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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

<table>
<thead>
<tr>
<th>Unit convenor and teaching staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lecturer</td>
</tr>
<tr>
<td>Lisa Rohanek</td>
</tr>
<tr>
<td><a href="mailto:lisa.rohanek@mq.edu.au">lisa.rohanek@mq.edu.au</a></td>
</tr>
<tr>
<td>E4A 209</td>
</tr>
<tr>
<td>Thursday 10-12pm</td>
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| Credit points | 10 |

<table>
<thead>
<tr>
<th>Prerequisites</th>
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<table>
<thead>
<tr>
<th>Corequisites</th>
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</table>

<table>
<thead>
<tr>
<th>Co-badged status</th>
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<table>
<thead>
<tr>
<th>Unit description</th>
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<tbody>
<tr>
<td>This unit focuses on the fundamentals of marketing in any organisation and how to create value for the customer offering. Students learn how to understand the relationship between the organisation and the customer and how to develop strategies to create value. Students will learn the fundamental skills of marketing by applying these skills through practical workshops on a range of real-world case studies. Students will learn skills on how to present themselves and work in collaboration with others.</td>
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</tbody>
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### 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](https://www.mq.edu.au/study/calendar-of-dates)

### Learning Outcomes

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

- **ULO1**: Understand fundamentals of marketing, concepts, frameworks and theories.
- **ULO2**: Apply marketing concepts, frameworks and theories to a range of real world scenarios.
- **ULO3**: Use a variety of tools to understand the customer, and create value through marketing efforts.
- **ULO4**: Communicate marketing solutions to a range of scenarios in a collaborative environment.
General Assessment Information

Late Assessment Submission Penalty (written assessments)

Unless a Special Consideration request has been submitted and approved, a 5% penalty (of the total possible mark) will be applied each day a written assessment is not submitted, up until the 7th day (including weekends). After the 7th day, a grade of ‘0’ will be awarded even if the assessment is submitted. Submission time for all written assessments is set at 11.55pm. A 1-hour grace period is provided to students who experience a technical concern.

For any late submissions of time-sensitive tasks, such as scheduled tests/exams, performance assessments/presentations, and/or scheduled practical assessments/labs, students need to submit an application for Special Consideration.

Assessment Tasks

<table>
<thead>
<tr>
<th>Name</th>
<th>Weighting</th>
<th>Hurdle</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practice-based activities</td>
<td>30%</td>
<td>No</td>
<td>Week 4 and Week 7</td>
</tr>
<tr>
<td>Oral Presentation</td>
<td>20%</td>
<td>No</td>
<td>Week 11</td>
</tr>
<tr>
<td>Group Project</td>
<td>30%</td>
<td>No</td>
<td>Week 13</td>
</tr>
<tr>
<td>Active Engagement</td>
<td>20%</td>
<td>No</td>
<td>Weekly</td>
</tr>
</tbody>
</table>

Practice-based activities

Assessment Type 1: Poster
Indicative Time on Task 2: 25 hours
Due: Week 4 and Week 7
Weighting: 30%

Each task is 500 words in the format of your choice, whether a website, presentation, or infographic. Each task is weighted at 15% and assesses the students ability to apply basic marketing framework knowledge to a real situation.

On successful completion you will be able to:

- Understand fundamentals of marketing, concepts, frameworks and theories.
- Use a variety of tools to understand the customer, and create value through marketing efforts.
Oral Presentation
Assessment Type 1: Presentation
Indicative Time on Task 2: 15 hours
Due: Week 11
Weighting: 20%

Assessment 2 is an oral presentation where the student will pre-record a 5 minute presentation explaining the marketing mix.

On successful completion you will be able to:
- Understand fundamentals of marketing, concepts, frameworks and theories.
- Use a variety of tools to understand the customer, and create value through marketing efforts.

Group Project
Assessment Type 1: Report
Indicative Time on Task 2: 25 hours
Due: Week 13
Weighting: 30%

Assessment 3 is a group project and requires you to work collaboratively with a group to produce a marketing report on an Australian business assigned to you. This report is 1500 words and produced by 4-5 students. The report is worked on during weekly workshops to ensure each student works in a collaborative environment.

On successful completion you will be able to:
- Understand fundamentals of marketing, concepts, frameworks and theories.
- Use a variety of tools to understand the customer, and create value through marketing efforts.

