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General Information

Unit convenor and teaching staff
Unit Convenor
Alison Madelaine
alison.madelaine@mq.edu.au
Contact via Email
X5A108
By appointment

Supervisor
Associate Professor Mark Carter
mark.carter.mq@gmail.com
Contact via Email
X5A106
By appointment

Supervisor
Dr Kathleen Tait
kathleen.tait@mq.edu.au
Contact via Phone 9850 6714
X5A209
By appointment

Supervisor
Dr Sally Howell
sally.howell@mq.edu.au
Contact via Email
X5A176
By Appointment

Credit points
4

Prerequisites
24cp from SPED801-SPED810(Cr) or admission to PGCertResPrep(Hus)

Corequisites

Co-badged status
Unit description
In consultation with a member of academic staff, students will undertake a major review of the literature on a selected topic of interest within special education. It is envisaged that the final product will be of high quality and be in a condition close to that expected of a manuscript ready for submission to a refereed journal.

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
1. Be able to carry out a literature search, using appropriate technology and search strategies.
2. Be familiar with the research literature in their chosen topic area.
3. Be able to critically analyse literature in the chosen area.
4. Be able to write a literature review in the format of a journal article using APA style.

General Assessment Information

Presentation
Check the presentation of your assessment task.

Good presentation, correct grammar, spelling and appropriate word choice will be expected. Express your ideas concisely and clearly.

Assignments should be consistent with APA Publication Guidelines. In particular, attention should be given to referencing, levels of headings and tables and figures. Quotations should be used sparingly. Normally, no more than one quotation in an assignment is appropriate. Tables and diagrams may be used to summarise data or illustrate points.

When presenting your work:
- Use Word or RTF format.
- Double-space your assignment.
- Ensure pages are numbered
- Use only the cover sheets provided.

Word limits
Students considering work over the suggested 7,000 word length should consult their supervisor(s). There may be some variation in length depending on the nature of the topic but journal ready submissions are expected to be concise. Submissions that are not efficient in their use of words are likely to be viewed negatively by markers.
Referencing

Your assignment should be formatted according to APA 6th Edition guidelines.

IT IS A SPECIFIC REQUIREMENT OF THIS UNIT THAT YOU USE A PAGE NUMBER WHENEVER YOU REFER TO A SPECIFIC CONCLUSION OR POINT MADE BY AN AUTHOR. THIS APPLIES TO ALL CITATIONS, NOT JUST QUOTATIONS. IN MOST INSTANCES YOU WILL NEED TO USE A PAGE NUMBER WHEN CITING A SOURCE. AN AUTOMATIC PENALTY OF 10% WILL APPLY IF YOU FAIL TO GIVE PAGE NUMBERS WHEN REFERRING TO A SPECIFIC PART OF A SOURCE. PLEASE NOTE THAT THE REQUIREMENT FOR PAGE NUMBERS FOR EVERY CITATION IS OVER AND ABOVE THE NORMAL APA REQUIREMENT.

How do I submit my Assignment?

You should save your work as a Microsoft Word file, RTF or plain text file. The document should be named according to your surname and first initial (eg SmithJ SPED901.doc). You should also send a copy of the completed assignment cover sheet, also named according to your surname and first initial (eg SmithJ cover sheet.doc). You must submit your Assignment to the SPED901 iLearn site. This will include a plagiarism check (TURNITIN).

KEEP A COPY OF YOUR ASSIGNMENT.

How do I use the assignment cover sheet?

A cover sheet for your assessment task will be provided on the unit website.

Note that the checklist on the assignment COVER SHEET must be completed and signed before an assignment is accepted. You may complete by hand and submit a scanned copy with your assessment task. You may also complete electronically and type your student number in lieu of a signature. Please send as a pdf or jpeg file.

Can I submit a late assignment?

Assignments received after the due date will be accepted provided they are received no later than five working days late. No assignment will be accepted after this time, except when an extension has been applied for before the due date and granted. After the due date (unless an extension has been granted) a late penalty will be applied, leading to a reduction in the awarded mark. The late penalty is 5% of the total mark for each day the assignment is outstanding beyond the due date. These penalties are imposed in fairness to students who submit assignments on time.

