

Victoria Management School

**TOUR 101: Introduction to Tourism**

Trimester One 2009

**COURSE OUTLINE**

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**COURSE COORDINATORS**

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**ADMINISTRATOR**

**Helen Jiang**

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**Trimester Dates:** Monday, March 2<sup>nd</sup> to Wednesday, July 1<sup>st</sup> 2009.

**Class Times and Room Numbers**

**Lectures:** Tuesday and Friday

Time and Venue: 11:00am to 11:50am in Maclaurin Lecture Theatre 102 (MCLT 102)

**Tutorials:** The scheduled tutorial dates and times will be announced in the first lecture. The allocation of students to tutorial groups will be managed via an online sign-up system called 's-cubed'. **Please consult p. 3 and the final page of this course outline for more details.**

**Withdrawal dates:** Information available via

<http://www.victoria.ac.nz/home/admisenrol/payments/withdrawalsrefunds.aspx>

## **Introduction**

Tourism is a large and complex phenomenon. It can be regarded as a significant social and economic activity, a business, an industry, a source of environmental and social change. Many of the challenges of studying tourism, and subsequently working or researching in this field, arise from the multi-faceted nature of tourism. That is, tourism is made up of many different sectors (including transport, accommodation, attractions, supporting services and infrastructure), each of which in turn may be quite diverse and viewed from a variety of perspectives: economic, socio-cultural, environmental, and political. Moreover, tourism is a geographically complex activity characterised by multiple origins and destinations linked together in various ways, by flows of people, ideas, information and resources, by transport networks and distribution channels.

As an introductory course and platform for further study, TOUR 101 seeks to provide a systematic and conceptual basis for exploring and understanding the complexities of tourism. The course follows an origin-linkage-destination framework. The overall approach is outlined in the first lectures before attention is directed at the nature of demand generated in the origins. The various linkages that bring together origins and destinations are then examined. The latter part of the course focuses on destinations and systematically examines the ways in which these develop. As well, different components of a destination are explored.

## **Programme and Course-Related Learning Objectives**

**Learning Goal #1:** Our graduates will possess and apply specific knowledge of tourism management as well as a range of transferable skills

### **Learning Objectives**

Graduates will be able to:

- (a) demonstrate a systematic understanding of theoretical and applied aspects of tourism management
- (b) display an appreciation for concepts and methods that inform the management of tourism organizations, businesses, and resources
- (c) acquire skills and knowledge that provide a solid platform for graduate study

**Learning Goal #2:** Our graduates will demonstrate application of critical and creative thinking skills to practical and theoretical problems

### **Learning Objectives**

Graduates will be able to:

- (a) think conceptually and systematically about tourism and its management
- (b) assess a range of tourism management issues, plans, and concepts
- (c) identify, access, and evaluate a range of information and data sources
- (d) undertake and apply research in tourism management
- (e) use innovative thinking and creative skills in the context of the tourism business environment

**Learning Goal #3:** Our graduates will be effective and confident communicators

### **Learning Objectives**

Graduates will be able to:

- (a) apply advanced written communication skills
- (b) demonstrate oral communication and listening skills
- (c) prepare and deliver polished and professional oral presentations
- (d) communicate effectively with peers when undertaking group projects

Learning Goal #4: By meeting the above learning goals, our graduates will display leadership and be able to assume positions of responsibility

#### Learning Objectives

Graduates will be able to:

- (a) engage in effective decision making by working independently and in groups
- (b) demonstrate a mastery of concepts related to tourism management
- (c) develop and apply concepts and plans in tourism management

#### Overall Course Objectives

This course complements TOUR104, The Business Environment of Tourism. The course objectives are to provide you with a systematic introduction to the study of tourism and a sound foundation for the BTM by:

1. outlining the multi-faceted nature of tourism and the need for an integrated approach to its study and management
2. developing a conceptual basis for the study and management of tourism
3. examining key issues and their inter-relationships by reference to selected examples
4. fostering critical and creative thinking about theory and practice in tourism
5. encouraging students to adopt a structured, enquiring approach to the study of tourism

#### Course-Related Student Learning Objectives and Skills

On successful completion of the course, students will be able to:

1. recognize the complexity of tourism both as an industry and a field of study
2. identify and describe the roles of public and private sector entities involved in the global and national tourism industry
3. think systematically, critically, and creatively about selected tourism concepts and models
4. consider tourism cases and examples in an analytical manner
5. locate, record, organise, and analyse relevant tourism information from a variety of library- and web-based sources
6. research, plan, and produce written work that meets academic standards
7. manage different tasks and deadlines effectively
8. demonstrate oral communication and listening skills in tutorials

Items 1 to 7 on the list above will be assessed through the two essays in this course. The final examination will assess items 1, 2, 3, 4, and 7. The course's tutorial programme will provide students with the opportunity to develop their oral communication and listening skills (item 8).

#### Expected Workload

Students can expect the workload to be approximately 13.5 hours per week of student work, including both scheduled contact time (lectures, tutorials) and outside class. Work outside of class will include readings provided in support of lectures and tutorials. Undergraduate courses in tourism management are 20 point courses.

#### Course Programme

The course objectives are pursued by an integrated programme of lectures, tutorials, written assignments, and wider reading.

**Lectures are held 11:00am–11:50am on Tuesdays and Fridays in MCLT 102 (Maclaurin Lecture Theatre 102).** Students are expected to attend all lectures. Key themes will be introduced in lectures

and followed up by discussion in tutorials and by reference to the wider literature. Important announcements concerning the course will also be made in lectures.

**Tutorials** are a key part of the learning process and active participation in them is expected – the more you put in, the more you will get out of this course. Attendance at tutorials is also required to complete terms. You must always attend your allocated tutorial session; if you attend a different session, your attendance will not be recorded. Exemption from tutorials will only be accepted with a medical certificate or in exceptional circumstances.

Tutorials start in the second week of the course and tutorial times will be announced in the first lecture.

Tutorial sign up will be via an online sign-up system called **s-cubed** (<https://signups.vuw.ac.nz>). Instructions on how to sign up are at the end of this Course Outline.

This online signup system is available around the clock over the Internet. You must use s-cubed to sign up for a TOUR 101 tutorial **before midnight on Friday March 6<sup>th</sup> 2009**. Allocations are on a first come, first served basis so you are encouraged to sign up early. You can go back into s-cubed and change your tutorial as long as places are available but all changes must be made by midnight March 6<sup>th</sup>.

Confirmation of your tutorial group will be posted on Blackboard by midday Monday March 9<sup>th</sup> 2009 as well as on the Tourism Management notice board on Level 2 of the Murphy Building (Kelburn Campus).

If you miss the Friday 6<sup>th</sup> March tutorial enrolment deadline you will need to contact the Tourism Management Administrator (Helen.Jiang@vuw.ac.nz). Your email should state why you were not able to sign up on time using the online system, along with other relevant documentation such as a medical certificate etc. You should detail all the tutorial times you can make and you will then be allocated into a tutorial which has space. There is **NO GUARANTEE** that you will get your preferred tutorial time. If there are 'exceptional circumstances' why you require a particular tutorial session these should be set out in the email.

If you have any serious problems about the allocations of tutorial spaces please contact the Tourism Management Administrator Helen Jiang ASAP (Helen.Jiang@vuw.ac.nz).

## **Readings**

There is no set text for this course: references and readings will be made available throughout the course. Readings provided by the course coordinators are a vital component of TOUR 101's lecture and tutorial programme. However, to provide you with guidance on additional introductory reading, we have compiled this list of titles, distinguishing between books that deal with tourism in general and those that focus on specific aspects or perspectives on the subject. In addition to providing you with useful and broad background reading, they are handy for reading up on specific themes discussed in lectures and for writing the essays.

