COIT11239 *Professional Communications Skills for ICT*
Term 2 - 2017

Profile information current as at 29/04/2024 10:41 pm

All details in this unit profile for COIT11239 have been officially approved by CQUniversity and represent a learning partnership between the University and you (our student). The information will not be changed unless absolutely necessary and any change will be clearly indicated by an approved correction included in the profile.

General Information

Overview

This unit introduces you to professional communication concepts that are relevant to a career in information and communication technologies (ICT). Topics include academic referencing and library skills, oral and written communication, negotiation, teamwork and conflict management. The unit introduces awareness of cultural diversity and its management in a multicultural workforce. COMM11003 Communication in Professional Contexts is an anti-requisite for COIT11239.

Details

Career Level: *Undergraduate*
Unit Level: *Level 1*
Credit Points: *6*
Student Contribution Band: *8*
Fraction of Full-Time Student Load: *0.125*

Pre-requisites or Co-requisites

COMM11003 Communication in Professional Contexts is an anti-requisite for COIT11239.
Important note: Students enrolled in a subsequent unit who failed their pre-requisite unit, should drop the subsequent unit before the census date or within 10 working days of Fail grade notification. Students who do not drop the unit in this timeframe cannot later drop the unit without academic and financial liability. See details in the [Assessment Policy and Procedure (Higher Education Coursework)](#).

Offerings For Term 2 - 2017

- Adelaide
- Brisbane
- Cairns
- Distance
- Melbourne
- Rockhampton
- Sydney
- Townsville

Attendance Requirements

All on-campus students are expected to attend scheduled classes – in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

Website

[This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.](#)

Class and Assessment Overview

Recommended Student Time Commitment

Each 6-credit Undergraduate unit at CQUniversity requires an overall time commitment of an average of 12.5 hours of study per week, making a total of 150 hours for the unit.

Class Timetable

Regional Campuses

Bundaberg, Cairns, Emerald, Gladstone, Mackay, Rockhampton, Townsville

Metropolitan Campuses

Adelaide, Brisbane, Melbourne, Perth, Sydney

Assessment Overview

1. **Written Assessment**
Weighting: 20%
2. **Practical and Written Assessment**
Weighting: 30%
3. **Presentation and Written Assessment**
Weighting: 50%

Assessment Grading

This is a graded unit: your overall grade will be calculated from the marks or grades for each assessment task, based on the relative weightings shown in the table above. You must obtain an overall mark for the unit of at least 50%, or an overall grade of 'pass' in order to pass the unit. If any 'pass/fail' tasks are shown in the table above they must also be completed successfully ('pass' grade). You must also meet any minimum mark requirements specified for a particular assessment task, as detailed in the 'assessment task' section (note that in some instances, the minimum mark for a task may be greater than 50%). Consult the University's Grades and Results Policy for more details of interim results and final grades.

CQUniversity Policies

All University policies are available on the CQUniversity Policy site.
You may wish to view these policies:

- Grades and Results Policy
- Assessment Policy and Procedure (Higher Education Coursework)
- Review of Grade Procedure
- Student Academic Integrity Policy and Procedure
- Monitoring Academic Progress (MAP) Policy and Procedure – Domestic Students
- Monitoring Academic Progress (MAP) Policy and Procedure – International Students
- Student Refund and Credit Balance Policy and Procedure
- Student Feedback – Compliments and Complaints Policy and Procedure
- Information and Communications Technology Acceptable Use Policy and Procedure

This list is not an exhaustive list of all University policies. The full list of University policies are available on the CQUniversity Policy site.

Previous Student Feedback

Feedback, Recommendations and Responses

Every unit is reviewed for enhancement each year. At the most recent review, the following staff and student feedback items were identified and recommendations were made.

Feedback from Student feedback

Feedback

Students found the unit well organised and helped them understand the ICT business world. Distance students appreciated the online sessions and news forum updates. Students indicated that they learned how to communicate in different ways, such as non-verbal. Students noted the individual presentations helped them increase their confidence.