Marking Criteria

In general, markers will be looking for the following qualities in your literature review:

- Selection of articles relevant to your topic
- Appropriate justification for article selection
• Quality of critical analysis
• Cogent synthesis of the findings relevant to your topic
• Evidence of a deep understanding of the research relevant to your topic.
• Presentation of your review according to the guidelines outlined in this unit guide (Eg. APA style).

You are encouraged to evaluate your work against these criteria.

**Performance Descriptors**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>High Distinction</td>
<td>The aim of the literature review is clearly articulated and the rationale shows a clear appreciation of the issues to be resolved. The most salient articles have been selected for review and the search and selection criteria are clear and unambiguous. There is a pervasive address of the key issues from the literature and evidence of deep understanding of those issues based on an extensive critical analysis of the reviewed literature. The expression is cogent and content is highly relevant. The standard of written expression is high and there is accurate use of APA style. It would be expected that on submission to a journal it would be accepted with minor revision.</td>
</tr>
<tr>
<td>Distinction</td>
<td>The aim of the literature review is clearly articulated and the rationale shows a clear appreciation of the issues to be resolved. The most salient articles have been selected for review and the search and selection criteria are clear and unambiguous. There is an extensive address of the key issues from the literature and evidence of deep understanding of those issues based on an extensive critical analysis of the reviewed literature. The expression is cogent and content is highly relevant. The standard of written expression is high and there is accurate use of APA style. It would be expected that on submission to a journal it would be accepted with some revision.</td>
</tr>
<tr>
<td>Credit</td>
<td>The aim of the literature review is clearly articulated and the rationale shows a clear appreciation of the issues to be resolved. One or two of the articles selected may not be the most salient, but are relevant and the search and selection criteria are clear and unambiguous. There is strong address of the key issues from the literature and evidence of deep understanding of most of those issues based on a competent critical analysis of the reviewed literature. The expression is cogent and most content is highly relevant. The standard of written expression is satisfactory and there is accurate use of APA style. It would be expected that after further development it could be suitable for submission to a journal.</td>
</tr>
<tr>
<td>Pass</td>
<td>The aim of the literature review is clearly articulated and the rationale shows a developing appreciation of the issues to be resolved. Several of the articles selected may not be the most salient, but are relevant and the search and selection criteria are clear and unambiguous. There is solid address of the key issues from the literature and evidence of deep understanding of some of those issues based on a competent critical analysis of the reviewed literature. The expression is largely cogent but there is some irrelevant content. The standard of written expression is satisfactory and there are few errors in the use of APA style.</td>
</tr>
</tbody>
</table>
The aim of the literature review is poorly articulated, and the rationale shows little or no appreciation of the issues to be resolved. Most of the articles selected are not the most salient, and some may not be relevant. The search and selection criteria are not clear. There is poor address of the key issues from the literature and little evidence of deep understanding of those issues based on a very limited critical analysis of the reviewed literature.

Expression is rambling and there is a considerable amount of irrelevant content.

The standard of written expression is poor and there are many errors in the use of APA style.

The paper could not be made suitable for submission to a journal and it does not demonstrate an adequate standard of communication.

How will I get feedback on my assignment?

Your marked assessment task, along with feedback information, will be returned electronically.

Resubmission

Resubmission of assessments and assignments is not permitted.

Extensions

In extenuating circumstances, students may apply to the unit coordinator for an extension to the assignment due date. Reasons for the extension need to be documented through the disruption to study process through ask@mq.edu.au and supported (e.g., a doctor’s certificate in the case of illness).

Extension will only be granted in receipt of the completed form submitted through askMQ, plus documentation.

University Disruption to Studies Policies and Procedures

You should read these documents and follow the policy and procedures.

Disruption to studies policy:  http://www.mq.edu.au/policy/docs/disruption_studies/policy.html

Disruption to studies procedures:  http://www.mq.edu.au/policy/docs/disruption_studies/procedure.html

Disruption to studies supporting evidence schedule:  http://www.mq.edu.au/policy/docs/disruption_studies/schedule_evidence.html

Disruption to studies outcome schedule:  http://www.mq.edu.au/policy/docs/disruption_studies/schedule_outcomes.html

Appeals

Appeals against grades for individual assessment components.

