



# COIT11239 Professional Communications Skills for ICT

## Term 2 - 2018

Profile information current as at 27/04/2024 06:43 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 negotiation, teamwork, conflict management, academic referencing, library skills, and oral and written communication. The unit introduces awareness of cultural diversity and its management in a multicultural workforce.

### 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 - 2018

- 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. **Group Work**

Weighting: 30%

#### 2. **Written Assessment**

Weighting: 20%

#### 3. **Presentation**

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 evaluation and self-reflection.

**Feedback**

The assessment requirements need to be clearer.

**Recommendation**

The assignments will be reviewed prior to publishing.

#### Feedback from Student evaluation and self-reflection.

**Feedback**

Improve slides and video.

**Recommendation**

We will improve the clarity of the explanations on the slides and the videos. We will seek feedback regarding the slides and videos.

#### Feedback from Student evaluation.

**Feedback**

Students liked various components including the writing style, research and argument sections, the relevance to industry was highlighted, and this unit helped them build skills needed for other units. International students appreciated learning more about Australian culture.

**Recommendation**

We will continue to seek opportunities to strengthen the industry relevance of the sections in this unit.

## 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)
- Innovation (INOV)

## Alignment of Learning Outcomes, Assessment and Graduate Attributes



## Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes				
	1	2	3	4	5
1 - Written Assessment - 20%	•			•	
2 - Group Work - 30%		•	•		•
3 - Presentation - 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 - Group Work - 30%	•				•	•				
3 - Presentation - 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](mailto:j.shield@cqu.edu.au)

## Schedule

### Week 1 - 09 Jul 2018

Module/Topic	Chapter	Events and Submissions/Topic
Importance of Communication Skills in ICT	1 Effective Business Communications 3 Understanding Your Audience	

### Week 2 - 16 Jul 2018

Module/Topic	Chapter	Events and Submissions/Topic
Interpersonal Communication	11 Nonverbal Delivery up to 11.4 Visual Aids 12.5 Organizing Principles for Your Speech 16 Intrapersonal and Interpersonal Business Communication	

### Week 3 - 23 Jul 2018

Module/Topic	Chapter	Events and Submissions/Topic
Writing Style	4 Effective business writing 6.1 Organisation 6.2 Writing Style 7.2 Specific Revision Points to Consider	

### Week 4 - 30 Jul 2018

Module/Topic	Chapter	Events and Submissions/Topic
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Arguments 6.3 Making an Argument

#### Week 5 - 06 Aug 2018

Module/Topic	Chapter	Events and Submissions/Topic
Ass 1 Presentations & Role plays		<b>Ass 1 Oral and Conflict Management Skills</b> Due: Week 5 Monday (6 Aug 2018) 1:00 am AEST

#### Vacation Week - 13 Aug 2018

Module/Topic	Chapter	Events and Submissions/Topic
Check with your lecturer regarding rescheduled classes.		

#### Week 6 - 20 Aug 2018

Module/Topic	Chapter	Events and Submissions/Topic
Academic Skills	6.4 Paraphrase and Summary versus Plagiarism 8.4 Qualitative and Quantitative Research	

#### Week 7 - 27 Aug 2018

Module/Topic	Chapter	Events and Submissions/Topic
Innovation & Entrepreneurship		

#### Week 8 - 03 Sep 2018

Module/Topic	Chapter	Events and Submissions/Topic
Teamwork & Intercultural Communication	18 Intercultural and International Business Communication 19 Group Communication, Teamwork, and Leadership	

#### Week 9 - 10 Sep 2018

Module/Topic	Chapter	Events and Submissions/Topic
ICT Communication in Action	9 Business Writing in Action; upto 9.3 Business Proposal	<b>Ass 2 Quiz</b> Due: Week 9 Monday (10 Sept 2018) 1:00 am AEST

#### Week 10 - 17 Sep 2018

Module/Topic	Chapter	Events and Submissions/Topic
Assignment 3 Drop-in & Presentations		

#### Week 11 - 24 Sep 2018

Module/Topic	Chapter	Events and Submissions/Topic
Presentations		Assignment 3 Presentations due

#### Week 12 - 01 Oct 2018

Module/Topic	Chapter	Events and Submissions/Topic
No class		Complete unit feedback survey in Moodle - the red "Have your say" button. There is no exam for COIT11239.

## Term Specific Information

Unit Coordinator: Jamie Shield, Cairns  
[j.shield@cqu.edu.au](mailto:j.shield@cqu.edu.au)  
Office: 07 4037 4750

## Assessment Tasks

### 1 Ass 1 Oral and Conflict Management Skills

#### Assessment Type

Group Work

#### Task Description

The aims of this assignment are to develop your skills in oral communication and interpersonal conflict management. Your tasks are to:

- Undertake a team leadership task or give a presentation
- Role play conflict scenarios.

Your role plays and presentations will be assessed during your Week 5 class.

Distance students will require a web cam, microphone and speaker or headset. You will be assessed during the Week 5 online class.

Further details, including leadership tasks and presentation topics, will be provided to you on the Moodle unit website.

#### Assessment Due Date

Week 5 Monday (6 Aug 2018) 1:00 am AEST

Your (distance and oncampus students) presentation and role play are assessed during your Week 5 class. Video recordings of your leadership communications are due by the assignment deadline.