Recommendation

Keep the related activities and assessment.

Feedback from Student feedback

Feedback

Students found the group work hard, especially over long distance.

Recommendation

Redesign the group work assessment. Motivate the group work assessment better.

Unit Learning Outcomes

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

1. Explain communication concepts and strategies.
2. Show confidence and skills in oral communications and presentations.
3. Work effectively as part of a team.
4. Communicate effectively in a professional context.
5. Define and demonstrate conflict management and resolution strategies.

Australian Computer Society (ACS) recognises the Skills Framework for the Information Age (SFIA). SFIA is in use in over 100 countries and provides a widely used and consistent definition of ICT skills. SFIA is increasingly being used when developing job descriptions and role profiles.
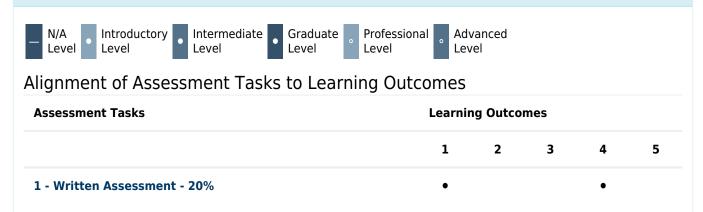ACS members can use the tool MySFIA to build a skills profile at

https://www.acs.org.au/professionalrecognition/mysfia-b2c.html

This unit contributes to the following workplace skills as defined by SFIA. The SFIA codes and core skills included are:

- Core skill, Business Skills: Communication skills and teamwork
- Relationship management (RLMT)
- Information Management (IRMG)
- Research (RSCH)

Alignment of Learning Outcomes, Assessment and Graduate Attributes

— N/A Level　　○ Introductory Level　　● Intermediate Level　　● Graduate Level　　○ Professional Level　　○ Advanced Level

Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes				
	1	2	3	4	5
1 - Written Assessment - 20%	●			●	

Assessment Tasks	Learning Outcomes				
	1	2	3	4	5
2 - Practical and Written Assessment - 30%		●	●	●	●
3 - Presentation and Written Assessment - 50%		●	●	●	●

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes				
	1	2	3	4	5
1 - Communication	●	●	●	●	●
2 - Problem Solving			●	●	●
3 - Critical Thinking	●		●		●
4 - Information Literacy	●	●	●	●	●
5 - Team Work		●	●	●	●
6 - Information Technology Competence	●	●	●	●	●
7 - Cross Cultural Competence	●	●	●	●	●
8 - Ethical practice	●	●	●	●	●
9 - Social Innovation					
10 - Aboriginal and Torres Strait Islander Cultures					

Alignment of Assessment Tasks to Graduate Attributes

Assessment Tasks	Graduate Attributes									
	1	2	3	4	5	6	7	8	9	10
1 - Written Assessment - 20%	●	●	●	●	●	●	●	●		
2 - Practical and Written Assessment - 30%	●	●	●	●	●	●	●	●		
3 - Presentation and Written Assessment - 50%	●	●	●	●	●	●	●	●		

Textbooks and Resources

Textbooks

There are no required textbooks.

Additional Textbook Information
This unit uses the following textbook:
Business Communication for Success 2015, University of Minnesota Libraries Publishing, Minneapolis.
This textbook will be made available as a free download from the COIT11239 unit web site.

IT Resources

You will need access to the following IT resources:

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)
- Microsoft Office including Word, Powerpoint and Excel
- Webcam, microphone and speakers (or headset)

Referencing Style

All submissions for this unit must use the referencing style: [Harvard (author-date)](#)
For further information, see the Assessment Tasks.

