



# MKTG1001

## Marketing Fundamentals

Session 1, Weekday attendance, North Ryde 2020

*Department of Marketing*

### Contents

---

|                                       |   |
|---------------------------------------|---|
| <u>General Information</u>            | 2 |
| <u>Learning Outcomes</u>              | 3 |
| <u>General Assessment Information</u> | 3 |
| <u>Assessment Tasks</u>               | 3 |
| <u>Delivery and Resources</u>         | 3 |
| <u>Unit Schedule</u>                  | 6 |
| <u>Policies and Procedures</u>        | 6 |

---

#### **Disclaimer**

Macquarie University has taken all reasonable measures to ensure the information in this publication is accurate and up-to-date. However, the information may change or become out-dated as a result of change in University policies, procedures or rules. The University reserves the right to make changes to any information in this publication without notice. Users of this publication are advised to check the website version of this publication [or the relevant faculty or department] before acting on any information in this publication.

## General Information

Unit convenor and teaching staff

Unit Coordinator

Associate Professor Michael Volkov

[michael.volkov@mq.edu.au](mailto:michael.volkov@mq.edu.au)

Contact via [michael.volkov@mq.edu.au](mailto:michael.volkov@mq.edu.au)

Room 161, MGSM 3 Management Drive

Tuesday 2:00 pm - 3:00 pm

The full list of Teaching Team members, their contact details and consultation hours are listed on iLearn

Oliver Manlutac

[oliver.manlutac@mq.edu.au](mailto:oliver.manlutac@mq.edu.au)

Credit points

10

Prerequisites

Corequisites

Co-badged status

Unit description

Marketing refers to the activity, set of institutions, and processes for creating, communicating, delivering, and exchanging offerings that have value for customers, clients, partners, and society at large. In today's competitive business environment, it is important for practitioners to understand the marketing process and the marketing related decisions that organizations must take to satisfy the needs and wants of customers, and create value for stakeholders.

This unit covers the principles of marketing. Students learn the role of marketing in business and society, and how marketing is based on an understanding of consumer value. Students gain knowledge of core marketing principles including scoping and analyzing the marketing environment, marketing research, consumer behaviour, and managing the marketing mix to influence consumers. Students learn how to apply core marketing principles to do marketing effectively and sustainably.

## Important Academic Dates

Information about important academic dates including deadlines for withdrawing from units are available at <https://www.mq.edu.au/study/calendar-of-dates>

## Learning Outcomes

On successful completion of this unit, you will be able to:

**ULO1:** Evaluate marketing concepts and critique their application within real-world scenarios

**ULO2:** Evaluate market information to develop segmentation, targeting and positioning strategies within culturally diverse environments

**ULO3:** Demonstrate critical judgement to evaluate marketing strategies in different environments and contexts

## Assessment Tasks

### Coronavirus (COVID-19) Update

Assessment details are no longer provided here as a result of changes due to the Coronavirus (COVID-19) pandemic.

Students should consult [iLearn](#) for revised unit information.

[Find out more about the Coronavirus \(COVID-19\) and potential impacts on staff and students](#)

## General Assessment Information

Late assessment submissions must also be submitted through the appropriate submission link in [iLearn](#). No extensions will be granted unless an application for [Special Consideration](#) is made and approved. There will be a **deduction of 10%** of the total available marks made from the total awarded mark for each **24 hour period** or part thereof that the submission is late. Late submissions will not be accepted after solutions have been discussed and/or made available.

Note: applications for [Special Consideration Policy](#) must be made within 5 (five) business days of the due date and time.

## Delivery and Resources

### Coronavirus (COVID-19) Update

Any references to on-campus delivery below may no longer be relevant due to COVID-19.