#### Return Date to Students

Feedback will be returned within a fortnight of assessment when the moderation process is complete. Any feedback you receive prior to the moderation process might change.

#### Weighting

30%

#### Assessment Criteria

The assignment criteria include aspects such as stage presence, nonverbal gestures, listening skills (e.g. use of paraphrasing) and conflict management skills (e.g. appropriate use of "I" phrases).

Plagiarism will be dealt with according to University policy. Your assignment might be assigned a zero grade or reported for further action.

Incomplete submissions such as those in which staff are unable to access linked material, for example, due to insufficient permissions, might not be marked or a late penalty might be applied.

#### Referencing Style

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

#### Submission

No submission method provided.

#### Submission Instructions

Your role plays will be assessed during class. If you are giving a presentation, there is nothing to submit. If you have completed a leadership task, upload your four minute video recording to a hosting service such as Google Drive and submit a URL in a Word document.

#### Learning Outcomes Assessed

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

#### Graduate Attributes

- Communication
- Team Work
- Information Technology Competence

### 2 Ass 2 Quiz

#### Assessment Type

Written Assessment

**Task Description**

This assignment involves completing a quiz to assess your understanding of the unit materials and to help you prepare for Assignment 3. Many of the questions will be short answer questions related to the unit materials. You may also be asked to complete larger written tasks. For example, you might be asked to select an appropriate paper for your third assignment and provide a discussion as to why the paper is appropriate according to a given set of criteria.

**Assessment Due Date**

Week 9 Monday (10 Sept 2018) 1:00 am AEST

**Return Date to Students**

A moderation process is used to ensure marker consistency. Feedback and marks will be returned within a fortnight of submission when the marking and moderation process is completed.

**Weighting**

20%

**Assessment Criteria**

The criteria includes aspects such as communication strategy design, adherence to a style guide, writing style, correct classification of arguments, analysis of the validity of arguments, and your writing mechanics, e.g., spelling and grammar.

Your quiz may be checked for plagiarism and the use of rewriting engines, also known as synonym generators or spinners. Your assignment might be assigned a zero grade or reported for further action.

Incomplete submissions such as those in which staff are unable to access linked material, e.g., due to insufficient permissions, might not be marked or late penalties might be applied.

**Referencing Style**

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

**Submission**

Online

**Submission Instructions**

Please complete the Assignment 2 Quiz.

**Learning Outcomes Assessed**

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

**Graduate Attributes**

- Communication
- Critical Thinking
- Information Literacy
- Information Technology Competence
- Social Innovation

## 3 Ass 3 Story, Report and Presentation

**Assessment Type**

Presentation

**Task Description**

The aim of this assignment is to help you develop the skills to apply and share expert Information and Communication Technology (ICT) knowledge. We would like you to:

- Find research papers that discuss a communication concept or strategy relevant to the ICT industry
- Summarise the researchers' recommendations in a business report (35%)
- Develop an interactive story to apply the recommendations to the ICT industry (25%) and
- Give a presentation (40%)

You (distance and oncampus students) will present during your Week 11 class. Distance students will require a web cam, microphone and speaker (or headset).

Further details about this assignment, including the communication concept or strategy to research, will be available on the Moodle unit website in Week 1 of this term.

**Assessment Due Date**

The report and interactive story are due by the assignment deadline. The presentation is due during your Week 11 class.



Any extension provided to one group member for the presentation component will not apply to the other group members.

### **Return Date to Students**

Your grades and feedback for the report and the presentation will usually not be available until after the grade certification date.

### **Weighting**

50%

### **Assessment Criteria**

The criteria for the report include aspects such as the quality of your references, your summaries, the report organisation and framing, the writing style, the use of CQUni Harvard referencing, grammar and spelling.

The criteria for the presentation include aspects such as your stage presence, your gestures and your slideshow's structure, framing and mechanics, including the style, grammar, punctuation and spelling.

The criteria for the interactive story include aspects such as how well the story explains and applies the communication concept to the ICT industry, coverage of three recommendations and the mechanics of the dialogue, including the style, grammar, punctuation and spelling.

Usually, all group members will receive the same mark for the report and interactive story components. Your presentation skills will be marked individually.

The unit coordinator must be informed prior to submission if a group decides to split.

If a group member does not attend on the day of the presentation, the remaining group members must be ready to present. The absent students will be allocated zero marks for the presentation component.

Plagiarism and the use of a rewriting engine such as a synonym generator or a spinner will be dealt with according to University policy. Plagiarism penalties and academic misconduct charges may apply to all group members for group components. Your assignment might be assigned a zero grade or reported for further action.

Incomplete submissions such as those in which staff are unable to access linked material, for example, due to insufficient permissions, might not be marked or late penalties might be applied.

### **Referencing Style**

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

### **Submission**

No submission method provided.

### **Submission Instructions**

Submit your Report as a Word document. Submit your interactive story as a ZIP file or as a URL in your Word document. Include the names and student numbers of your group members. All group members should submit. You do not need to submit your slides. Your presentation will be assessed during class. A moderation process is performed to ensure marker consistency. To facilitate the moderation process, your presentation will be recorded by your lecturer.

### **Learning Outcomes Assessed**

- Explain communication concepts and strategies
- 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
- Information Technology Competence
- Cross Cultural Competence
- Ethical practice
- Social Innovation

## 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