



COIT11239 *Professional Communications Skills* for ICT

Term 2 - 2023

Profile information current as at 17/04/2024 01:01 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 - 2023

- Brisbane
- Cairns
- Melbourne
- Online
- Rockhampton
- 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

There are no required textbooks.

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 - 10 Jul 2023

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

Week 2 - 17 Jul 2023

Module/Topic	Chapter	Events and Submissions/Topic
Interpersonal Communication		

Week 3 - 24 Jul 2023

Module/Topic	Chapter	Events and Submissions/Topic
Writing Style		

Week 4 - 31 Jul 2023

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

Week 5 - 07 Aug 2023

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

Vacation Week - 14 Aug 2023

Module/Topic	Chapter	Events and Submissions/Topic
Break		
Week 6 - 21 Aug 2023		
Module/Topic	Chapter	Events and Submissions/Topic
Research and Academic Learning Skills Workshop		
Week 7 - 28 Aug 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 - 04 Sep 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 - 11 Sep 2023		
Module/Topic	Chapter	Events and Submissions/Topic
ICT Communication in Action and Academic Learning Skills Workshop		
Week 10 - 18 Sep 2023		
Module/Topic	Chapter	Events and Submissions/Topic
Individual Presentation Workshop		Assignment 2 Task 2 (Individual Presentation) Due on the day of your in-class workshop
Week 11 - 25 Sep 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 - 02 Oct 2023		
Module/Topic	Chapter	Events and Submissions/Topic
Review and Catch-up		
Review/Exam Week - 09 Oct 2023		
Module/Topic	Chapter	Events and Submissions/Topic
Exam Week - 16 Oct 2023		
Module/Topic	Chapter	Events and Submissions/Topic

Term Specific Information

All enrolled students whether on-campus or Online are expected to attend each weekly workshop. On-campus students will attend in person on their respective campuses, while Online students will attend the workshop over real-time video (Zoom)

For enquiries, contact your on-campus lecturer in the first instance. For Online students, your lecturer will be the unit coordinator. All students may contact the unit coordinator at any time to resolve issues that may arise. The Unit Coordinator, Mr. Ken Howah, can be contacted via email (k.howah@cqu.edu.au) or via Microsoft Teams.

Assessment Tasks

1 Assessment 1 (Groupwork and Reflections)

Assessment Type

Group Work

Task Description

Assessment 1 consists of the following three tasks:

Task 1: Facts and Opinions (5%) - focus is on listening skills

Task 2: Conflict Roleplays (5%) - focus is on conflict resolution through appropriate communications

Task 3: Mob Writing (20%) - focus is on team-based writing

The tasks are completed in the workshop time. Refer to the Moodle website for further details.

Students enrolled in online mode and attending over Zoom will require a webcam, microphone and speaker or headset.

Completed work must be submitted in Moodle before leaving the workshop.

Assessment Due Date

Task 1 is due Week 4 on the day of your workshop; Task 2 is due Week 5 on the day of your workshop; and Task 3 is due Week 8 on the day of your workshop.

Return Date to Students

Within 2 weeks after submission.

Weighting

30%

Assessment Criteria

The marking criteria over the three tasks 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 where staff are unable to access uploaded material, or uploaded files are corrupted, 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 and required work uploaded 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 consists of the following two tasks:

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

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

For both tasks, you will deliver an oral presentation in class on a contemporary Information and Communication Technology (ICT) topic to showcase your verbal and non-verbal communication and presentation skills. 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 is due Week 7 on the day of your workshop; Task 2 is due Week 10 on the day of your workshop.

Return Date to Students

Within 2 weeks after submission.

Weighting

50%

Assessment Criteria

Assessment of both presentations 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.

The oral presentation itself is the main aspect marked, however you will also upload to Moodle any associated work such as speech notes and PowerPoint slides where applicable, and these will be considered in overall marking.

Incomplete submissions, where staff are unable to access or view uploaded material might not be marked, or a penalty might be applied.

Academic misconduct, such as plagiarism, contract cheating or using a rewriting engine such as a synonym generator, a word-spinner or an artificial intelligence tool, 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 tasks must be completed during your workshop. You will present in class and submit PowerPoint slides (task 2). 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 consists of a written assignment in which you read and analyse an academic article provided to you on the day. This activity will allow you to demonstrate your ability to synthesise and and communicate expert Information

related to Communication Technology (ICT) knowledge.

The analysis mainly involves reading, understanding, and summarising the article and answering a number of questions about the article. Like the other assessments, this task must be completed and your work submitted to Moodle within the workshop time.

Important: **You must earn at least 50% in this assessment and 50% over all assessments to pass the unit.**

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%

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.

Academic misconduct, such as plagiarism, contract cheating or using a rewriting engine such as a synonym generator, a word-spinner or an artificial intelligence tool, 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
- 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