



# COIT20249 Professional Skills in Information Communication Technology

## Term 1 - 2017

Profile information current as at 02/05/2024 01:26 pm

All details in this unit profile for COIT20249 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 is designed to introduce you to the professional skills required of an information and communication technology (ICT) professional: written, oral and interpersonal communication skills; ethical behaviour; and teamwork. The unit also examines some aspects of workplace culture. You will explore the ways in which ICT staff use their professional skills when working in the information communication technologies industry. You will be introduced to emerging technologies that enable new forms of communication and collaboration. Note: If you have completed unit COIT20233 then you cannot take this unit.

### Details

Career Level: *Postgraduate*

Unit Level: *Level 8*

Credit Points: 6

Student Contribution Band: 8

Fraction of Full-Time Student Load: 0.125

### Pre-requisites or Co-requisites

There are no requisites for this unit.

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 1 - 2017

- Brisbane
- Distance
- Melbourne
- 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 Postgraduate 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. **Practical and Written Assessment**

Weighting: 20%

#### 2. **Presentation**

Weighting: 20%

#### 3. **Written Assessment**

Weighting: 30%

#### 4. **Portfolio**

Weighting: 30%

### 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 Course evaluations

**Feedback**

Students appreciated the practicality of this course. They also liked that it helped them to understand how to analyse assessment in other courses.

**Recommendation**

Maintain the practical activities in class that scaffold the assessment items.

**Action**

Assessments are refined and updated each term. ALC staff have constructive input into all assessments.

#### Feedback from Course evaluations

**Feedback**

Students liked that the course covers important aspects of personal and professional life and is not just another technical course. Especially it helped students to learn important aspects like the work culture in Australia.

**Recommendation**

Every term update aspects of the course that will help the students to become better ICT professionals.

**Action**

Every week the unit content links to data that show how ICT employers value professional skills.

#### Feedback from Course evaluations

**Feedback**

Students appreciated the support from the Academic Learning Centre (ALC) staff and how they worked with the teaching staff.

**Recommendation**

Continue having ALC staff involved in this course.

**Action**

ALC staff have a presence in every class. They deliver 4 x 1 hour sessions. The unit coordinator meets with the ALC liaison person to plan and then review the ALC embedded sessions.

#### Feedback from Course evaluations

**Feedback**

Students like having a course assessed with assignments and no exam.

**Recommendation**

Keep the assessment structure.

**Action**

The assessment structure has not changed.

## Unit Learning Outcomes

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

1. Describe the basic principles and importance of effective interpersonal communication, active listening and reading for meaning.
2. Demonstrate teamwork skills.
3. Communicate ideas effectively both verbally and in written form using appropriate language.
4. Create and deliver effective oral presentations.
5. Argue the importance of ethics, codes of behaviour, and societal, privacy and legal issues within the ICT industry.
6. Demonstrate an understanding of common work practices and values operating in the Australian workplace.
7. Assess how ICT can be used to improve organisational processes.
8. Evaluate the application of emerging technologies to communication and collaboration.

The Australian Computer Society (ACS) recognises the Skills Framework for the Information Age (SFIA). SFIA is used in over 100 countries and provides a consistent definition of ICT skills. SFIA is increasingly being used when developing job descriptions and role profiles.

ACS members can use the tool MySFIA at <https://www.acs.org.au/professionalrecognition/mysfia-b2c.html> to build a skills profile.