Teaching Contacts

Jamie Shield Unit Coordinator
j.shield@cqu.edu.au

Schedule

Week 1 - 10 Jul 2017

Module/Topic	Chapter	Events and Submissions/Topic
Importance of Communication Skills in ICT	• 1 Effective Business Communications	

Week 2 - 17 Jul 2017

Module/Topic	Chapter	Events and Submissions/Topic
Arguments	• 6.3 Making an Argument up to p179 Appealing to Emotions • 6.4 Paraphrase and Summary versus Plagiarism	

Week 3 - 24 Jul 2017

Module/Topic	Chapter	Events and Submissions/Topic
Writing Style and Research Skills	• 5.4 Ethics, Plagiarism and Reliable Sources • 6.1 Organisation • 6.2 Writing Style	Quiz 1 due.

Week 4 - 31 Jul 2017

Module/Topic	Chapter	Events and Submissions/Topic

	• 3 Understanding Your Audience • 11 Nonverbal Delivery upto 11.4 Visual Aids • 12.5 Organizing Principles for Your Speech • 15.6 Introducing a Speaker	
Presentations		

Week 5 - 07 Aug 2017

Module/Topic	Chapter	Events and Submissions/Topic
Drop-in for Assignment 1		**Ass 1 Essay** Due: Week 5 Friday (11 Aug 2017) 11:45 pm AEST

Vacation Week - 14 Aug 2017

Module/Topic	Chapter	Events and Submissions/Topic
No class		

Week 6 - 21 Aug 2017

Module/Topic	Chapter	Events and Submissions/Topic
Intrapersonal Communication	• 15.3 Meetings • 16.5 Rituals of Conversation and Interviews • 16.6 Conflict in the Work Environment	Quiz 2 due.

Week 7 - 28 Aug 2017

Module/Topic	Chapter	Events and Submissions/Topic
Group Communication, Teamwork, Leadership and Advanced Arguments	• 6.3 Making an Argument • 19 Group Communication, Teamwork, and Leadership	

Week 8 - 04 Sep 2017

Module/Topic	Chapter	Events and Submissions/Topic
Intercultural Communication	• 7.4 Evaluating the Work of Others • 18 Intercultural and International Business Communication	

Week 9 - 11 Sep 2017

Module/Topic	Chapter	Events and Submissions/Topic
Legal and Ethical Communication in ICT	• Unit readings	**Ass 2 Critique Presentation** Due: Week 9 Friday (15 Sept 2017) 11:45 pm AEST

Week 10 - 18 Sep 2017

Module/Topic	Chapter	Events and Submissions/Topic
ICT Writing in Action	• 7.2 Specific Revision Points to Consider • 8.4 Qualitative and Quantitative Research • 9 Business Writing in Action; upto 9.3 Business Proposal	Quiz 3 due.

Week 11 - 25 Sep 2017

Module/Topic	Chapter	Events and Submissions/Topic
Drop-in for Assignment 3		**Ass 3 Business Report, Presentation and Quizzes** Due: Week 11 Friday (29 Sept 2017) 11:45 pm AEST

Week 12 - 02 Oct 2017

Module/Topic	Chapter	Events and Submissions/Topic

| Presentations | | Ass 3 Presentation due.
Complete unit feedback survey in Moodle - the red "Have your say" button. |

Review/Exam Week - 09 Oct 2017

Module/Topic	Chapter	Events and Submissions/Topic

Exam Week - 16 Oct 2017

Module/Topic	Chapter	Events and Submissions/Topic

Term Specific Information

Unit Coordinator: Jamie Shield, Cairns, j.shield@cqu.edu.au, 07 4037 4750

Assessment Tasks

1 Ass 1 Essay

Assessment Type
Written Assessment

Task Description
Please write an essay in which you investigate an ICT communication topic and argue your position. You will be assigned a topic on the unit website. The essay should be 800 to 1600 words in length.
With the permission of the unit coordinator, you may choose an alternative ICT communication topic related to your work.

Additional Details
Further details for this assignment are available on the unit website.

Assessment Due Date
Week 5 Friday (11 Aug 2017) 11:45 pm AEST

Return Date to Students

Within a fortnight of submission when the marking and moderation process is completed.

Weighting
20%

Assessment Criteria
The assignment criteria includes aspects such as:

- Quality and structure of your arguments,
- Quality of your chosen references, and
- Your writing mechanics, e.g., spelling, grammar and referencing.

