COIT11239 *Professional Communications Skills for ICT*
Term 3 - 2020

Profile information current as at 14/12/2025 12:30 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 3 - 2020

- 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 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

— 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%	●			●	

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)

Referencing Style

All submissions for this unit must use the referencing style: [Harvard (author-date)](#)
For further information, see the Assessment Tasks.

Teaching Contacts

Pak Poon Unit Coordinator
p.poon@cqu.edu.au

Schedule

Week 1 - 09 Nov 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Introduction to Communication Skills in ICT		

Week 2 - 16 Nov 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Interpersonal Communication		

Week 3 - 23 Nov 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Writing Style		

Week 4 - 30 Nov 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Argument		Assignment 1 (Facts and Opinion)

Vacation Week - 07 Dec 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**

Week 5 - 14 Dec 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Teamwork in ICT		

Week 6 - 21 Dec 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Research Skills		Assignment 1 (Conflict Role Play)

Vacation Week - 28 Dec 2020

Module/Topic	Chapter	Events and Submissions/Topic

Week 7 - 04 Jan 2021

Module/Topic	Chapter	Events and Submissions/Topic
Entrepreneurship and Social Innovation		Assignment 2 (5-min Practice Talk)

Week 8 - 11 Jan 2021

Module/Topic	Chapter	Events and Submissions/Topic
Mod Writing Workshop		Assignment 1 (Mod Writing)

Week 9 - 18 Jan 2021

Module/Topic	Chapter	Events and Submissions/Topic
ICT Communication in Action		

Week 10 - 25 Jan 2021

Module/Topic	Chapter	Events and Submissions/Topic
Individual Presentation Workshop		Assignment 2 (Individual Presentation)

Week 11 - 01 Feb 2021

Module/Topic	Chapter	Events and Submissions/Topic
Writing Assignment Workshop		Assignment 3 (Written Assessment)

Week 12 - 08 Feb 2021

Module/Topic	Chapter	Events and Submissions/Topic

Exam Week - 15 Feb 2021

Module/Topic	Chapter	Events and Submissions/Topic

Term Specific Information

Associate Professor Pak Poon (Unit Coordinator)
Office: Room 6.15, School of Engineering and Technology, 120 Spencer Street, Melbourne VIC 3000 (Melbourne Campus)
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Assessment Tasks

1 Assessment 1

Assessment Type
Group Work

Task Description
Assessment 1 involves the following three tasks:

- Task 1: Facts and Opinions (5%)
- Task 2: Conflict Role Play (5%)
- Task 3: Mob Writing (20%)

Assessment Due Date

Task 1 (Due: Week 4) / Task 2 (Due: Week 6) / Task 3 (Due: Week 8)

Return Date to Students

Within 2 weeks after submission due date

Weighting
30%

Assessment Criteria
Assessment will be based on the marking worksheet relevant to each task. In general, marking will cover the contents and the format/style of the submission. More information on assessments is given below:
Task 1: Assessment will be based on the students' listening strategies that affect their own performance, and the identified improvements to be made in their listening and speaking.
Task 2: Assessment will be based on the students' insights into how different group decision processes influence participant's behaviour, and personal reflections of groupthink and learning style.
Task 3: Assessment will be based on insightful summary; insightful answers to the questions; and mechanics, grammar and proofing.

Referencing Style

- Harvard (author-date)

Submission
Online Group

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 Assessment 2

Assessment Type
Presentation

Task Description
Assessment 2 involves the following 2 tasks:

- 5-min practice talk (20%):
- Individual presentation (30%):

For both tasks, assessment will based on various factors such as audience engagement, appropriate use of time, gestures, vocalised non-verbals, speaking rate, and contents/format of slide show.

Assessment Due Date

Task 1 (Due: Week 7) / Task 2 (Due: Week 10)

Return Date to Students

Within 2 weeks after submission due date

Weighting
50%

Assessment Criteria
Assessment will be based on the marking worksheet relevant to each task. In general, marking will cover the contents and the flow of the talk/presentation. Examples of assessment areas includes the following three areas:

- Contents: Summary, answers to individual questions, conclusion and recommendations
- Format/style: Report organisation, mechanics, grammar and proofing
- Referencing

Referencing Style

- Harvard (author-date)

Submission
Online

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 Assessment 3

Assessment Type
Written Assessment

Task Description
Assessment 3 is a written assignment involving an article analysis.

Assessment Due Date

Assessment 3 will be due in Week 11

Return Date to Students

Within 2 weeks after submission due date

Weighting
20%

Assessment Criteria
Assessment will be based on the relevant marking worksheet provided. In general, marking will cover the contents and the format/style of the submission.

Referencing Style

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

Submission
Online

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