This unit contributes to the following workplace skills as defined by SFIA:

- Information Analysis (INAN)
- Research (RSCH)
- Business Analysis (BUAN)
- Requirements Definition and Management (REQM)
- Problem Management (PBMG)
- Client Services Management (CSMG)

## Alignment of Learning Outcomes, Assessment and Graduate Attributes



### Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes							
	1	2	3	4	5	6	7	8
<b>1 - Practical and Written Assessment - 20%</b>	•		•			•		•
<b>2 - Presentation - 20%</b>		•	•	•				
<b>3 - Written Assessment - 30%</b>			•		•		•	
<b>4 - Portfolio - 30%</b>	•		•		•	•	•	•

### Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes							
	1	2	3	4	5	6	7	8
<b>1 - Knowledge</b>	◦						◦	◦

Graduate Attributes	Learning Outcomes							
	1	2	3	4	5	6	7	8
2 - Communication	○		○	○	○	○		
3 - Cognitive, technical and creative skills	○			○		○	○	○
4 - Research			○		○			
5 - Self-management		○	○		○			
6 - Ethical and Professional Responsibility	○	○			○	○		
7 - Leadership		○	○				○	
8 - 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
1 - Practical and Written Assessment - 20%	○	○	○					
2 - Presentation - 20%	○	○	○		○		○	
3 - Written Assessment - 30%	○	○	○	○		○		
4 - Portfolio - 30%	○	○	○		○	○		

## Textbooks and Resources

### Textbooks

COIT20249

#### Prescribed

##### Your business degree 2

Edition: 2 (2015)

Authors: Rosalind McCulloch & Andrea Reid

Pearson Australia

Frenchs Forest , NSW , Australia

ISBN: 9781486006366

Binding: Paperback

#### Additional Textbook Information

**It is imperative that you purchase a copy of this textbook as you will need to refer to it every week in class and it is necessary to complete the major assessment items. This textbook is a book that will be helpful to you throughout your degree. It can be purchased in hard copy from the CQUni bookshop or as an e-book from the publisher.**

**To purchase an e-copy of the text you should go to the Publisher's website and follow the directions. The direct link is:**

<http://www.pearson.com.au/9781486011674>

[View textbooks at the CQUniversity Bookshop](#)

### 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: [American Psychological Association 6th Edition \(APA 6th edition\)](#)

For further information, see the Assessment Tasks.

## Teaching Contacts

**Jo Luck** Unit Coordinator

[j.luck@cqu.edu.au](mailto:j.luck@cqu.edu.au)

## Schedule

### Week 1 - 06 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Professional Skills for the Information and Communication Technology Industry	1	

### Week 2 - 13 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
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Higher Order Thinking Skills	2	Complete the participation activity (PA1) - written submission.
<b>Week 3 - 20 Mar 2017</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Information Literacy Skills	3	Presentation topic and date of delivery must be approved.
<b>Week 4 - 27 Mar 2017</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Presentation Skills and Technologies	7	Complete the participation activity (PA2) - Online Quiz.
<b>Week 5 - 03 Apr 2017</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Written Communication Skills	4	Presentations - in class for internal students.
<b>Vacation Week - 10 Apr 2017</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
<b>Week 6 - 17 Apr 2017</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Report Writing	5	Complete the participation activity (PA3) - written submission. Internal students must complete in class. Presentations - in class for internal students.
<b>Week 7 - 24 Apr 2017</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Professional Documents	6	Presentations - in class for internal students.
<b>Week 8 - 01 May 2017</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Working in a Team	8	Presentations - in class for internal students. Submission of presentation materials by Distance (DST) students must be completed this week.
<b>Week 9 - 08 May 2017</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Professional and Ethical Conduct	9	<b>Report</b> Due: Week 9 Friday (12 May 2017) 11:45 pm AEST
<b>Week 10 - 15 May 2017</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Work and Cultural Issues	10	Complete the participation activity (PA4) - Online Quiz.
<b>Week 11 - 22 May 2017</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Use of Web 2.0 and Other Innovative Technologies in ICT	Unit readings	
<b>Week 12 - 29 May 2017</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>

Use of ICT to Improve  
Communications in Organisations

Unit readings

Complete unit feedback survey in  
Moodle - the red "Have your say"  
button.

