MKTG1003  
Consumer Behaviour  
Session 2, Special circumstances 2021

Department of Marketing

Contents

General Information  2
Learning Outcomes  2
General Assessment Information  3
Assessment Tasks  3
Delivery and Resources  5
Unit Schedule  6
Policies and Procedures  6

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Session 2 Learning and Teaching Update

The decision has been made to conduct study online for the remainder of Session 2 for all units WITHOUT mandatory on-campus learning activities. Exams for Session 2 will also be online where possible to do so.

This is due to the extension of the lockdown orders and to provide certainty around arrangements for the remainder of Session 2. We hope to return to campus beyond Session 2 as soon as it is safe and appropriate to do so.

Some classes/teaching activities cannot be moved online and must be taught on campus. You should already know if you are in one of these classes/teaching activities and your unit convenor will provide you with more information via iLearn. If you want to confirm, see the list of units with mandatory on-campus classes/teaching activities.

Visit the MQ COVID-19 information page for more detail.
General Information

Unit convenor and teaching staff
Lecturer
Jana Bowden
jana.bowden@mq.edu.au
Contact via Email
3 Management Drive
Zoom via appointment Mon 1-3pm

Credit points
10

Prerequisites

Corequisites

Co-badged status

Unit description
An important aspect of marketing is to understand the heart and mind of consumers. Understanding why consumers think, feel and act the way that they do assists businesses in making strategic, sustainable and ethical marketing decisions. This unit develops students' knowledge about how to understand, interpret and influence consumers' behaviour. Students gain theoretical knowledge of the internal, psychological processes and external, environmental factors influencing consumer behaviour. Students learn about consumer needs and values, how consumers perceive products and brands, ways to measure attitudes and effect attitude change, how and why consumers decide to buy (or not buy), and the importance of culture and reference group influences. By the end of this unit, students have a much deeper and richer appreciation of how consumption not only affects our lives but also how our actions influence the way that we feel about ourselves and about one another.

Important Academic Dates

Information about important academic dates including deadlines for withdrawing from units are available at https://students.mq.edu.au/important-dates

Learning Outcomes

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

ULO1: Identify and articulate a range of external and internal influences on consumer behaviour.
**ULO2**: Critically analyse and apply consumer behaviour theory to real-world consumption experiences.

**ULO3**: Apply consumer behaviour theory to develop creative solutions to consumption decisions acknowledging ethical implications for society.

### General Assessment Information

**Late submissions of assignments**

Sometimes unavoidable circumstances occur that might prevent you from submitting an assignment on time and, in that case, you may be eligible to lodge a **Special Consideration request**.

Unless a **Special Consideration request** has been submitted and approved, please note that no extensions to assignment deadlines will be granted. Assignments that are submitted late will attract a late penalty:

1. 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.
2. No assignment will be accepted more than 72 hours after the due date and time (incl. weekends) after the original due date.
3. No late submissions will be accepted for timed assessments (e.g., quizzes, online tests) or for tasks with a weighting of 10% or less of the total unit assessment.

### Assessment Tasks

<table>
<thead>
<tr>
<th>Name</th>
<th>Weighting</th>
<th>Hurdle</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practice-based tasks</td>
<td>20%</td>
<td>No</td>
<td>Week 2, 3, 4, 5, 6 (each Saturday of that week)</td>
</tr>
<tr>
<td>Case Analysis</td>
<td>50%</td>
<td>No</td>
<td>Week 13, Monday 1st November</td>
</tr>
<tr>
<td>Case Analysis</td>
<td>30%</td>
<td>No</td>
<td>Week 8, Saturday 2nd October</td>
</tr>
</tbody>
</table>

### Practice-based tasks

**Assessment Type**: Practice-based task  
**Indicative Time on Task**: 10 hours  
**Due**: Week 2, 3, 4, 5, 6 (each Saturday of that week)  
**Weighting**: 20%

There will be a series of five practice-based tasks assigned throughout the semester. These will consist of 2 x 150 word length posts to the weekly discussion forum for the allocated weeks.
On successful completion you will be able to:

- Identify and articulate a range of external and internal influences on consumer behaviour.
- Critically analyse and apply consumer behaviour theory to real-world consumption experiences.

Case Analysis

Assessment Type 1: Case study/analysis
Indicative Time on Task 2: 25 hours
Due: **Week 13, Monday 1st November**
Weighting: **50%**

This 2,000 word case based assessment, targets the development of students' understanding of core consumer behaviour theories and concepts as they apply to real world consumption behaviour. It focuses on enhancing critical thinking skills and encourages students to understand the complex nature of consumer behaviour.

On successful completion you will be able to:

- Identify and articulate a range of external and internal influences on consumer behaviour.
- Critically analyse and apply consumer behaviour theory to real-world consumption experiences.
- Apply consumer behaviour theory to develop creative solutions to consumption decisions acknowledging ethical implications for society.

Case Analysis

Assessment Type 1: Case study/analysis
Indicative Time on Task 2: 15 hours
Due: **Week 8, Saturday 2nd October**
Weighting: **30%**

There will be one written case based task of 1200 words. This assessment targets the development of students understanding of core consumer behaviour as it applies to real world consumption behaviour. It focuses on enhancing critical thinking skills and encourages students to understand the complex nature of consumer behaviour.
On successful completion you will be able to:

• Identify and articulate a range of external and internal influences on consumer behaviour.

1 If you need help with your assignment, please contact:

• the academic teaching staff in your unit for guidance in understanding or completing this type of assessment
• the Learning Skills Unit for academic skills support.

2 Indicative time-on-task is an estimate of the time required for completion of the assessment task and is subject to individual variation

**Delivery and Resources**

**One Required Textbook**

Consumer Behaviour, 6th edition - can be purchased as a physical book, e-book or rented from the Pearson publishing website

Schiffman, St John's University Aron O'Cass, University of Tasmania Angela Paladino, University of Melbourne Jamie Carlson, University of Newcastle


*Please note the 5th edition is also acceptable however you will need to cross check your weekly reading content against the 6th edition.

**Required Reading: Journal Articles**


Other Resources are available on the MKTG1003 iLearn website Technology Used and Required:

- Students are required to use power point, word processing and ilearn.

Unit Webpage:

- Course materials are available on the learning management system (iLearn)
- The web page for this unit can be found at: http://ilearn.mq.edu.au

The timetable for this unit can be accessed from this portal: http://timetables.mq.edu.au

**Unit Schedule**

Please refer to iLearn.

**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). 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). 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).

**Student Code of Conduct**

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: https://students.mq.edu.au/admin/other-resources/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

**Student Support**

Macquarie University provides a range of support services for students. For details, visit [http://students.mq.edu.au/support/](http://students.mq.edu.au/support/)

**Learning Skills**

Learning Skills ([mq.edu.au/learningskills](http://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 Enquiry Service**

For all student enquiries, visit Student Connect at [ask.mq.edu.au](http://ask.mq.edu.au)

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

**Equity Support**

Students with a disability are encouraged to contact the [Disability Service](mailto:disability.service@mq.edu.au) who can provide appropriate help with any issues that arise during their studies.

**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](http://www.mq.edu.au/about_us/offices_and_units/information_technology/help/). The policy applies to all who connect to the MQ network including students.