If any student has concern about the marking of an assessment, they must:

1. Consult the member of staff who marked the work.
2. If there is no satisfactory resolution, an appeal should be made in writing to the unit convenor within one week of the marked assessment being returned or of results being made available. The student should explicitly state the basis of the appeal.

The unit convenor will review the marking and may, at their discretion, ask for a re-marking by a second marker. If re-marking by a second marker is judged appropriate, the final mark will normally be the average of the two marks awarded for the assessment task. Students should note that the revised mark for the task may be higher, the same, or lower than the original mark.

Please note that it is MUSEC policy to double mark all failing assessments.

The decision of the unit convenor is final.

**Appeals against final unit grades**


Grade Appeals must be submitted within 20 days of the release of the unit results.

Grade Appeals are submitted through ask.mq.edu.au

**Academic Honesty and Plagiarism**

You must read the University's practices and procedures on Academic Honesty.

These are on the web at: [http://www.mq.edu.au/policy/docs/academic_honesty/policy.html](http://www.mq.edu.au/policy/docs/academic_honesty/policy.html)

The policies and procedures explain what academic honesty and plagiarism are, how to avoid plagiarism, the procedures that will be taken in cases of suspected plagiarism, and the penalties if you are found guilty. Penalties may include a deduction of marks, failure in the unit, and/or referral to the University Discipline Committee. Details of possible penalties are at [http://www.mq.edu.au/policy/docs/academic_honesty/schedule_penalties.html](http://www.mq.edu.au/policy/docs/academic_honesty/schedule_penalties.html)

Other important points:

- Close paraphrasing of another person’s writing is considered to be plagiarism. You must express ideas using your own words.
- Claim of ignorance of the University policy on plagiarism is NOT a defence within MUSEC. If you do not understand the preceding information, please seek advice from a member of the academic staff.

**University Assessment Policies**

The University Assessment Policy, Code of Practice and Procedures are available at


Standardised Transcript Marks

Your overall unit result will be assigned a standardised numerical grade (SNG) on your University transcript. High Distinction grades are assigned a mark between 85 and 100, Distinction grades between 75 and 84, Credit grades between 65 and 74, Pass grades between 50 and 64, Pass Conceded grades between 45 and 49 and Fail grades below 45. For further information, see the Grading Policy.

Grade Descriptors

The following generic grade descriptors provide university-wide standards for awarding final grades.

**High Distinction**: Provides consistent evidence of deep and critical understanding in relation to the learning outcomes. There is substantial originality and insight in identifying, generating and communicating competing arguments, perspectives or problem solving approaches; critical evaluation of problems, their solutions and their implications; creativity in application as appropriate to the discipline.

**Distinction**: Provides evidence of integration and evaluation of critical ideas, principles and theories, distinctive insight and ability in applying relevant skills and concepts in relation to learning outcomes. There is demonstration of frequent originality in defining and analysing issues or problems and providing solutions; and the use of means of communication appropriate to the discipline and the audience.

**Credit**: Provides evidence of learning that goes beyond replication of content knowledge or skills relevant to the learning outcomes. There is demonstration of substantial understanding of fundamental concepts in the field of study and the ability to apply these concepts in a variety of contexts; convincing argumentation with appropriate coherent justification; communication of ideas fluently and clearly in terms of the conventions of the discipline.

**Pass**: Provides sufficient evidence of the achievement of learning outcomes. There is demonstration of understanding and application of fundamental concepts of the field of study; routine argumentation with acceptable justification; communication of information and ideas adequately in terms of the conventions of the discipline. The learning attainment is considered satisfactory or adequate or competent or capable in relation to the specified outcomes.

**Fail**: Does not provide evidence of attainment of learning outcomes. There is missing or partial or superficial or faulty understanding and application of the fundamental concepts in the field of study; missing, undeveloped, inappropriate or confusing argumentation; incomplete, confusing or lacking communication of ideas in ways that give little attention to the conventions of the discipline.
Fail Grades
Entry into units in the postgraduate coursework program requires a clear pass (i.e., a final unit grade of at least “C” or “P”) in all previously completed SPED units. That is, you will not be granted automatic entry into units if you have failures in previously attempted SPED prefixed units. If you have failing grades on our record (1) you may be allowed to continue at the discretion of the Director of MUSEC (or nominee) with a special approval (waiver), or, (2) You may be required to reattempt the relevant units until a clear pass is obtained.