When researching your assignments you should also look at articles in journals such as *Tourism Management*, *Journal of Travel Research*, *Annals of Tourism Research*, *Journal of Sustainable Tourism* and *Current Issues in Tourism*. Journals can be accessed through the library databases that will be demonstrated in week 2 and there is an Online Tutorial on *Using Library Research Tools*. See the Library's **Tourism Subject Guide** for more information:  
<http://www.victoria.ac.nz/library/subjectguides/tourism>

**These titles provide a general introduction to tourism and the tourism industry:**

\* indicates also available as an electronic book through the library catalogue.

- Collier, A. (2006). *Principles of Tourism: A New Zealand Perspective*. 7<sup>th</sup> edition. Auckland: Pearson Education (previous editions are similar and also useful).
- Cooper, C., J. Fletcher, A. Fyall, D. Gilbert, & S. Wanhill (2005). *Tourism: Principles and Practice*. 3<sup>rd</sup> edition. Harlow: Pearson Education (the 2<sup>nd</sup> edition is similar and also useful).
- \*Goeldner, C. & J.R. Brent Ritchie (2009). *Tourism: Principles, Practices, Philosophies*. 11<sup>th</sup> edition. New York: Wiley & Sons (the 9<sup>th</sup> and 10<sup>th</sup> editions are similar and also useful).
- Hall, C.M. (2005). *Tourism: Rethinking the Social Science of Mobility*. Harlow: Pearson Education.
- Hall, C.M. & G. Kearsley (2001). *Tourism in New Zealand: An Introduction*. Oxford: Oxford University Press.
- Holloway, C. (2002). *The Business of Tourism*. London: Prentice Hall.
- Leiper, N. (1995). *Tourism Management*. Melbourne: RMIT Press.
- Page, S. (2003). *Tourism Management: Managing for Change*. Oxford: Butterworth-Heinemann.
- Page, S. & J. Connell (2006). *Tourism: A Modern Synthesis*. 2<sup>nd</sup> edition. London: Thomson Learning (the 1<sup>st</sup> edition is also useful).
- Pearce, P., A. Morrison, & J. Rutledge (1998). *Tourism: Bridges across Continents*. Sydney: McGraw-Hill.
- Weaver, D. & L. Lawton (2006). *Tourism Management*. 3<sup>rd</sup> edition. Brisbane: Wiley (1<sup>st</sup> and 2<sup>nd</sup> editions are similar and also useful).
- Yeoman, I. (2008). *Tomorrow's Tourist*. Oxford: Elsevier.

**The following titles are focused on specific aspects of tourism:**

- Buhalis, D. & E. Laws, eds. (2001). *Tourism Distribution Channels: Practices, Issues and Transformations*. New York: Continuum.
- \*Hall, C.M. and S.J. Page (2006). *The Geography of Tourism and Recreation*. 3<sup>rd</sup> edition. London: Routledge (the 2<sup>nd</sup> edition is similar and also useful).
- Faulkner, B., G. Moscardo, & E. Laws, eds. (2000). *Tourism in the 21st Century: Lessons from Experience*. New York: Continuum.
- Pearce, D.G. (1995). *Tourism Today: A Geographical Analysis*. 2<sup>nd</sup> edition. Harlow: Longman.
- Swarbrooke, J. (1999). *Sustainable Tourism Management*. Oxford: CAB International.

