COIT11239 *Professional Communications Skills for ICT*
Term 3 - 2019

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 3 - 2019
- Brisbane
- Melbourne
- Online
- 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. **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
Improve slides and video.

Recommendation
Improve the clarity of the explanations on the slides and the videos. 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.

Feedback from Student evaluation and self-reflection.

Feedback
Some of the assessment activities were not motivated sufficiently, the time for some assessment activities was insufficient, the assessment criteria were not sufficiently explained and the assessment return was poor.

Recommendation
The assessment activities will be refined.

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.

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

Mahmoud El Khodr Unit Coordinator
m.elkhodr@cqu.edu.au

Schedule

Week 1 - 11 Nov 2019

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

Week 2 - 18 Nov 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 Nov 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	

Week 4 - 02 Dec 2019

Module/Topic	Chapter	Events and Submissions/Topic
Arguments	6.3 Making an Argument A guide to debate	

Vacation Week - 09 Dec 2019

Module/Topic	Chapter	Events and Submissions/Topic

Check with your lecturer regarding
rescheduled classes.

Week 5 - 16 Dec 2019

Module/Topic	Chapter	Events and Submissions/Topic
Teamwork & Intercultural Communication	18 Intercultural and International Business Communication 19 Group Communication, Teamwork, and Leadership	Assignment 1 is due for submission online **Assignment 1** Due: Week 5 Friday (20 Dec 2019) 12:00 pm AEST

Week 6 - 23 Dec 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 - 06 Jan 2020

Module/Topic	Chapter	Events and Submissions/Topic
Innovation & Entrepreneurship		Debate practice in class

Week 8 - 13 Jan 2020

Module/Topic	Chapter	Events and Submissions/Topic
Academic Skills	Harvard Referencing Style abridged guide	

Week 9 - 20 Jan 2020

Module/Topic	Chapter	Events and Submissions/Topic
ICT Communication in Action	9 Business Writing in Action; upto 9.3 Business Proposal	In-class debate/presentation Assignment 2 is due for submission online by the due date **Assignment 2- Debate** Due: Week 9 Friday (24 Jan 2020) 12:00 pm AEST

Week 10 - 27 Jan 2020

Module/Topic	Chapter	Events and Submissions/Topic
Ethics and social issues		

Week 11 - 03 Feb 2020

Module/Topic	Chapter	Events and Submissions/Topic
What is a literature review How to write a conference article		

Week 12 - 10 Feb 2020

Module/Topic	Chapter	Events and Submissions/Topic
Check with your lecturer regarding rescheduled classes.		Assignment 3 is due online by the due date Complete unit feedback survey in Moodle - the red "Have your say" button. There is no exam for COIT11239. **Assignment 3** Due: Week 12 Friday (14 Feb 2020) 11:45 pm AEST

Exam Week - 17 Feb 2020

Module/Topic	Chapter	Events and Submissions/Topic

Term Specific Information

9 Dec to 13 Dec Break
25 Dec to 31 Dec Vacation (X-mass and new year)

Assessment Tasks

1 Assignment 1

Assessment Type
Group Work

Task Description
The aim of this assignment is to develop your oral, research and writing communications skills.
In week 2, students will join a group of three. If students do not voluntarily join a group, they will be assigned one. A topic from a given list will be assigned to each group.
Each group must give a 15 minutes presentation. The presentation should introduce the topic and mention the key issues of the topic, but it should be brief. Students during the presentation should demonstrate appropriate use of gestures and aim to demonstrate an excellent stage presence.
Each group must prepare as well a 2000 words report. The report should introduce the topic, examine the literature, discuss current issues, including case studies and draw a conclusion. The authors should cite at least five peer-reviewed references that are used in the report.

Assessment Due Date
Week 5 Friday (20 Dec 2019) 12:00 pm AEST
Presentation is due in class. Report is due online. Refer to the assessment schedule on the unit website for further details

Return Date to Students
Week 7 Monday (6 Jan 2020)
A moderation process is performed to ensure marker consistency. To facilitate the moderation process, your lecturer might record your tasks. Any feedback you receive prior to the moderation process might change.

Weighting
30%

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.
The criteria of the report include aspects such as such whether the topic is well researched, and whether the arguments are supported by enough literature based on referred articles or not.
All group members will usually receive the same mark for components such as the slideshow framing. Your presentation skills are usually marked individually.
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
Online Group

Submission Instructions
Presentation is due in class. The report is due for submission online by the due date. Please refer to the unit website for submission instructions.

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 Assignment 2- Debate

Assessment Type
Presentation

Task Description
Groups of 3-5 members will be formed in Week 6 (these will be different from assignment 1 groups) and a topic will be assigned to each team and which side of the argument you are to speak to. The group should prepare a case and organise the order in which students are going to speak. Your team members will each speak for 4-5 minutes, alternating with your opponents.
The first speaker for the proposition will define the question and introduce the argument, the first speaker for the opposition will introduce their case, the second speakers will sustain and or refute the arguments, the final speakers for both sides will summarise their team's arguments and any rebuttals and close their case.
When the case is closed there will be three to five minutes of questions (depending on the group size) from the floor addressed to any team member to which you will briefly respond. Timing will be strict, and you must stop speaking when your time has elapsed otherwise a penalty will be imposed. The same grade will be given to each member of the team at the discretion of the marker.

Assessment Due Date
Week 9 Friday (24 Jan 2020) 12:00 pm AEST
In class debate plus report submission by the due date

Return Date to Students
Week 11 Monday (3 Feb 2020)
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 assignment criteria include aspects such as your listening skills, engagement, reflections, conflict management skills, spelling and grammar.
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 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
Group debate/presentation in class. Each student should submit a counterargument report by the due date

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

3 Assignment 3

Assessment Type
Written Assessment

Task Description
You are to write a literature review report on a given topic (Internet of Things, Cyber Security). An IEEE or ACM conference paper will be provided and should be used as a template for the report format.
The aim of this assignment is to allow you to demonstrate your ability to apply and share expert Information and Communication Technology (ICT) knowledge. Also to demonstrate your communication and writing skills.

Assessment Due Date
Week 12 Friday (14 Feb 2020) 11:45 pm AEST
Online by the due date

Return Date to Students
Exam Week Monday (17 Feb 2020)
On certification day

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 assignment include aspects such as Clarity and validity of arguments, Quality of research e.g. Conveying accurate information and citing at least three recent, relevant sources to underpin arguments, adherence to a style guide, writing style, and your writing mechanics, for example, spelling and grammar.

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
Online by the due date

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

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