

In Progress

Please note that this Unit Profile is still in progress. The content below is subject to change.



COIT12203 *Workflow Analysis & Management*

Term 2 - 2024

Profile information current as at 16/05/2024 11:25 pm

All details in this unit profile for COIT12203 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

Business processes are core to an organisation and its business partners for delivering products or services to customers. In this unit, you will be introduced to discovering, scoping, assessing, modelling and redesigning business processes. This unit provides you with an overview of the foundations of process modelling, process improvement and process integration. You will use techniques to analyse organisational processes and propose improvements to those processes. You will learn workflow principles and how to re-design business processes to improve efficiency. This unit will provide you with the necessary skills to develop a report that identifies business processes and recommend improvements for organisational efficiency from a process and technological perspective.

Details

Career Level: *Undergraduate*

Unit Level: *Level 2*

Credit Points: 6

Student Contribution Band: 8

Fraction of Full-Time Student Load: 0.125

Pre-requisites or Co-requisites

Prerequisite: (COIT11239 or COMM11003) and COIT11226

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 - 2024

- 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

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 Unit Coordinator self-reflection and students' verbal feedback

Feedback

The number of ePortfolios could be reduced.

Recommendation

Condense the ePortfolio assessment.

Feedback from Students via end-of-term evaluation and verbal feedback

Feedback

The 500-word requirement in the ePortfolio assessment was too obstructive to dig deep into the concepts and conceptualise key points.

Recommendation

Increase the stipulated word count for the ePortfolio assessment.

Feedback from Unit Coordinator self-reflection

Feedback

Apart from Visio, consider other intuitive and collaborative cloud-based process mapping platforms.

Recommendation

Introduce process mapping tools, such as LucidChart.

Unit Learning Outcomes

On successful completion of this unit, you will be able to:

1. Define and describe the concepts of workflow business processes in organisations, and assess their applicability
2. Evaluate methods, tools and techniques for analysing, modelling and (re)designing business processes
3. Apply appropriate techniques to model and interpret 'as-is' and 'to-be' process models
4. Argue the role of business process technologies in supporting organisational business processes
5. Identify organisational change issues that may arise owing to the implementation of new business processes
6. Undertake a case study analysis and deliver a presentation as part of a team with an emphasis on professional communication.

The 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 (codes included):

- Information Analysis (INAN)
- Business Analysis (BUAN)
- Research (RSCH)
- Business Process Improvement (BPRI)
- Requirements Definition and Management (REQM)
- Business Modelling (BSMO)
- Business Risk Management (BURM)
- Change Management (CHMG)

Alignment of Learning Outcomes, Assessment and Graduate Attributes

Alignment of Assessment Tasks to Learning Outcomes

Alignment of Graduate Attributes to Learning Outcomes

Alignment of Assessment Tasks to Graduate Attributes

Assessment Tasks	Graduate Attributes									
	1	2	3	4	5	6	7	8	9	10
1 - Portfolio - 30%	●	●	●	■		■		■		
2 - Presentation - 20%	●	■	●	■	●		■	■		
3 - Written Assessment - 50%	●	■	●	■	●	■	■	■	■	

Textbooks and Resources

Information for Textbooks and Resources has not been released yet.

This information will be available on Monday 17 June 2024

Academic Integrity Statement

Information for Academic Integrity Statement has not been released yet.

This unit profile has not yet been finalised.