## TOUR 101: Introduction to Tourism

### Lecture and Tutorial Programme

WEEK	LECTURE TOPIC	LECTURE OUTLINE	TUTORIAL	
1	3/3 6/3	Introduction A systematic approach	Introduction, structure, and administration Origin-linkage-destination model	Sign up for a tutorial; no tutorials this week
2	10/3 13/3	Library workshop Origins 1: tourism demand	Introduction to library and web-based tourism resources (Janet Keilar) What is tourism demand?	Library exercise and <b>discuss essay #1</b>
3	17/3 20/3	Origins 2: tourist motivation Origins 3: determinants of demand	Why do tourists travel? What factors influence tourism demand?	Stanley Plog's model
4	24/3 27/3	Origins 4: tourist typologies Origins 5: culture and markets	Classifying tourists and their behaviour Culture and tourism demand	Tourism demand: themes and issues
5	31/3 3/4	Origins 6: markets and key trends Linkages 1: models of tourist travel	Demand-related trends in tourism Overview of key models	Tourism models: their nature and use
6	7/4 10/4	Linkages 2: patterns of tourist travel <b>University Closed</b>	Examples of domestic and international tourist travel <b>Remember: essay #1 due Wednesday, April 8<sup>th</sup></b> <b>Good Friday – No Lecture</b>	<b>No Tutorials</b>
<b>MID TRIMESTER BREAK – April 13<sup>th</sup> to April 24<sup>th</sup></b>				
7	28/4 1/5	Linkages 3: distribution channels Linkages 4: NZ distribution channels	Introduction to distribution channels Examining distribution channels for New Zealand tourism	Distribution channels – relating personal experience to theory and <b>discuss essay #2</b>
8	5/5 8/5	Destinations 1: introduction Destinations 2: models of destination development	The supply side and destination development Models, frameworks, and concepts	Destinations: themes and issues
9	12/5 15/5	Destinations 3: transport Destinations 4: attractions	The role of transport What constitutes an attraction? <b>Remember: essay #2 due Monday, May 18<sup>th</sup></b>	Transport and tourism development
10	19/5 22/5	Destinations 5: accommodation Destination 6: tourism and the state	Structure and concepts The complex role of the public sector	An examination of tourist attractions
11	26/5 29/5	Destinations 7: the private sector Destinations 8 : the community	Private enterprise in the tourism industry Participation, consultation, and involvement	The public sector and tourism
12	2/6 5/6	Destination 9: destination case study Overview and Review	Destination development in action Course review and where to from here?	Course review and exam preparation

## Assessment Requirements

Assignment	Title	Weight	Due Date
1	Essay #1	25%	Wednesday, April 8 <sup>th</sup> (12 noon)
2	Essay #2	25%	Monday, May 18 <sup>th</sup> (12 noon)
3	Final Examination	50%	12 June – 1 July 2009
	<b>TOTAL</b>	<b>100%</b>	

### Essay #1 and Essay #2:

#### Objectives:

1) To provide the opportunity to follow-up selected tourism themes introduced in the lecture programme. The essays build upon material presented in lectures but require you to develop the topics much further through wider reading, analysis, and reflection. The first essay addresses broader issues that are fundamental to an introductory course on tourism management; the second enables you to focus on a specific area of interest.

2) To develop your skills in library research, synthesizing material from diverse sources, and essay writing.

#### Topics:

**Essay #1** (due Wednesday, April 8<sup>th</sup> at 12 noon)

**Please select either...**

1. Why does tourism need to be managed?

**Or**

2. Outline the nature and significance of tourism in one island nation (excluding New Zealand). Then, discuss the most important issues facing tourism in that country today.

**Essay #2** (due Monday, May 18<sup>th</sup> at 12 noon)

Choose **one** topic from the following list:

3. What are the main factors influencing tourism demand? Why is it important for managers to understand these factors?
4. How can destination managers influence destination development?
5. Outline the functions of intermediaries within the tourism distribution process and discuss the factors that influence the relationships between intermediaries and with other channel members.
6. With reference to a range of examples, discuss how transport systems that provide linkages between origins and destinations can also be attractions in their own right.

