au>](http://www.deakin.edu.au). The Deakin website also contains information on, and links to, resources, study support and course advice for prospective and current students of Deakin University.

For specific arrangements between DeakinPrime and its client organisations, please contact your Project Manager at DeakinPrime [PIMHelpdesk@deakinprime.com](mailto:PIMHelpdesk@deakinprime.com) or visit the DeakinPrime website at: [<http://www.deakinprime.com>](http://www.deakinprime.com).

## Useful contacts

### **Personal Injury Management Helpdesk**

Phone: 03 9918 9106

[PIMHelpdesk@deakinprime.com](mailto:PIMHelpdesk@deakinprime.com)

### **DeakinPrime Reception**

Phone: 03 9918 9000

### **Deakin University Customer Service**

Phone: 1800 555 709

Email: [customerservice@deakinprime.com](mailto:customerservice@deakinprime.com)

### **Student Connect**

Website: [<http://www.deakin.edu.au/studentconnect>](http://www.deakin.edu.au/studentconnect)

### **Deakin Studies Online**

Website: [<http://www.deakin.edu.au/current-students/>](http://www.deakin.edu.au/current-students/)

### **Technical difficulties – ITS Helpdesk**

Phone: (+61-3) 9244 6400 (or 1800 721720 outside the 03 area code)

Email: [it-servicedesk@deakin.edu.au](mailto:it-servicedesk@deakin.edu.au)



## Useful links

### **Deakin University website**

<<http://www.deakin.edu.au/>>

### **DeakinPrime downloads**

<<http://www.deakinprime.com/deakinprime/content/students/downloads.aspx>>

### **Off campus orientation**

<<http://www.deakin.edu.au/current-students/transition/offcampus/index.php>>

### **Student Counselling**

<<http://www.deakin.edu.au/current-students/services/counselling/>>

### **Residential Expression of Interest**

<<http://www.deakin.edu.au/buslaw/gsb/residentials>>

### **Guide to assignment writing and referencing**

<<http://www.deakin.edu.au/current-students/assets/resources/study-support/study-skills/assign-ref.pdf-350.30KB-01-12-2009>>

### **Study support**

<<http://www.deakin.edu.au/current-students/study-support/study-skills/>>

### **Getting balance in your life and preventing stress**

<<http://www.deakin.edu.au/current-students/services/counselling/achieving/balance.php>>

### **Time management**

<<http://www.deakin.edu.au/current-students/study-support/study-skills/handouts/organising.php>>

### **Report writing**

<<http://www.deakin.edu.au/current-students/study-support/study-skills/handouts/report.php>>

### **Exam confidence**

<<http://www.deakin.edu.au/current-students/services/counselling/achieving/exam-confidence.php>>

### **Perfectionism**

<<http://www.deakin.edu.au/current-students/services/counselling/achieving/perfectionism.php>>