**Portfolio** Due: Week 12 Friday (2 June  
2017) 11:45 pm AEST

#### Review/Exam Week - 05 Jun 2017

Module/Topic	Chapter	Events and Submissions/Topic
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#### Exam Week - 12 Jun 2017

Module/Topic	Chapter	Events and Submissions/Topic
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## Term Specific Information

### Unit Coordinator's contact details:

**Dr Jo Luck**

**Email:** [j.luck@cqu.edu.au](mailto:j.luck@cqu.edu.au)

**Telephone:** 07 4930 9550

**Skype:** jo.luck

## Assessment Tasks

### 1 Participation Activities

#### Assessment Type

Practical and Written Assessment

#### Task Description

**Please note that all times in Moodle are Australian Eastern Standard Time - you will need to adjust the submission times for your own time zone if you live outside Queensland.**

During the term you will be asked to complete **four participation activities** related to the unit content. They are:

PA1. An email

PA2. An online quiz

PA3. Assessment of skills relating to the Report (Assessment 3)

PA4. An online quiz

The requirements for each activity are posted on the Moodle unit website.

**NO EXTENSIONS can be granted for the Quizzes. If you do NOT complete each Quiz before the due date and time you will receive 0 marks. You must ensure that you complete the quizzes well ahead of the due date and time to avoid last minute problems with technology preventing you from completing the Quizzes on time.**

#### Assessment Due Date

Check the Assessment Specification for the due date of each participation activity. Please note that NO late submissions will be allowed for PA2, PA3 and PA4.

#### Return Date to Students

Participation Activities PA1 and PA3 will be returned after they have been marked by local teaching staff and moderated by the Unit Coordinator. The results of the two on-line quizzes will be released after they close.

#### Weighting

20%

#### Assessment Criteria

Three of the four participation activities are worth **four marks** each. The third participation activity is worth **eight marks**. The criteria vary for each participation activity. For more information, refer to the assessment details and assessment criteria which can be found on the Moodle unit website.

Assessments provide the opportunity for students to demonstrate their knowledge and skills to achieve the required standard. To do this, assessment responses need to be both clear and easy to understand. If not, the University cannot



determine that students have demonstrated their knowledge and skills. Assessments will, therefore, be marked accordingly **including the potential for 0 marks** where relevant.

### Referencing Style

- [American Psychological Association 6th Edition \(APA 6th edition\)](#)

### Submission

Online

### Submission Instructions

Submit as per instructions on the Moodle unit website.

### Learning Outcomes Assessed

- Describe the basic principles and importance of effective interpersonal communication, active listening and reading for meaning.
- Communicate ideas effectively both verbally and in written form using appropriate language.
- Demonstrate an understanding of common work practices and values operating in the Australian workplace.
- Evaluate the application of emerging technologies to communication and collaboration.

### Graduate Attributes

- Knowledge
- Communication
- Cognitive, technical and creative skills

## 2 Presentation

### Assessment Type

Presentation

### Task Description

Internal students will be required to present a topic to their tutorial groups. Distance students need to contact the Unit Coordinator to discuss how they will complete their presentations. A list of suggested topics will be made available through the assessment specification. You may also discuss potential topics with your local lecturer. **Your topic and date of presentation must be approved by your local lecturer by the end of Week 3.**

### Assessment Due Date

Internal - Week 5, 6, 7 or 8 of term. Presentation materials must be uploaded into Moodle by ALL group members before 5:00 PM on the day of the group presentation. Distance - by arrangement with Unit Coordinator. Last date is the end of Week 8.

### Return Date to Students

Internal student presentations will be marked by the local lecturer in class and moderated by the Unit Coordinator. For distance students, the timing of marking will depend on how and when you submit your presentation.

### Weighting

20%

### Assessment Criteria

The marking criteria are:

- speaker/presenter's appearance and other first impressions;
- presentation structure and content;
- coping with questions and facilitating discussion during and at the end of the presentation;
- delivery;
- visual aids and handouts;
- target and audience.

For more information refer to the assessment details and assessment criteria which can be found on the Moodle unit website.

Assessments provide the opportunity for students to demonstrate their knowledge and skills to achieve the required standard. To do this, assessment responses need to be both clear and easy to understand. If not, the University cannot determine that students have demonstrated their knowledge and skills. Assessments will, therefore, be marked accordingly **including the potential for 0 marks** where relevant.