Essays must be **between 2000 and 2500 words long**, fully referenced in line with the *Style Guide for Tourism Courses*, and include – where appropriate – maps, graphs, and tables. Credit will be given for

evidence of wide reading and the ability to develop, structure and present material, ideas and arguments clearly and effectively. Further guidance on essay topics, essay writing, and useful resources will be provided in the lectures and tutorials during week #2 and week #7 of the course. In addition, you are invited to raise any queries during any of the tutorials. For detailed guidance on referencing and essay format please consult the *Style Guide for Tourism Courses*.

### Essay Preparation:

While we each have our own way of going about writing an essay, it may be useful to consider the following points:

- 1) Think carefully about what the topics/questions mean and how they might be tackled. What are the key points? What sort of material will you need? Read with a purpose to maximise the return on your efforts. This means having a good idea of what will be useful before you go to the library.
- 2) Read over the relevant lecture material and refer to the key references and basic texts before following up more specific sources. Consider using journals such as *Annals of Tourism Research*, *Tourism Management* and the *Journal of Travel Research* as well as books.
- 3) Having read and absorbed the relevant material, carefully think through the ideas you want to develop, and plan your essay before writing it. On completion, read through your essay carefully before submission to ensure:
  - a. it is free of typographical and grammatical errors,
  - b. that the references are complete,
  - c. that tables and figures are named, sourced and linked into the text.
- 4) Organize your time for each of these tasks. Very few people are able to write good essays in one night.

**Essays submitted by email or fax will not be accepted.**

**Further help on essay writing and planning:** Student Learning Support Services (SLSS) is an excellent source of support for study skills. See their website for self-help resources and their programme of workshops: [http://www.victoria.ac.nz/st\\_services/slss](http://www.victoria.ac.nz/st_services/slss)

### **Handing in Assignments**

Assignments should be dropped in the relevant TOUR 101 Box on Level 2 of the Murphy Building (Kelburn Campus) in hard copy form by noon on the due date. All completed assignments must have a cover sheet (see the *Style Guide for Tourism Courses*). You must also keep an electronic copy of your work. It is also wise to keep paper copies of your assignments for your own files. Failure to do so will jeopardise any claim by you that your work was submitted in the rare cases where your work goes astray.

Assignments submitted after the due date (both late assignments and those with an authorised extension) need to be submitted to Helen Jiang, RH927 in Rutherford House, Pipitea Campus.

### **Group Work**

While the course has a tradition of study group collaboration, there are important elements in the assessment process that are strictly individual. Collaboration on individual assignments is not allowed beyond general discussion as to how one might interpret the nature of the assignment question. Please do not work together to formulate a response and do not loan out your completed assignments. You will be expected and encouraged to work in groups on in-tutorial cases and assignments; however essays must be individual submissions.

## Examination

Examination dates for trimester one: Friday 12<sup>th</sup> June to Wednesday 1<sup>st</sup> July 2009 (inclusive). Students who enrol in courses with examinations are obliged to attend an examination at the University at any time during the formal examination period.

The examination is worth 50% of the total marks available for this course. It is closed book 3-hour examination. Essay style answers are expected. You will be asked to answer four questions that will require you to draw on different concepts and themes covered in the course. All readings covered during the course are examinable.

## Mandatory Course Requirements

To meet Mandatory Course Requirements, students are required to:

- a. Attend **eight** of the **ten** tutorial sessions;
- b. Submit all assignments within the allowable timeframe (see the 'Penalties' section below); and
- c. To obtain at least 40 per cent of the final examination marks available.

Students who fail to satisfy the mandatory requirements for this course but who obtain 50% or more overall, will be awarded a "K" grade. Standard fail grades (D or E) will be awarded when the student's overall course mark falls below the minimum pass mark, regardless of whether the mandatory course requirements have been satisfied or not.

Notice of Failure to meet Mandatory Course Requirements will be posted on Blackboard.

## Penalties - for Lateness & Excessive Length of Assignments

Assignments submitted after the due date (both late assignments and those with an authorised extension) need to be submitted to Helen Jiang, RH927 in Rutherford House, Pipitea Campus.