Please check here for updated delivery information: [https://ask.mq.edu.au/account/pub/display/unit\\_status](https://ask.mq.edu.au/account/pub/display/unit_status)

### Your learning experiences in this Unit - and your expected commitment

To be successful in this unit, you must:

- **Read** all materials in preparation for your lectures and workshops, and follow up each

with further study and research on the topic;

- **Start** your assessment tasks well ahead of the due date;
- Read or listen to all **feedback** carefully, and use it in your future work;
- **Attend and engage** in **all** timetabled learning experiences as follows:
  - 1 x 1 hour lecture (livestreamed and recorded) per week + 2 hour workshop per week

**ALL STUDENTS NEED TO NOTE** that we use an **activity-based teaching and learning approach** in this unit. What this means is that you will need to participate fully in the lectures and workshops which will be based around activities you will be doing. To be an effective and enjoyable learning experience you **MUST PREPARE AND COMPLETE** all readings and tasks before lectures and workshops.

Students who aim to pass this unit should be investing at least ten hours of independent study each week (as a minimum). Those who do less will receive limited value from the unit and, most importantly, are more likely to achieve a fail grade in the Unit.

Separate discussion forums are used for each of the key topic areas, individual assessment items, and the final exam. Therefore, regular, dependable Internet access is mandatory for this unit with all students expected to regularly engage with, and contribute to, the unit iLearn site.

The written assessment is to be individually completed and submitted online via the unit iLearn site. All work submitted must be your own and be appropriately referenced throughout using the **Harvard style of referencing**. Specific details and instructions related to the assessment in this unit are provided online via the MKGT1001 Marketing Fundamentals unit iLearn site.

## Unit learning resources

Your unit learning resources are available in the MKGT1001 iLearn site.

| Resource | Description   |
|----------|---|
| Lecture  | <p>Live streamed lectures will be held each week of the teaching semester. They are designed to be an interactive experience where you will need to contribute to the learning experience and will be required to complete activities to aid your learning. You can ask and answer questions, make comments, and the like because you will be able to communicate with the teaching team in real time. The lecture will also be recorded each week to enable you to review the material whenever they want. The recordings are also a valuable tool for revision purposes.</p> <p><b>ALL STUDENTS NEED TO NOTE</b> that we use an <b>activity-based teaching and learning approach</b> in this unit. What this means is that you will need to participate fully in the lectures which will signpost the important content areas you need to address in this unit. To be an effective and enjoyable learning experience you <b>MUST PREPARE AND COMPLETE</b> all readings and tasks before lectures.</p> |

|                   |   |
|-------------------|---|
| Workshop          | <p>Activity-based workshops will be held each week of the teaching semester. They are designed around individual and group activities to be an interactive experience. You <b>MUST</b> attend only the workshop you are officially enrolled in.</p> <p><b>ALL STUDENTS NEED TO NOTE</b> that we use an <b>activity-based teaching and learning approach</b> in this unit. What this means is that you will need to participate fully in the workshops which will be based around activities you will be doing. To be an effective and enjoyable learning experience you <b>MUST PREPARE AND COMPLETE</b> all readings and tasks before your workshop.</p> |
| iLearn site       | <p>This provides a <b>topic-by-topic introduction and list of resources</b>. The MKTG1001 iLearn site presents information about the weekly topic, the required readings, lecture and workshop material including recordings, links to assessment guidelines and FAQs, etc. It is your one-stop-shop for materials and information. This should be seen as a tool with which to navigate the weekly topics, learning objectives, prescribed textbook, lecture and workshop learning activities and assessment materials.</p>  |
| Discussion forums | <p>These are <b>designated areas for you to discuss</b> topics, concepts, current issues, and anything to do with the Unit or assessment with fellow students and the teaching team.</p>  |
| FAQs              | <p>These are available for the Unit, Assessment 1, Assessment 2, Assessment 3, and the Examination</p> <p><b>If you have any questions please read these Frequently Asked and Answered Questions (FAQs) first.</b></p> <p>These are <b>living documents</b> which will be updated regularly throughout the trimester so keep on checking for new information. The FAQs are designed to make answers to your questions much easier to find, to improve communication, to eradicate any miscommunication, and also so the teaching team does not have to answer the same questions over and over again.</p>   |

## Essential learning resources

You will require online access. Specifications for online access, use, communication and standards are listed in Macquarie University policies and procedures.

