



COIT11239 Professional Communications Skills for ICT

Term 3 - 2022

Profile information current as at 14/12/2025 03:36 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 - 2022

- 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 Teaching Staff

Feedback

Consecutive weeks containing an assessment might cause assessment fatigue for students.

Recommendation

Some consecutiveness is unavoidable but where possible more break weeks amongst the assessment weeks will be inserted.

Feedback from UC Reflection and Teaching Staff

Feedback

The two ALC sessions seem to repeat the same materials.

Recommendation

Liaise with ALC staff to make each session more highly relevant to upcoming assessments.

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

COIT11239

Supplementary

Business Communication for Success

(2016)

Authors: University of Minnesota Libraries
University of Minnesota Libraries Publishing
Minneapolis , Minnesota , USA
Binding: eBook

Additional Textbook Information

You do not need to purchase this book. An eversion will be available through the Moodle unit site.

Publisher Information - The textbook (*Business Communication for Success*) is adapted from a work produced and distributed under a Creative Commons license (CC BY-NC-SA) in 2010 by a publisher who has requested that they and the original author not receive attribution. This adapted edition is produced by the University of Minnesota Libraries Publishing through the eLearning Support Initiative. This adaptation has reformatted the original text, and replaced some images and figures to make the resulting whole more shareable. This adaptation has not significantly altered or updated the original 2010 text

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

Harita Chugh Unit Coordinator
h.chugh@cqu.edu.au

Schedule

Week 1 - 07 Nov 2022

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

Week 2 - 14 Nov 2022

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

Week 3 - 21 Nov 2022

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

Week 4 - 28 Nov 2022

| Module/Topic | Chapter | Events and Submissions/Topic |
|--------------|---------|---|
| Arguments | | Assignment 1 Task 1 (Facts and Opinion) Due on the day of your in-class workshop |

Vacation Week - 05 Dec 2022

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

Week 5 - 12 Dec 2022

| Module/Topic | Chapter | Events and Submissions/Topic |
|-----------------|---------|--|
| Teamwork in ICT | | Assignment 1 Task 2 (Conflict Roleplays) Due on the day of your in-class workshop |

Week 6 - 19 Dec 2022

| Module/Topic | Chapter | Events and Submissions/Topic |
|--|---------|------------------------------|
| Research and Academic Learning Skills Workshop | | |

Vacation Week - 26 Dec 2022

| Module/Topic | Chapter | Events and Submissions/Topic |
|--------------------|---------|------------------------------|
| Season's Greetings | | |

Week 7 - 02 Jan 2023

| Module/Topic | Chapter | Events and Submissions/Topic |
|--|---------|---|
| Social Innovation and Practice Presentation Workshop | | Assignment 2 Task 1 (Practice Presentation) Due on the day of your in-class workshop |

Week 8 - 09 Jan 2023

| Module/Topic | Chapter | Events and Submissions/Topic |
|----------------------|---------|---|
| Mob Writing Workshop | | Assignment 1 Task 3 (Mob Writing) Due on the day of your in-class workshop |

Week 9 - 16 Jan 2023

| Module/Topic | Chapter | Events and Submissions/Topic |
|---|---------|------------------------------|
| ICT Communication in Action and Academic Learning Skills Workshop | | |

Week 10 - 23 Jan 2023

| Module/Topic | Chapter | Events and Submissions/Topic |
|----------------------------------|---------|--|
| Individual Presentation Workshop | | Assignment 2 Task 2 (Final Presentation) Due on the day of your in-class workshop |

Week 11 - 30 Jan 2023

| Module/Topic | Chapter | Events and Submissions/Topic |
|-----------------------------|---------|--|
| Writing Assignment Workshop | | Assignment 3 (In-class Written Assessment) Due on the day of your in-class workshop |

Week 12 - 06 Feb 2023

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

Term Specific Information

Unit Coordinator's Contact Details

Name: Harita Chugh

Email: h.chugh@cqu.edu.au

Assessment Tasks

1 Assessment 1 (Groupwork and Reflections)

Assessment Type

Group Work

Task Description

Assessment 1 involves the following three tasks:

Task 1: Facts and Opinions (5%)

Task 2: Conflict Roleplays (5%)

Task 3: Mob Writing (20%)

These tasks will be assessed in your class. Refer to the unit's Moodle website for further details. Students attending online will require a webcam, microphone and speaker or headset.

Assessment Due Date

Task 1 (Due: Week 4 on the day of your in-class workshop) / Task 2 (Due: Week 5 on the day of your in-class workshop) / Task 3 (Due: Week 8 on the day of your in-class workshop)

Return Date to Students

Within 2 weeks after the submission due date

Weighting

30%

Assessment Criteria

The assignment criteria include aspects such as your listening skills, engagement, reflections, conflict management skills, and overall presentation quality. Refer to the unit's Moodle website for specific marking criteria.

Plagiarism will be dealt with as per University policies. If academic misconduct is detected, 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 must be completed during your workshop. 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 further 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 Assessment 2 (Presentations)

Assessment Type

Presentation

Task Description

Assessment 2 involves the following two tasks:

Task 1: 3-5 minutes Practice Presentation (20%)

Task 2: 5-8 minutes Final Presentation (30%)

You will be required to present on a contemporary Information and Communication Technology (ICT) topic to showcase your verbal and non-verbal communication and presentation skills. For your presentation, you will require researching the ICT topic, developing presentation slides, and presenting to a live audience during your workshop. Refer to the unit's Moodle website for further details.

Students attending online will require a webcam, microphone and speaker or headset.

Assessment Due Date

Task 1 (Due: Week 7 on the day of your in-class workshop) / Task 2 (Due: Week 10 on the day of your in-class workshop)

Return Date to Students

Within 2 weeks after the submission due date

Weighting

50%

Assessment Criteria

Assessment of both tasks will be based on various factors, including stage presence, appropriate use of time, gestures, vocalised non-verbals, speaking rate, style, framing and mechanics, grammar, punctuation, spelling, and slideshow's content and structure.

Refer to the unit's Moodle website for specific marking criteria.

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. Plagiarism and the use of a rewriting engine such as a synonym generator or a word-spinner will be dealt with as per University policies. If academic misconduct is detected, your assignment might be assigned a zero grade or reported for further action.

Referencing Style

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

Submission

No submission method provided.

Submission Instructions

Your tasks must be completed during your workshop. You will present in class and submit PowerPoint slides. Please refer to the unit website for further submission instructions.

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 (In-class Written Assessment)

Assessment Type

Written Assessment

Task Description

Assessment 3 is a written assignment involving an article analysis. During the Week 11 workshop, you will be required to read and analyse an article and answer related questions. This supervised assessment has to be completed in-class within your 3-hour workshop.

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

Due: Week 11 on the day of your in-class workshop

Return Date to Students

Released on Certification of Grades Day

Weighting

20%

Minimum mark or grade

Obtain at least 50% in this assessment 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 of the response, the writing style, use of CQUni Harvard referencing, grammar and spelling. Refer to the unit's Moodle website for specific marking criteria.

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.

Plagiarism such as contract cheating or using a rewriting engine such as a synonym generator or a word-spinner will be dealt with as per University policies. If academic misconduct is detected, your assignment might be assigned a zero grade or reported for further action.

Referencing Style

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

Submission

Online

Submission Instructions

Your article analysis must be completed and submitted online during your workshop. Please refer to the unit website for further submission instructions.

Learning Outcomes Assessed

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

Graduate Attributes

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

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