- (i) In fairness to other students, work submitted after any deadline will incur a penalty for lateness. The tourism management group has implemented a standardized late penalty for all tourism courses. Students who submit late assignments will be penalized at a rate of 5% per day. **Saturdays, Sundays and public holidays** will be included when counting the number of days late. Assignments received **more than 7 days after the due date** will not be accepted and the student will **automatically fail the Mandatory Course Requirements**.
- (ii) Course Outlines provide a signal to students of forthcoming workload, dates of submission etc, and thus student study plans should take account of course requirements across all courses. Consequently, workload issues related to other courses and employment will not be accepted as reason for dispensation from mandatory requirements or waiver of penalties. **Extensions** to submission deadlines for any assigned work will only be granted in **exceptional circumstances**.
- (iii) Students who are unable to comply with any of the mandatory requirements should make a written application for an extension to the due date for submission of assigned work or for waiver of a penalty, **in advance**, to one of the course co-ordinators, providing documentary evidence of the reasons of their circumstances.

All such applications must be made **before** the deadline and be accompanied by documentary evidence, eg a medical certificate, or counsellor's report clearly stating the degree of impairment, and the dates the illness or event prevented you from undertaking your academic studies. This can be applied retrospectively.

- (iv) In the event of unusual or unforeseeable circumstances (e.g. serious illness, family bereavement or other exceptional events), that precludes an application in advance, students should make contact with one of the course co-ordinators by email or telephone as soon as possible, and make application for waiver of a penalty as soon as practicable.
- (v) Word limits should be adhered to, especially so when they provide a guide to limiting the student's coverage of a topic. **The penalty will be 10% of the grade for an assignment which is 10% over the word limit.**

### Grading Guidelines

The following broad indicative characterisations of grade will apply in grading assignments and the exam:

A+	excellent performance in all respects at this level
A	excellent performance in almost all respects at this level
A-	excellent performance in many respects at this level
B+	very good, some aspects excellent
B, B-	good but not excellent performance at this level
C+, C	work satisfactory overall but inadequate in some respects
D	poor performance overall, some aspects adequate
E	well below the required standard
K	failure to achieve mandatory course requirements and have achieved at least an average "C" over all the assessment. Note this is a failing grade.

### Policy on Remarking

Every attempt is made to ensure that the marking is consistent across tutors and fair to students. In TOUR 101, the course coordinators – who also tutor in this course – will moderate the essay grading process so that it is fair to students. If you have a question about your grade, first talk to your tutor and then to a TOUR 101 course coordinator. As per FCA policy, students may ask for their written work to be remarked. A course coordinator will do the remarking and provide comments.

Application for remarks must be made within 5 days after the marks are available. To apply for a remark, complete the request for re-examination of assessed work form (see the assessment area of Blackboard) stating which sections you wish re-examined. Write on why you think the mark does not, in your view, fairly reflect the quality of your work. Hand this with your assignment the Tourism Management Administrator Helen Jiang in RH927, 9<sup>th</sup> floor of Rutherford House at Pipitea Campus. Allow up to 5 working days for remarking to be completed.

### Referencing

There are many different styles of referencing. For tourism management courses, please refer to the 2009 version of the *Style Guide for Tourism Courses*. This document will be circulated in the first tutorial in TOUR 101 and a copy is available on Blackboard.

### Communication

Information on course-related matters will be announced at class and posted on the **Blackboard** website at <http://blackboard.vuw.ac.nz/>. It will be crucial for you to regularly check Blackboard for messages, announcements and materials.

### Email Contact

Students wishing to contact staff by email should adhere to the following instructions:

Include the **Course Code**, your **Name**, your **Student ID** and the **Topic** in the subject area of the email, eg

MGMT300\_Smith\_Pauline\_3000223344\_Ass1 Query

All students must use their VUW SCS email account and ID. Otherwise, email will be classified as Spam and will be dumped without being read. All emails with attachments will be dumped, unless requested by staff.

