



COIT11239 *Professional Communications Skills* for ICT

Term 3 - 2017

Profile information current as at 24/04/2024 04:06 am

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 3 - 2017

- Brisbane
- Distance
- Melbourne
- Sydney

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

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

Recommendation

Keep the related activities and materials.

Feedback from Student feedback

Feedback

The assessment requirements need to be clearer.

Recommendation

Simplify the assessment.

Feedback from Student feedback

Feedback

The lecture slides need some more explanations.

Recommendation

Add additional explanations to the lecture slides.

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



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

Ruchira De Silva Unit Coordinator

r.desilva2@cqu.edu.au

Schedule

Week 1 - 06 Nov 2017

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

Week 2 - 13 Nov 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 - 20 Nov 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 - 27 Nov 2017

Module/Topic	Chapter	Events and Submissions/Topic
Drop-in for Assignment 1		Assessment 1 due at the end of the week. Ass 1 Essay Due: Week 4 Friday (1 Dec 2017) 11:45 pm AEST

Vacation Week - 04 Dec 2017

Module/Topic	Chapter	Events and Submissions/Topic
Your lecturers will advise of any rescheduled workshops and activities. Otherwise, no classes.		

Week 5 - 11 Dec 2017

Module/Topic	Chapter	Events and Submissions/Topic
Planning and Developing Presentations	3 Understanding Your Audience 11 Nonverbal Delivery upto 11.4 Visual Aids 12.5 Organizing Principles for Your Speech 15.6 Introducing a Speaker	

Week 6 - 18 Dec 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 - 01 Jan 2018

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 - 08 Jan 2018

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

Week 9 - 15 Jan 2018

Module/Topic	Chapter	Events and Submissions/Topic
Legal and Ethical Communication in ICT	Unit readings	Assessment 2 presentations due

Week 10 - 22 Jan 2018

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	

Week 11 - 29 Jan 2018

Module/Topic	Chapter	Events and Submissions/Topic
Drop-in for Assignment 3		Quiz 3 due. Assessment 3 Report due Complete unit feedback survey in Moodle - the red "Have your say" button.

Week 12 - 05 Feb 2018

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 - 12 Feb 2018

Module/Topic	Chapter	Events and Submissions/Topic
No exams in COIT11239		

Exam Week - 12 Feb 2018

Module/Topic	Chapter	Events and Submissions/Topic
No exams in COIT11239		

Term Specific Information

Contact information for Ruchira de Silva: Email: r.desilva2@cqu.edu.au. Telephone: (02) 9324 5790. Office: Level 6, 400 Kent Street, Sydney Campus.

Please submit questions about the unit through the 'Q&A' discussion forum in Moodle so that everyone can benefit from the questions and answers. If you have any individual queries, please email me and I'll try to get back to you within a day or so. For an individual discussion, please contact during work hours or email a suitable date/time with any other relevant details so I can contact you.

Daylight Saving is in effect throughout Term 3. Check the time differences for any impact on your assessment submission times if you live outside Queensland.

Please note that the University is closed for the Christmas New Year period. Marking of assessments will be impacted by this closure period. Assessment deadlines and return dates are planned to not disadvantage students.

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. Further details including the topic and length for this assignment are available on the unit website. This is an individual assessment.

All students must attend from Week 1 or cover the materials as soon as they enroll with self study where needed. Knowledge gained in the early weeks are essential for all assessments.

Assessment Due Date

Week 4 Friday (1 Dec 2017) 11:45 pm AEST

Return Date to Students

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

Weighting

20%

Assessment Criteria

The assignment criteria include 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.

Assessments provide the opportunity for students to demonstrate their knowledge and skills to achieve the required standard. To do this, assessment responses need to be both clear and easy to understand. If not, the University cannot determine that students have demonstrated their knowledge and skills. Assessments will, therefore, be marked accordingly including the potential for 0 marks where relevant.

Referencing Style

- [Harvard \(author-date\)](#)

Submission

Online

Submission Instructions

A Word document, 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

Students will work in small groups of 2 - 4 to present a critique of arguments from articles that you intend to use for Assignment 3. Further details for this assignment are available on the unit website. You may choose your group members but your lecturer will finalise the groups in Week 5.