Marks will be deducted for aspects such as, but not limited to, not adhering to the word limits, plagiarism and the use of a rewriting engine such a synonym generator or a spinner.

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
A Word document should be submitted via the unit web site.

Learning Outcomes Assessed

- Explain communication concepts and strategies.
- Communicate effectively in a professional context.

Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Team Work
- Information Technology Competence
- Cross Cultural Competence
- Ethical practice

2 Ass 2 Critique Presentation

Assessment Type
Practical and Written Assessment

Task Description
Please work in pairs to present a critique of arguments from articles that you intend to use for Assignment 3. Create a PowerPoint document to support your presentation. Your presentation should last six to eight minutes.
Internal students will present during class time. Distance students will present online during a group video conference. Distance students will require a web cam, microphone and speaker or headset.

Pairs
You must work in pairs. You may choose who you work with. Please discuss with your lecturer if you have not found a partner by the start of Week 7.

Additional Details
Further details for this assignment are available on the unit website.

Assessment Due Date
Week 9 Friday (15 Sept 2017) 11:45 pm AEST
The deadline for the presentation is before the assignment deadline: the presentation is due during your Week 9 class.

Return Date to Students

Feedback will be returned within two weeks of the assignment deadline.

Weighting
30%

Assessment Criteria
The assignment criteria includes aspects such as:

- Presentation performance including your non-verbal gestures,
- Presentation content, including your choice of reference and your Toulmin argument,
- Presentation organisation, framing and mechanics, e.g., no spelling errors.

Pairs will usually receive the same mark for the presentation content, but will be marked individually on their presentation skills. Both partners are required to speak for three minutes each.
Marks will be deducted for aspects such as, but not limited to, incomplete submissions, plagiarism and inability of staff to access externally linked assessable material.

Referencing Style

- Harvard (author-date)

Submission
Online Group

Submission Instructions
Please submit your PowerPoint document via the unit website. Include both names of your pair when you submit your assignment. Only one submission per pair is necessary.

Learning Outcomes Assessed

- Show confidence and skills in oral communications and presentations.
- Work effectively as part of a team.
- Communicate effectively in a professional context.
- Define and demonstrate conflict management and resolution strategies.

Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Team Work
- Information Technology Competence
- Cross Cultural Competence
- Ethical practice

3 Ass 3 Business Report, Presentation and Quizzes

Assessment Type
Presentation and Written Assessment

Task Description
There are three components to this assignment:

- Business Report (40%)
- Presentation (30%)
- Quizzes (30%)

Please create a proposal for an organisation that wishes to enhance its communications. We would like you to present your proposal and support it with a business report.
The description of the organisation and their requirements will be provided on the unit website. You may choose another appropriate case study, e.g., related to your work. Approval for an alternative organisation must be obtained from your lecturer and reported to the unit coordinator at least two weeks prior to the assignment deadline.

Business Report
Please write a business report to report your findings. The business report should be 1500 to 2000 words in length.
Evaluate Communication Context: discuss the current communication context of the organisation. Explain how the communication model applies to the organisation's issues.
Ethical and Intercultural Implications: discuss the ethical and intercultural implications of the organisation's context.
Recommendations: please include recommendations as to how the organisation should proceed. Provide convincing, well-structured recommendations that are supported with evidence.

Presentation
We would like you to present your findings to the client. Create a PowerPoint, to support your presentation. Your presentation should last six to ten minutes.
Internal students will present during class time. Distance students will present online during a group video conference. Distance students will require a web cam, microphone and speaker (or headset).

Pairs
You may work alone or in pairs. The unit coordinator must be informed prior to submission if a pair decides to split. Both members of the pair are required to speak for at least four minutes each.
Usually, both partners will receive the same mark for the business report and the PowerPoint. Your presentation skills will be marked individually.

Quizzes

This task involves providing written answers to tutorial questions. You will need to complete three quizzes. The deadlines for the quizzes are before the final deadline of the assignment. Please refer to the schedule. Please contact the unit coordinator if you enrolled after Week 3.