## **Faculty of Commerce and Administration Offices**

### Railway West Wing (RWW) - FCA Student and Academic Services Office

The Faculty's Student and Academic Services Office is located on the ground and first floors of the Railway West Wing. The ground floor counter is the first point of contact for general enquiries and FCA forms. Student Administration Advisers are available to discuss course status and give further advice about FCA qualifications. To check for opening hours call the Student and Academic Services Office on (04) 463 5376.

### Easterfield (EA) - FCA/Education/Law Kelburn Office

The Kelburn Campus Office for the Faculties of Commerce and Administration, Education and Law is situated in the Easterfield Building on the ground floor (EA005). This counter is the first point of contact for:

- Duty tutors for student contact and advice.
- Information concerning administrative and academic matters.
- Forms for FCA Student and Academic Services (e.g. application for academic transcripts, requests for degree audit, COP requests).
- Examinations-related information during the examination period.

To check for opening hours call the Student and Academic Services Office on (04) 463 5376.

## **General University Policies and Statutes**

Students should familiarise themselves with the University's policies and statutes, particularly the Assessment Statute, the Personal Courses of Study Statute, the Statute on Student Conduct and any statutes relating to the particular qualifications being studied; see the Victoria University Calendar or go to [www.victoria.ac.nz/home/about/policy/students.aspx](http://www.victoria.ac.nz/home/about/policy/students.aspx)

For information on the following topics, go to the Faculty's website [www.victoria.ac.nz/fca](http://www.victoria.ac.nz/fca) under Important Information for Students:

- Academic Grievances
- Student and Staff Conduct
- Meeting the Needs of Students with Impairments
- Student Support

## **Academic Integrity and Plagiarism**

Academic integrity is about honesty – put simply it means *no cheating*. All members of the University community are responsible for upholding academic integrity, which means staff and students are expected to behave honestly, fairly and with respect for others at all times.

Plagiarism is a form of cheating which undermines academic integrity. The University defines plagiarism as follows:

*The presentation of the work of another person or other persons as if it were one's own, whether intended or not. This includes published or unpublished work, material on the Internet and the work of other students or staff.*

It is still plagiarism even if you re-structure the material or present it in your own style or words.

*Note: including the work of others will not be considered plagiarism as long as the work is acknowledged by appropriate referencing.*

Plagiarism is prohibited at Victoria and is not worth the risk. Any enrolled student found guilty of plagiarism will be subject to disciplinary procedures under the Statute on Student Conduct and may be penalised severely. Consequences of being found guilty of plagiarism can include:

- an oral or written warning
- cancellation of your mark for an assessment or a fail grade for the course
- suspension from the course or the University.

Find out more about plagiarism, and how to avoid it, on the University's website:

[www.victoria.ac.nz/home/studying/plagiarism.html](http://www.victoria.ac.nz/home/studying/plagiarism.html)

### **Manaaki Pihipihinga Programme**

Manaaki Pihipihinga is an academic mentoring programme for undergraduate Māori and Pacific students in the Faculties of Commerce and Administration, and Humanities and Social Sciences. Sessions are held at the Kelburn and Pipitea Campuses in the Mentoring Rooms, 14 Kelburn Parade (back courtyard), Room 109D, and Room 210, Level 2, Railway West Wing. There is also a Pacific Support Coordinator who assists Pacific students by linking them to the services and support they need while studying at Victoria. Another feature of the programme is a support network for Postgraduate students with links to Postgraduate workshops and activities around Campus.

For further information, or to register with the programme, email [manaaki-pihipihinga-programme@vuw.ac.nz](mailto:manaaki-pihipihinga-programme@vuw.ac.nz) or phone (04) 463 6015. To contact the Pacific Support Coordinator, email [pacific-support-coord@vuw.ac.nz](mailto:pacific-support-coord@vuw.ac.nz) or phone (04) 463 5842.