Students with fail grades MUST seek academic advice before attempting to re-enrol.

Satisfactory Progress
Students are expected to maintain satisfactory progress in a course/program of study. Normally, students will be asked to show cause why their candidature should not be terminated if they fail any unit twice. Further, students may be asked to show cause if they receive more than two conceded passes and/or failures in a course/program of study.

Assessment Tasks

<table>
<thead>
<tr>
<th>Name</th>
<th>Weighting</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Literature Search</td>
<td>0%</td>
<td>25th March 2016</td>
</tr>
<tr>
<td>Draft Literature Review</td>
<td>0%</td>
<td>20th May 2016</td>
</tr>
<tr>
<td>Literature Review (Final)</td>
<td>100%</td>
<td>10th June 2016</td>
</tr>
</tbody>
</table>

Literature Search
Due: **25th March 2016**
Weighting: **0%**

Conduct a search of the literature on your chosen topic. The period to be searched should be negotiated with your supervisor. Select at least 20 *empirically-based journal articles* related to your topic, unless otherwise negotiated with your supervisor.

Provide as email attachments (or as negotiated with your supervisor):

- (a) A list of your selected references in APA format.
- (b) Copies of each of the selected articles, ideally as electronic pdf files (hard copies are acceptable if necessary).
- (c) A brief proposal for your topic (200 words in Microsoft Word or rich text format) including a list of the descriptors used, databases searched, a working title for your literature review and a brief outline of the review.

Send a hard copy or a scanned copy of the signed coversheet available on the unit website to
your supervisor.

**Please note that normally, only a single round of feedback will be offered.**

This Assessment Task relates to the following Learning Outcomes:

- Be able to carry out a literature search, using appropriate technology and search strategies.
- Be able to write a literature review in the format of a journal article using APA style.

**Draft Literature Review**

**Due: 20th May 2016**
**Weighting: 0%**

Submit a draft of your literature review for feedback from your supervisor. The assignment should be submitted electronically (Microsoft Word or rich text format). It may be submitted by email or as negotiated with your supervisor. You must also submit to your supervisor a hard copy or scanned copy of the signed coversheet available on the unit website. **Please note that normally only a single round of feedback will be offered. Thus, it is important that your literature review is as complete as possible.**

This Assessment Task relates to the following Learning Outcomes:

- Be familiar with the research literature in their chosen topic area.
- Be able to critically analyse literature in the chosen area.
- Be able to write a literature review in the format of a journal article using APA style.

**Literature Review (Final)**

**Due: 10th June 2016**
**Weighting: 100%**

Complete a review of the literature on your chosen topic. The literature review should:

- be 6,000-7,000 words in length
- include an abstract of 150 words
- satisfy the general guidelines for assignments listed later in this outline.

You must submit:

1. An electronic copy of the assignment (in Microsoft Word or rich text format) including your reference list in APA format. This should be submitted by email or as negotiated with your supervisor.
2. An electronic copy of the assignment via the unit website for plagiarism check.

3. Full copies of all of the references cited in the assignment, preferably in pdf format with your literature review. This would normally include the journal articles included in your review and any other articles or book chapters that you cited. If electronic copies of your references are not available, you should submit hard copies.

4. A hard copy or scanned copy of the signed and completed cover page (available on the unit web page).

The assignment should be in the form of a journal ready submission and comply strictly with APA 6th edition guidelines. The final literature review will be separately marked by two academics. Your supervisor will not be one of the markers. The unit convenor will provide you with a written report based on the markers’ comments and evaluation.

This Assessment Task relates to the following Learning Outcomes:

- Be familiar with the research literature in their chosen topic area.
- Be able to critically analyse literature in the chosen area.
- Be able to write a literature review in the format of a journal article using APA style.

**Delivery and Resources**

**General Organisation of the Unit**

There are no classes for this unit. Students will negotiate contact with an academic supervisor(s) on an individual basis. This contact may be face-to-face meetings on campus, email, phone, Skype or fax contact. Your progress will be paced by the assessment requirements that ensure that you complete your proposal, introduction and method, draft and final version in a timely manner. Your supervisor will provide a single round of feedback on your proposal, introduction and method, and on your draft project.