Additional Details
Further details for this assignment are available on the unit website.

Assessment Due Date
Week 11 Friday (29 Sept 2017) 11:45 pm AEST
The presentation is due during your Week 12 class.

Return Date to Students

Feedback and marks for this assignment will not be available until after the grade certification date. Feedback for each quiz will be available within a fortnight of their due date.

Weighting
50%

Assessment Criteria
Business Report
The assignment criteria includes aspects such as:

- Recommendations: quality of Toulmin arguments and references,

- Business report structural integrity, organisation, writing style and framing,
- Ethical and intercultural communications context,
- Referencing: meticulous use of CQU Abridged Harvard Referencing Style; and
- Mechanics, grammar, and proofing: Your assignment is virtually free from mechanical, grammatical, punctuation, and spelling errors.

Presentation
The assignment criteria includes aspects such as:

- Presentation structural integrity, organisation and framing,
- Presentation content quality,
- Presentation non-verbals,
- Mechanics and proofing, e.g., spelling errors.

Quizzes
Each quiz question has its own marking criteria. These include aspects such as the completeness, correctness, spelling, punctuation, grammar, structure, and style. Each quiz has the same weight.
Marks will be deducted for aspects such as, but not limited to, incomplete submissions, plagiarism, the use of rewriting engines, and inability of staff to access any externally linked assessable material.

Referencing Style

- Harvard (author-date)

Submission
Online Group

Submission Instructions
Please submit the Business Report Word document and the PowerPoint slideshow. Include the name of your partner when you submit your assignment. Only one submission per pair is necessary.

Learning Outcomes Assessed

- Show confidence and skills in oral communications and presentations.
- Work effectively as part of a team.
- Communicate effectively in a professional context.
- Define and demonstrate conflict management and resolution strategies.

Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Team Work
- Information Technology Competence
- Cross Cultural Competence
- Ethical practice

Academic Integrity Statement

As a CQUniversity student you are expected to act honestly in all aspects of your academic work.

Any assessable work undertaken or submitted for review or assessment must be your own work. Assessable work is any type of work you do to meet the assessment requirements in the unit, including draft work submitted for review and feedback and final work to be assessed.

When you use the ideas, words or data of others in your assessment, you must thoroughly and clearly acknowledge the source of this information by using the correct referencing style for your unit. Using others' work without proper acknowledgement may be considered a form of intellectual dishonesty.

Participating honestly, respectfully, responsibly, and fairly in your university study ensures the CQUniversity qualification you earn will be valued as a true indication of your individual academic achievement and will continue to receive the respect and recognition it deserves.

As a student, you are responsible for reading and following CQUniversity's policies, including the **Student Academic Integrity Policy and Procedure**. This policy sets out CQUniversity's expectations of you to act with integrity, examples of academic integrity breaches to avoid, the processes used to address alleged breaches of academic integrity, and potential penalties.

What is a breach of academic integrity?
A breach of academic integrity includes but is not limited to plagiarism, self-plagiarism, collusion, cheating, contract cheating, and academic misconduct. The Student Academic Integrity Policy and Procedure defines what these terms mean and gives examples.

Why is academic integrity important?
A breach of academic integrity may result in one or more penalties, including suspension or even expulsion from the University. It can also have negative implications for student visas and future enrolment at CQUniversity or elsewhere. Students who engage in contract cheating also risk being blackmailed by contract cheating services.

Where can I get assistance?
For academic advice and guidance, the Academic Learning Centre (ALC) can support you in becoming confident in completing assessments with integrity and of high standard.

What can you do to act with integrity?

Be Honest
If your assessment task is done by someone else, it would be dishonest of you to claim it as your own

Seek Help
If you are not sure about how to cite or reference in essays, reports etc, then seek help from your lecturer, the library or the Academic Learning Centre (ALC)

Produce Original Work
Originality comes from your ability to read widely, think critically, and apply your gained knowledge to address a question or problem