



COIT11239 *Professional Communications Skills* for ICT

Term 2 - 2020

Profile information current as at 27/04/2024 06:24 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 - 2020

- 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 Evaluations

Feedback

Improve slides and videos.

Recommendation

Improve the quality of materials by substituting content from the generic professional communications unit.

Feedback from Student Evaluations

Feedback

Students appreciated the caring teachers, learning gestures for presentations and conflict resolution strategies. International students appreciated learning the communication customs used by Australians.

Recommendation

Maintain the quality of teaching.

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% | • | | | • | |

| Assessment Tasks | Learning Outcomes | | | | |
|------------------------|-------------------|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 |
| 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

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

Schedule

Week 1 - 13 Jul 2020

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

Week 2 - 20 Jul 2020

| 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 - 27 Jul 2020

| 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 | Quiz 1 |

Week 4 - 03 Aug 2020

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

Week 5 - 10 Aug 2020

| Module/Topic | Chapter | Events and Submissions/Topic |
|--------------|---------|------------------------------|
|--------------|---------|------------------------------|

| | | |
|---|---|--|
| Teamwork & Intercultural Communication | 18 Intercultural and International Business Communication 19 Group Communication, Teamwork, and Leadership | Groupwork; Quiz 2 |
| Vacation Week - 17 Aug 2020 | | |
| Module/Topic | Chapter | Events and Submissions/Topic |
| Check with your lecturer regarding rescheduled classes. | | |
| Week 6 - 24 Aug 2020 | | |
| Module/Topic | Chapter | Events and Submissions/Topic |
| Academic Skills | 6.4 Paraphrase and Summary versus Plagiarism 8.4 Qualitative and Quantitative Research | Groupwork |
| Week 7 - 31 Aug 2020 | | |
| Module/Topic | Chapter | Events and Submissions/Topic |
| Innovation & Entrepreneurship | | Presentation |
| Week 8 - 07 Sep 2020 | | |
| Module/Topic | Chapter | Events and Submissions/Topic |
| Academic Skills | Harvard Referencing Style abridged guide | Groupwork |
| Week 9 - 14 Sep 2020 | | |
| Module/Topic | Chapter | Events and Submissions/Topic |
| Presentations | 9 Business Writing in Action; upto 9.3 Business Proposal | Presentation |
| Week 10 - 21 Sep 2020 | | |
| Module/Topic | Chapter | Events and Submissions/Topic |
| In-class Writing | | Article Analysis |
| Week 11 - 28 Sep 2020 | | |
| Module/Topic | Chapter | Events and Submissions/Topic |
| ICT Communication in Action | | Quiz 3 |
| Week 12 - 05 Oct 2020 | | |
| 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

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

Most of the assessments in this unit are performed in-class - including assessments for distance students. Online classes for distance students are usually held on Tuesdays 5:30pm AEST (Queensland time) in Weeks 4 to 10. Please check the unit website for updates.

Assessment Tasks

1 Assignment 1

Assessment Type

Group Work

Task Description

There are several group tasks in Assignment 1. These tasks will be assessed in your class. Those attending online will require a web cam, microphone and speaker or headset.

The aims of this assignment are to develop your skills in ICT industry teamwork and interpersonal conflict management .

Draft Schedule - Refer to the unit website for updates

| Group Task | Week | Description | Weight |
|---------------------|------|--|--------|
| Facts and opinions | 4 | Many miscommunications are due to poor listening. This activity will involve identifying effective listening strategies and recognising poor listening strategies. | 5% |
| Survival decisions | 5 | You will experience group decision-making approaches. | 5% |
| Conflict role plays | 6 | You will role play conflict scenarios. | 10% |
| Mob Writing | 8 | You will practise article analysis. | 10% |
| | | Total: | 30% |

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

Assessment Due Date

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. 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 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 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 online. 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

Assessment Type

Presentation

Task Description

There are four quizzes and two presentations in Assignment 2. These tasks will be assessed in your class. **Distance students require a web cam, microphone and speaker or headset.**

Draft Schedule - Refer to the unit website for updates

| Presentation Task | Oncampus Week | Description | Weight |
|-------------------------|---------------|---|--------|
| Quiz 1 | 3 | | 3% |
| Quiz 2 | 5 | | 5% |
| Quiz 3 | 11 | | 12% |
| Practise presentation | 7 | You will present an individual talk to a small audience | 10% |
| Individual presentation | 9 | You will present an individual talk to a larger group | 20% |
| | | Total: | 50% |

Further details will be provided on the unit website.

Assessment Due Date

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 quiz questions include aspects such as the correct classification of non-verbal gestures, 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 presentations 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. 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

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. * Your presentations will be assessed during class. 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.

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

Assignment 3 consists of an in-class article analysis. During the Week 10 class, you will be required to read and analyse an article within three hours under supervision.

The aim of this assignment is to allow you to demonstrate your ability to apply and share expert Information and Communication Technology (ICT) knowledge.

Assessment Due Date

The article analysis is due during your Week 10 class.

Return Date to Students

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 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 be 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

Online

Submission Instructions

You will need to submit a Word document containing your the article analysis prior to leaving the class.

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