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. Internal students are expected to work in groups. Distance students may request to work individually if there are logistical issues. Please discuss with the Unit Coordinator.

Please note that this assessment leads to Assessment 3. Therefore, group members who present together are expected to complete Assessment 3 except in extenuating circumstances.

All students must attend from Week 1 or cover the materials as soon as they enroll with self study where needed. Knowledge gained in the early weeks are essential for all assessments.

Assessment Due Date

The submission deadline for the presentation slides are 24 hours before the presentation deadline: the presentation is due during Week 9 for all students. Internal students will present in their classes while the distance students will discuss arrangements with the Unit Coordinator.

Return Date to Students

Feedback will be returned within two weeks of the delivery of the presentation, after marking and moderation is completed.

Weighting

30%

Assessment Criteria

Presentation slides must be submitted 24 hours before your presentation. The assignment criteria include 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. 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.

All group members are required to speak unless there is a medical condition supported by evidence - discuss the options with the lecturer and unit coordinator well before the due date. Groups will usually receive the same mark for the presentation content, but may be marked individually on their presentation skills. If a student does not attend on the day of the presentation, other group members must be ready to present. The absent student will be marked 0 unless an extension request with acceptable supporting evidence is provided. Details provided on Moodle Unit website.

Assessments provide the opportunity for students to demonstrate their knowledge and skills to achieve the required standard. To do this, assessment responses need to be both clear and easy to understand. If not, the University cannot determine that students have demonstrated their knowledge and skills. Assessments will, therefore, be marked accordingly including the potential for 0 marks where relevant.

Plagiarism penalties and academic misconduct charges for group components will apply to all members in the group. Students must deliver the presentation on the allocated day to have their presentation marked. Submission of the file(s) alone is not acceptable as having completed the assessment requirements.

Referencing Style

- [Harvard \(author-date\)](#)

Submission

Online Group

Submission Instructions

Please submit your PowerPoint document via the unit website. Include names of all group members when you submit your assignment. Only one PPT submission per group is necessary while the others will be asked to submit a peer review form which will be provided on Moodle.

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%). Due dates for the different components are provided on the Unit website.

The online quizzes are individual assessments, while the presentation and the business report are group based (same groups that completed assessment 2).

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 and a presentation. The description of the organisation and their requirements will be provided on the unit website.

Business Report: Please write a business report to report your findings. The length and other details provided on the Unit website. **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: You need 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).

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

All students must attend from Week 1 or cover the materials as soon as they enroll with self study where needed. Knowledge gained in the early weeks are essential for all assessments.

Assessment Due Date

Quizzes are due in Weeks 3, 6 and 8. Report submission is due at the end of week 11. The presentation is due during your Week 12 class for internal students and as arranged in week 12 for distance students. Presentation slides must be submitted 24 hours before your presentation. Only one PPT and Report submission per group is necessary while the others will be asked to submit a peer review form which will be provided on Moodle.

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. Please note that marking of some components factor the Christmas New Year period - see Term specific information.

Weighting

50%

Assessment Criteria

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.

Business Report: The assignment criteria include 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: Presentation slides must be submitted 24 hours before your 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.

All group members are required to speak unless there is a medical condition supported by evidence - discuss the options with the lecturer and unit coordinator well before the due date. Groups will usually receive the same mark for the presentation content, but may be marked individually on their presentation skills. If a student does not attend on the day of the presentation, other group members must be ready to present. The absent student will be marked 0 unless an extension request with acceptable supporting evidence is provided. Details provided on Moodle Unit website.

Marks for Assessment 3 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.

Assessments provide the opportunity for students to demonstrate their knowledge and skills to achieve the required standard. To do this, assessment responses need to be both clear and easy to understand. If not, the University cannot determine that students have demonstrated their knowledge and skills. Assessments will, therefore, be marked accordingly including the potential for 0 marks where relevant.

Plagiarism penalties and academic misconduct charges for group components will apply to all members in the group.

Referencing Style

- [Harvard \(author-date\)](#)

Submission

Online Group

Submission Instructions

Please submit the Business Report Word document and the PowerPoint slideshow. Include the names of your group members when you submit your assignment. Only one submission per group is necessary while the others will be asked to submit a peer review form which will be provided on Moodle.

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