COIT11239 *Professional Communications Skills for ICT*
Term 2 - 2021

Profile information current as at 14/12/2025 12:43 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 2 - 2021
- 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. **Written Assessment**
Weighting: 20%
2. **Group Work**
Weighting: 30%
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 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
COIT11239

Supplementary

Business Communication for Success
Authors: unknown
Binding: eBook

Additional Textbook Information
See unit website for downloadable PDF of the recommended/supplementary open-source textbook

IT Resources
You will need access to the following IT resources:

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)
- Webcam, microphone and speakers (or headset)
- Microsoft Office including Word and Powerpoint

Referencing Style

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

Teaching Contacts

Kenneth Howah Unit Coordinator
k.howah@cqu.edu.au

Schedule

Week 1 - 12 Jul 2021

Module/Topic	Chapter	Events and Submissions/Topic
Introduction to Communication Skills in ICT		

Week 2 - 19 Jul 2021

Module/Topic	Chapter	Events and Submissions/Topic
Interpersonal Communication		

Week 3 - 26 Jul 2021

Module/Topic	Chapter	Events and Submissions/Topic
Writing Style		

Week 4 - 02 Aug 2021

Module/Topic	Chapter	Events and Submissions/Topic
Arguments		Assignment 1 (Facts and Opinion)

Week 5 - 09 Aug 2021

Module/Topic	Chapter	Events and Submissions/Topic
Teamwork in ICT		

Vacation Week - 16 Aug 2021

Module/Topic	Chapter	Events and Submissions/Topic

Week 6 - 23 Aug 2021

Module/Topic	Chapter	Events and Submissions/Topic
Research Skills		Assignment 1 (Conflict Role Play)

Week 7 - 30 Aug 2021

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

Week 8 - 06 Sep 2021

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

Week 9 - 13 Sep 2021

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

Week 10 - 20 Sep 2021

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

Week 11 - 27 Sep 2021

Module/Topic	Chapter	Events and Submissions/Topic
Writing Assignment Workshop		Assignment 3 (Written Assessment) **Assessment 3** Due: Week 11 Monday (27 Sept 2021) 11:45 pm AEST

Week 12 - 04 Oct 2021

Module/Topic	Chapter	Events and Submissions/Topic

Review/Exam Week - 11 Oct 2021

Module/Topic	Chapter	Events and Submissions/Topic

Exam Week - 18 Oct 2021

Module/Topic	Chapter	Events and Submissions/Topic

Assessment Tasks

1 Assessment 3

Assessment Type
Written Assessment

Task Description
Assessment 3 is a written assignment involving an article analysis. During the Week 11 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
Week 11 Monday (27 Sept 2021) 11:45 pm AEST

Assessment 3 will be due during your Week 11 class.

Return Date to Students

Within 2 weeks after submission due date

Weighting
20%

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 such as contract cheating or the use of a rewriting engine such as a synonym generator or a spinner will be dealt with in accordance with University policy. Plagiarised assignments might be assigned a zero grade or reported for further action.

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

2 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%)

These tasks will be assessed in your class. Those attending online will require a web cam, microphone and speaker or headset.

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
The assignment criteria include aspects such as your listening skills, engagement, reflections, conflict management skills, overall presentation quality.
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
Online

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

3 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.
Distance students require a web cam, microphone and speaker or headset.

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
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 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
Online

Submission Instructions
Please refer to the unit website for submission instructions. Each task has its own submission instructions. Your presentations will be assessed during class. You will need to submit items such as PowerPoint slideshows or video recordings 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

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