**Technologies Used and Required**

The unit uses an Ilearn web site.

**Response to Student Feedback**

Student feedback to our units is generally very positive, and we retain practices that students appreciate.

As SPED901 typically has only a few students enrolled, it is difficult to formally assess student feedback, but informal feedback is always welcome.

**Unit Schedule**

This unit does not have classes. You will normally meet with your supervisor on at least a fortnightly basis.
Policies and Procedures

Macquarie University policies and procedures are accessible from Policy Central. Students should be aware of the following policies in particular with regard to Learning and Teaching:


In addition, a number of other policies can be found in the **Learning and Teaching Category** of 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/support/student_conduct/](https://students.mq.edu.au/support/student_conduct/)

Results

Results shown in *iLearn*, 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](http://ask.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 improve your marks and take control of your study.

- **Workshops**
- **StudyWise**
- **Academic Integrity Module for Students**
**Student Enquiry Service**
For all student enquiries, visit Student Connect at [ask.mq.edu.au](http://ask.mq.edu.au)

**Equity Support**
Students with a disability are encouraged to contact the [Disability Service](http://www.mq.edu.au/disability) who can provide appropriate help with any issues that arise during their studies.

The Disability Service provides support and assistance to students with a disability/health condition in aiming to ensure that they do not experience disadvantage in reaching their...
academic potential.

Service provision is determined on a case-by-case basis following an assessment of a student’s needs and the provision of supporting documentation. Service provision is also dependent on the availability of resources.

For information about registering with the Disability Service and to download the Campus Wellbeing Registration Form and Health professional form go:


You must register annually, irrespective of whether a disability/health condition is temporary, long-term or permanent.

Students wishing to request support services from the Disability Service should make an appointment to see a Disability Advisor IMMEDIATELY AFTER ENROLLING at Macquarie University. If you are not registered with the Disability Service at the time of an assessment task, you may not be provided with any accommodations.

Phone: (02) 9850 7497  TTY (02) 9850 6493
Email: campuswellbeing@mq.edu.au
In person: Level 2, C8A (Lincoln Building).

It is strongly recommended that you contact convenors IMMEDIATELY AFTER ENROLLING (or as soon as possible for temporary disabilities) to discuss adaptations that may assist you in the successful negotiation of units with the Macquarie University Special Education Centre.

Typically, we require a minimum of three weeks notice to be able to ensure that accommodations for Problem Solving exercises or in-class assessments can be put in place. Please contact your unit convenors or Dr Jennifer Stephenson BEFORE the 18th August to ensure your needs are met[AM1].

MUSEC DISABILITY LIAISON OFFICER:
Associate Professor Mark Carter
MUSEC, Building X5A, Room 106
Phone (02) 9850 7880
email mark.carter.mq@gmail.com

IT Help
For help with University computer systems and technology, visit http://www.mq.edu.au/about_us/offices_and_units/information_technology/help/.
Graduate Capabilities

PG - Discipline Knowledge and Skills

Our postgraduates will be able to demonstrate a significantly enhanced depth and breadth of knowledge, scholarly understanding, and specific subject content knowledge in their chosen fields.

This graduate capability is supported by:

Learning outcomes

• Be able to carry out a literature search, using appropriate technology and search strategies.
• Be familiar with the research literature in their chosen topic area.
• Be able to critically analyse literature in the chosen area.
• Be able to write a literature review in the format of a journal article using APA style.

Assessment tasks

• Literature Search
• Draft Literature Review
• Literature Review (Final)

PG - Critical, Analytical and Integrative Thinking

Our postgraduates will be capable of utilising and reflecting on prior knowledge and experience, of applying higher level critical thinking skills, and of integrating and synthesising learning and knowledge from a range of sources and environments. A characteristic of this form of thinking is the generation of new, professionally oriented knowledge through personal or group-based critique of practice and theory.

This graduate capability is supported by:

Learning outcomes

• Be able to critically analyse literature in the chosen area.
• Be able to write a literature review in the format of a journal article using APA style.

Assessment tasks

• Literature Search
• Draft Literature Review
• Literature Review (Final)
PG - Research and Problem Solving Capability

Our postgraduates will be capable of systematic enquiry; able to use research skills to create new knowledge that can be applied to real world issues, or contribute to a field of study or practice to enhance society. They will be capable of creative questioning, problem finding and problem solving.

