COIT11239 *Professional Communications Skills for ICT*

Term 1 - 2019

Profile information current as at 12/10/2024 12:45 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 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 1 - 2019

- Adelaide
- Brisbane
- Cairns
- Melbourne
- Online
- 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. **Presentation**
Weighting: 50%
3. **Written Assessment**
Weighting: 20%

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

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%	•			•	
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

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 - 11 Mar 2019

Module/Topic	Chapter	Events and Submissions/Topic
Introduction to Communication Skills in ICT	1 Effective Business Communications 3 Understanding Your Audience	**You must attend all classes as in-class assessments occur each week, including the first week. This includes distance students.** **Assignment 2** Due: Week 1 Monday (11 Mar 2019) 1:00 am AEST

Week 2 - 18 Mar 2019

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 - 25 Mar 2019

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	**Assignment 3** Due: Week 3 Monday (25 Mar 2019) 1:00 am AEST

Week 4 - 01 Apr 2019		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Arguments	6.3 Making an Argument	

Week 5 - 08 Apr 2019		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Teamwork & Intercultural Communication	18 Intercultural and International Business Communication 19 Group Communication, Teamwork, and Leadership	

Vacation Week - 15 Apr 2019		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Check with your lecturer regarding rescheduled classes.		

Week 6 - 22 Apr 2019		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Academic Skills	6.4 Paraphrase and Summary versus Plagiarism 8.4 Qualitative and Quantitative Research	

Week 7 - 29 Apr 2019		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Innovation & Entrepreneurship		

Week 8 - 06 May 2019		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Academic Skills	Harvard Referencing Style abridged guide	

Week 9 - 13 May 2019		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
ICT Communication in Action	9 Business Writing in Action; upto 9.3 Business Proposal	

Week 10 - 20 May 2019		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Demonstrations		

Week 11 - 27 May 2019		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
In-class Article Analysis		

Week 12 - 03 Jun 2019		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Check with your lecturer regarding rescheduled classes.		Complete unit feedback survey in Moodle - the red "Have your say" button. There is no exam for COIT11239.

Term Specific Information

You must attend all classes as most of your assessment takes place in class time (this includes distance students).
Unit coordinator: Jamie Shield, j.shield@cqu.edu.au, 07 4037 4750.

Assessment Tasks

1 Assignment 1

Assessment Type
Group Work

Task Description
The aims of this assignment are to develop your skills in ICT industry teamwork and interpersonal conflict management. Assignment 1 is comprised of several group tasks. **You must be able to attend class as these tasks will be assessed in your class. Distance students will require a web cam, microphone and speaker or headset.**
Draft Schedule - Refer to the unit website for updates

Activity	Oncampus Week	Distance Week	Description
System name game	1	1	Systems development often involves creating something that does not exist. We must communicate using techniques such as metaphors, for example, “the system is like a pipe”. You will experience common industry communication barriers.
Facts and opinions	4	3	Many miscommunications are due to poor listening. This activity will involve identifying effective listening strategies and recognising poor listening strategies.
Survival decisions	7	3	You will experience group decision-making approaches.
Knowledge sharing game	5	5	You will experience different team cultures.
Mob writing	8	8	You will experience an Agile-like activity while practising article analysis.
Conflict role plays	10	10	You will role play conflict scenarios.

Further details will be provided to you on the unit website.

Assessment Due Date
Week 1 Monday (11 Mar 2019) 1:00 am AEST

Refer to the assessment schedule on the unit website for due dates.

Return Date to Students

A moderation process is performed to ensure marker consistency. To facilitate the moderation process, your lecturer might record your tasks. 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 your listening skills, engagement, reflections, conflict management skills, spelling and grammar.
Plagiarism will 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 tasks will be assessed during class. Each task has its own submission instructions. You will usually need to submit a written answer, script or reflections both online and to your lecturer prior to leaving class. Please refer to the unit website for submission instructions.

assessmentOutcome

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

assessmentGradAttribute

- Communication
- Team Work
- Information Technology Competence

2 Assignment 2

Assessment Type
Presentation

Task Description
The aim of this assignment is to develop your oral communications skills.
There are several presentations in Assignment 2. **You must attend classes as these tasks will be assessed in your class. Distance students will require a web cam, microphone and speaker or headset.**

Draft Schedule - Refer to the unit website for updates

Presentation Task	Oncampus Week	Distance Week	Description
Daily stand-up	2	1	You will experience a *Daily stand-up* which is a widely used Agile practice designed to help a team organise itself.
My skills	3	3	You will tell a story to a small group, describing a behaviour that demonstrates one of your ICT professional skills.
Emergency broadcast	6	5	In small teams, you will develop an emergency broadcast address.
Demonstration	10	10	In pairs, you will demonstrate a software feature.

Further details will be provided on the unit website.

Assessment Due Date
Week 1 Monday (11 Mar 2019) 1:00 am AEST

Refer to the unit website for due dates of the individual tasks.

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
50%

Assessment Criteria
The criteria for the presentation usually include aspects such as your stage presence, your gestures and your slideshow's structure, framing and mechanics, including the style, grammar, punctuation and spelling.
All group members will usually receive the same mark for components such as the slideshow framing. Your presentation skills are usually marked individually.
Plagiarism and the use of a rewriting engine such as a synonym generator or a spinner will 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
Your tasks will be assessed during class. Each task has its own submission instructions. You will need to submit items

such as your reflections, PowerPoint slideshow or video recording of your live presentation. Include the names and student numbers of your group members in documents such as slideshows. All group members should submit. Please refer to the unit website for submission instructions. A moderation process is performed to ensure marker consistency. To facilitate the moderation process, your lecturer might record your tasks.

assessmentOutcome

- 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.

assessmentGradAttribute

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Information Technology Competence
- Cross Cultural Competence
- Ethical practice
- Social Innovation

3 Assignment 3

Assessment Type
Written Assessment

Task Description
The aim of this assignment is to allow you to demonstrate your ability to apply and share expert Information and Communication Technology (ICT) knowledge.
Assignment 3 is comprised of four quizzes and an in-class article analysis. **During the Week 11 class, you will be required to read and analyse an article within three hours under supervision.**

Task	Week
Quiz 1	3
Quiz 2	5
Quiz 3	7
Quiz 4	9
In-class article analysis	In Week 11 class

Further details will be provided to you on the unit website.

Assessment Due Date
Week 3 Monday (25 Mar 2019) 1:00 am AEST

Refer to the unit website for due dates of the individual tasks.

Return Date to Students

Feedback for the quizzes 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. Your grades and feedback for the article analysis will usually not be available until after the grade certification date.

Weighting
20%

Minimum mark or grade
You must obtain 50% in this assignment and 50% overall to pass the unit.

Assessment Criteria
The criteria for the quiz questions include aspects such as the communication strategy design, adherence to a style guide, writing style, correct classification of arguments, analysis of the validity of arguments, and your writing mechanics, for example, spelling and grammar. The criteria for the article analysis include aspects such as your summary, answers to the questions, organisation, the writing style, use of CQUni Harvard referencing, grammar and spelling.
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. Plagiarism and the use of a rewriting engine such as a synonym generator or a spinner will dealt with according to University policy. Plagiarised assignments might be assigned a zero grade or reported for further action.

Referencing Style

- Harvard (author-date)

Submission
No submission method provided.

Submission Instructions
Please refer to the unit website for submission instructions. Each task has its own submission instructions. As an overview: * The quizzes need to be completed on the unit website. * You will need to submit a Word document containing your the article analysis prior to leaving the class. A moderation process is performed to ensure marker consistency.

assessmentOutcome

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

assessmentGradAttribute

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