## Referencing Style

- [American Psychological Association 6th Edition \(APA 6th edition\)](#)

## Submission

Online

## Submission Instructions

Copies of the visual aids must be uploaded to Moodle by all students as per the instructions on the Moodle unit website.

## Learning Outcomes Assessed

- Demonstrate teamwork skills.
- Communicate ideas effectively both verbally and in written form using appropriate language.
- Create and deliver effective oral presentations.

## Graduate Attributes

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Self-management
- Leadership

# 3 Report

## Assessment Type

Written Assessment

## Task Description

You will be required to research a current topic in ICT (Information and Communication Technologies) and write a formal academic report on that topic.

## Assessment Due Date

Week 9 Friday (12 May 2017) 11:45 pm AEST

## Return Date to Students

Reports will be returned after they have been marked by local teaching staff and moderated by the Unit Coordinator.

## Weighting

30%

## Assessment Criteria

The marking criteria are based on:

- correct style and content of executive summary;
- appropriate table of contents;
- linkage of introduction, discussion (body of report), conclusion and recommendations;
- addressing the problem described in the case study;
- organisation of ideas and paragraph structure;
- using an appropriate referencing style (APA);
- use of references to support arguments and ideas;
- presentation of the report including grammar, spelling and punctuation;
- keeping within the word count.

A detailed marking rubric is provided for this assessment item. For more information refer to the assessment details and assessment criteria which can be found on the Moodle unit website.

Assessments provide the opportunity for students to demonstrate their knowledge and skills to achieve the required standard. To do this, assessment responses need to be both clear and easy to understand. If not, the University cannot determine that students have demonstrated their knowledge and skills. Assessments will, therefore, be marked accordingly **including the potential for 0 marks** where relevant.

## Referencing Style

- [American Psychological Association 6th Edition \(APA 6th edition\)](#)

## Submission

Online

**Submission Instructions**

Submit as per instructions on the Moodle unit website.

**Learning Outcomes Assessed**

- Communicate ideas effectively both verbally and in written form using appropriate language.
- Argue the importance of ethics, codes of behaviour, and societal, privacy and legal issues within the ICT industry.
- Assess how ICT can be used to improve organisational processes.

**Graduate Attributes**

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Research
- Ethical and Professional Responsibility

## 4 Portfolio

**Assessment Type**

Portfolio

**Task Description**

You will be required to develop a portfolio of resources. The compilation of the portfolio is progressive throughout the term.

**Assessment Due Date**

Week 12 Friday (2 June 2017) 11:45 pm AEST

**Return Date to Students**

Portfolio marks will be released at the Certification of Grades.

**Weighting**

30%

**Assessment Criteria**

The portfolio is made up of five documents which are developed during the term. The criteria and the available marks are different for each document. For more information, refer to the assessment details and assessment criteria which can be found on the Moodle unit website.

Assessments provide the opportunity for students to demonstrate their knowledge and skills to achieve the required standard. To do this, assessment responses need to be both clear and easy to understand. If not, the University cannot determine that students have demonstrated their knowledge and skills. Assessments will, therefore, be marked accordingly **including the potential for 0 marks** where relevant.

**Referencing Style**

- [American Psychological Association 6th Edition \(APA 6th edition\)](#)

**Submission**

Online

**Submission Instructions**

Submit as per instructions on the Moodle unit website.

**Learning Outcomes Assessed**

- Describe the basic principles and importance of effective interpersonal communication, active listening and reading for meaning.
- Communicate ideas effectively both verbally and in written form using appropriate language.
- Argue the importance of ethics, codes of behaviour, and societal, privacy and legal issues within the ICT industry.
- Demonstrate an understanding of common work practices and values operating in the Australian workplace.
- Assess how ICT can be used to improve organisational processes.
- Evaluate the application of emerging technologies to communication and collaboration.

**Graduate Attributes**

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Self-management

## 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