## Prescribed textbook(s) and other resources which you must acquire or to which you must have access:

Armstrong G, Adam S, Denize S, Volkov M and Kotler, 2017, *Principles of Marketing*, 7th edition, Pearson Australia, Frenchs Forest, Australia.

## Recommended learning resources

The [Macquarie University Library MultiSearch](#) provides students with access to software that you may need or find useful for your study at Macquarie

The Macquarie University Library contains a wealth of information that will assist you in this unit, particularly the electronic databases which include academic peer-reviewed journals such as:

- Journal of Marketing
- Journal of Consumer Research
- Journal of Marketing Research
- Journal of the Academy of Marketing Science
- European Journal of Marketing

- Journal of Retailing
- Journal of Service Research
- Journal of Advertising
- Journal of Marketing Management
- Journal of Consumer Psychology

## Unit Schedule

### Coronavirus (COVID-19) Update

The unit schedule/topics and any references to on-campus delivery below may no longer be relevant due to COVID-19. Please consult [iLearn](#) for latest details, and check here for updated delivery information: [https://ask.mq.edu.au/account/pub/display/unit\\_status](https://ask.mq.edu.au/account/pub/display/unit_status)

Please refer to [iLearn](#)

**ALL STUDENTS NEED TO NOTE** that lectures and workshops commence week 1 and you can only attend the lecture and workshop that you are officially registered for and enrolled in.

## Policies and Procedures

Macquarie University policies and procedures are accessible from [Policy Central \(https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central\)](https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central). Students should be aware of the following policies in particular with regard to Learning and Teaching:

- [Academic Appeals Policy](#)
- [Academic Integrity Policy](#)
- [Academic Progression Policy](#)
- [Assessment Policy](#)
- [Fitness to Practice Procedure](#)
- [Grade Appeal Policy](#)
- [Complaint Management Procedure for Students and Members of the Public](#)
- [Special Consideration Policy](#) (**Note:** *The Special Consideration Policy is effective from 4 December 2017 and replaces the Disruption to Studies Policy.*)

Students seeking more policy resources can visit the [Student Policy Gateway \(https://students.mq.edu.au/support/study/student-policy-gateway\)](https://students.mq.edu.au/support/study/student-policy-gateway). It is your one-stop-shop for the key policies you need to know about throughout your undergraduate student journey.

If you would like to see all the policies relevant to Learning and Teaching visit [Policy Central \(https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central\)](https://staff.mq.edu.au/work/strategy-planning-and-governance/university-policies-and-procedures/policy-central).

## Student Code of Conduct

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: <https://students.mq.edu.au/study/getting-started/student-conduct>

## Results

Results published on platform other than [eStudent](#), (eg. iLearn, Coursera etc.) or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your student email address and will be made available in [eStudent](#). For more information visit <ask.mq.edu.au> or if you are a Global MBA student contact [globalmba.support@mq.edu.au](mailto:globalmba.support@mq.edu.au)

## Student Support

Macquarie University provides a range of support services for students. For details, visit <http://students.mq.edu.au/support/>

## Learning Skills

Learning Skills (<mq.edu.au/learningskills>) provides academic writing resources and study strategies to help you improve your marks and take control of your study.

- [Getting help with your assignment](#)
- [Workshops](#)
- [StudyWise](#)
- [Academic Integrity Module](#)

The Library provides online and face to face support to help you find and use relevant information resources.

- [Subject and Research Guides](#)
- [Ask a Librarian](#)

## Student Services and Support

Students with a disability are encouraged to contact the [Disability Service](#) who can provide appropriate help with any issues that arise during their studies.

## Student Enquiries

For all student enquiries, visit Student Connect at <ask.mq.edu.au>

If you are a Global MBA student contact [globalmba.support@mq.edu.au](mailto:globalmba.support@mq.edu.au)

## IT Help

For help with University computer systems and technology, visit [http://www.mq.edu.au/about\\_us/offices\\_and\\_units/information\\_technology/help/](http://www.mq.edu.au/about_us/offices_and_units/information_technology/help/).

When using the University's IT, you must adhere to the [Acceptable Use of IT Resources Policy](#).

The policy applies to all who connect to the MQ network including students.