This graduate capability is supported by:

**Learning outcomes**

- Be familiar with the research literature in their chosen topic area.
- Be able to critically analyse literature in the chosen area.
- Be able to write a literature review in the format of a journal article using APA style.

**Assessment tasks**

- Draft Literature Review
- Literature Review (Final)

PG - Effective Communication

Our postgraduates will be able to communicate effectively and convey their views to different social, cultural, and professional audiences. They will be able to use a variety of technologically supported media to communicate with empathy using a range of written, spoken or visual formats.

This graduate capability is supported by:

**Learning outcome**

- Be able to write a literature review in the format of a journal article using APA style.

**Assessment tasks**

- Literature Search
- Draft Literature Review
- Literature Review (Final)

PG - Engaged and Responsible, Active and Ethical Citizens

Our postgraduates will be ethically aware and capable of confident transformative action in relation to their professional responsibilities and the wider community. They will have a sense of connectedness with others and country and have a sense of mutual obligation. They will be able to appreciate the impact of their professional roles for social justice and inclusion related to national and global issues.

This graduate capability is supported by:
Learning outcomes

• Be able to critically analyse literature in the chosen area.
• Be able to write a literature review in the format of a journal article using APA style.

Assessment tasks

• Draft Literature Review
• Literature Review (Final)

PG - Capable of Professional and Personal Judgment and Initiative

Our postgraduates will demonstrate a high standard of discernment and common sense in their professional and personal judgment. They will have the ability to make informed choices and decisions that reflect both the nature of their professional work and their personal perspectives.

This graduate capability is supported by:

Learning outcomes

• Be familiar with the research literature in their chosen topic area.
• Be able to critically analyse literature in the chosen area.
• Be able to write a literature review in the format of a journal article using APA style.

Assessment tasks

• Draft Literature Review
• Literature Review (Final)

Required Unit Materials and Readings


The textbook may be obtained from the Co-Op Bookshop who may be contacted by telephone on (02) 8986 4016 or by fax on (02) 8986 4099.

Other Required Readings

Suggested reading

Suggested readings can be located through “Journal Finder” on the library website at:
https://www.library.mq.edu.au/research/journal-finder.php

EndNote and Reference Management

Please note that you may choose to use EndNote or other reference management software to manage your reference list. Consult your supervisor about the options available to you.
Information about EndNote (including how to download a copy) is available at http://libguides.mq.edu.au/content.php?pid=114111&sid=1012047. Information on training sessions for users of EndNote may be obtained from: http://www.mq.edu.au/on_campus/library/training/.

Other useful resources
Information about using the library databases to locate journal articles is available at http://infoskills.mq.edu.au/index.htm.

Sites providing information about APA style (for providing the references) are at http://mq.edu.au/on_campus/library/research/referencing/.

**Unit Web Page**

**Access**

An iLearn website has been established to support this unit. The site will offer the option of discussion forums on specific topics and Dialogue (Private communication) within the unit.

Note that students should communicate directly with their supervisor by email.

The website may be accessed at:

https://ilearn.mq.edu.au

Information about using iLearn is available at:

http://www.mq.edu.au/iLearn/student_info/

This page includes information and links (on the left hand side of the page) about topics such as: navigating iLearn, using discussion forums, getting started with iLearn.

**How do I get a password?**

Information on first time log in and passwords is at


You will need your Student OneID number, surname and data of birth.

**What if I have password problems or need IT help?**

If you have password problems or any other difficulties accessing the website, please contact:

Student IT Help
Phone: (02) 9850 HELP (4357) (option 1) or freecall 1800 67 4357
Email: help@mq.edu.au
Face-to-face: Building C5C, Room 244
Website: http://www.mq.edu.au/onehelp/
Onehelp Ticket Lodgement: https://help.mq.edu.au/cgi-bin/WebObjects/OneHelp.woa
PLEASE NOTE:

If you have contacted IT Help and still have difficulties obtaining your user name and password and are UNABLE to access unit websites at the end of the first week of semester, please contact Natalie Watson (natalie.watson@mq.edu.au) at MUSEC. Arrangements may be made to email you important study materials.