Active Engagement
Assessment Type 1: Participatory task
Indicative Time on Task 2: 10 hours
Due: Weekly
Weighting: 20%
Weekly workshop participation is expected throughout the session. Students are expected to attend all workshops and participate in activities. Student performance in these activities will be assessed.

On successful completion you will be able to:

- Understand fundamentals of marketing, concepts, frameworks and theories.
- Apply marketing concepts, frameworks and theories to a range of real world scenarios.
- Use a variety of tools to understand the customer, and create value through marketing efforts.
- Communicate marketing solutions to a range of scenarios in a collaborative environment.

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 Writing Centre 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**

This unit is delivered by active learning workshops. On-campus, live lectures will run on key dates, with additional lecture material being available for viewing online. There are weekly active learning workshops that form part of your active participation. These workshops are designed to involve you and let you learn while doing.

Further details can be found on iLearn.

**Unit Schedule**

<table>
<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Topic</th>
<th>Task</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>19 Feb</td>
<td>Marketing and Value Creation</td>
<td></td>
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<tr>
<td>2</td>
<td>26 Feb</td>
<td>Segmentation and Target marketing</td>
<td></td>
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<tr>
<td>3</td>
<td>4 Mar</td>
<td>Differentiation and positioning</td>
<td></td>
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<tr>
<td>4</td>
<td>11 Mar</td>
<td>Consumer Behaviour</td>
<td>(Ass 1) Portfolio 1</td>
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<tr>
<td>Week</td>
<td>Date</td>
<td>Topic</td>
<td>Assignment</td>
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<tr>
<td>5</td>
<td>18 Mar</td>
<td>Big Data and Customer Insights</td>
<td></td>
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<tr>
<td>6</td>
<td>25 Mar</td>
<td>Product and Service Delivery</td>
<td></td>
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<tr>
<td>7</td>
<td>1 Apr</td>
<td>Pricing and Value Proposition</td>
<td>(Ass 1) Portfolio 2</td>
</tr>
<tr>
<td>8</td>
<td>8 Apr</td>
<td>Distribution channels and supply chain</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>RECESS (Two weeks)</td>
<td></td>
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<tr>
<td>9</td>
<td>29 Apr</td>
<td>Integrated marketing communications</td>
<td></td>
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<tr>
<td>10</td>
<td>6 May</td>
<td>Digital and Social media marketing</td>
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<tr>
<td>11</td>
<td>13 May</td>
<td>Experiential marketing and customer relationship</td>
<td>(Ass 3) Oral Presentation</td>
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<tr>
<td>12</td>
<td>20 May</td>
<td>Marketing Ethics and CSR</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>27 May</td>
<td>The Future of Marketing</td>
<td>(Ass 2) Final Report</td>
</tr>
</tbody>
</table>

### Policies and Procedures

Macquarie University policies and procedures are accessible from [Policy Central](https://policies.mq.edu.au). 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
- Assessment Procedure
- Complaints Resolution Procedure for Students and Members of the Public
- Special Consideration Policy

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

To find other policies relating to Teaching and Learning, visit [Policy Central](https://policies.mq.edu.au) and use the search tool.
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

Academic Integrity

At Macquarie, we believe academic integrity – honesty, respect, trust, responsibility, fairness and courage – is at the core of learning, teaching and research. We recognise that meeting the expectations required to complete your assessments can be challenging. So, we offer you a range of resources and services to help you reach your potential, including free online writing and maths support, academic skills development and wellbeing consultations.

Student Support

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

The Writing Centre

The Writing Centre provides resources to develop your English language proficiency, academic writing, and communication skills.

- Workshops
- Chat with a WriteWISE peer writing leader
- Access StudyWISE
- Upload an assignment to Studiosity
- Complete the 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

Macquarie University offers a range of Student Support Services including:

- IT Support
- Accessibility and disability support with study
• Mental health support
• Safety support to respond to bullying, harassment, sexual harassment and sexual assault
• Social support including information about finances, tenancy and legal issues
• Student Advocacy provides independent advice on MQ policies, procedures, and processes

Student Enquiries
Got a question? Ask us via AskMQ, or contact Service Connect.

IT Help
For help with University computer systems and technology, visit 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.

Unit information based on version 2024.04 of the Handbook