



COIT20249 Professional Skills in Information Communication Technology

Term 2 - 2017

Profile information current as at 08/05/2024 01:09 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 2 - 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 Unit evaluations.

Feedback

The materials in this unit are very helpful for students to improve their written and verbal communication skills. The content will help achieve a job as an ICT professional.

Recommendation

Keep reminding students of the value that employers give to professional skills when they are looking for new employees.

Feedback from Unit evaluations.

Feedback

More interactive work and use of video resources.

Recommendation

Will explore how to increase the interactive work and number of video resources.

Feedback from Unit evaluations.

Feedback

More material on working with different cultures.

Recommendation

Will explore using the assessment items to get students to create resources about working in their own culture. After marking will seek students' permission to share their assessment items through the Moodle site.

Feedback from Unit evaluations.

Feedback

Students are very positive about the ALC involvement in the classes.

Recommendation

Keep working with the ALC and running the embedded literacy classes.

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
1 - Practical and Written Assessment - 20%	•		•			•		•
2 - Presentation - 20%		•	•	•				
3 - Written Assessment - 30%			•		•		•	
4 - Portfolio - 30%	•		•		•	•	•	•

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes							
	1	2	3	4	5	6	7	8
1 - Knowledge	◦						◦	◦

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

Ruchira De Silva Unit Coordinator

r.desilva2@cqu.edu.au

Schedule

Week 1 - 10 Jul 2017

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

Week 2 - 17 Jul 2017

Module/Topic	Chapter	Events and Submissions/Topic
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Higher Order Thinking Skills	2	Discuss Participation Activity (PA1) - written submission. Discuss presentation group formation for internal students .
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Week 3 - 24 Jul 2017

Module/Topic	Chapter	Events and Submissions/Topic
Information Literacy Skills	3	Submit Participation Activity (PA1) - written submission.
Annotated Bibliography	6	Obtain approval for Presentation topic and date of delivery for all students.

Week 4 - 31 Jul 2017

Module/Topic	Chapter	Events and Submissions/Topic
Presentation Skills and Technologies	7	Participation Activity (PA2) - Online Quiz opens in Moodle.

Week 5 - 07 Aug 2017

Module/Topic	Chapter	Events and Submissions/Topic
Written Communication Skills	4	Presentations commence in class for internal students. Complete Participation Activity (PA2) - Online Quiz. Prepare for Portfolio 1

Vacation Week - 14 Aug 2017

Module/Topic	Chapter	Events and Submissions/Topic
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Week 6 - 21 Aug 2017

Module/Topic	Chapter	Events and Submissions/Topic
Report Writing	5	Presentations - in class for internal students. Complete Participation Activity (PA3) - written submission. Internal students must complete and submit online in class. Prepare for Portfolio 1

Week 7 - 28 Aug 2017

Module/Topic	Chapter	Events and Submissions/Topic
Professional Documents	6	Presentations - in class for internal students. Submit Portfolio 1- online submission

Week 8 - 04 Sep 2017

Module/Topic	Chapter	Events and Submissions/Topic
Working in a Team	8	Presentations - in class for internal students.

Week 9 - 11 Sep 2017

Module/Topic	Chapter	Events and Submissions/Topic
Professional and Ethical Conduct	9	Final week of Presentations - in class for internal students. Submission deadline of Presentation materials for Distance (DST) students - must be completed this week.

Week 10 - 18 Sep 2017

Module/Topic	Chapter	Events and Submissions/Topic
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Work and Cultural Issues

10

Participation Activity (PA4) - Online Quiz opens in Moodle.
Submit the Report - online submission.

Report Due: Week 10 Friday (22 Sept 2017) 11:45 pm AEST

Week 11 - 25 Sep 2017

Module/Topic	Chapter	Events and Submissions/Topic
Use of Web 2.0 and Other Innovative Technologies in ICT	Unit readings	Complete Participation Activity (PA4) - Online Quiz.

Week 12 - 02 Oct 2017

Module/Topic	Chapter	Events and Submissions/Topic
Use of ICT to Improve Communications in Organisations	Unit readings	Submit Portfolios 2, 3 and 4 (3 files) - online submission. Complete unit feedback survey in Moodle - the red "Have your say" button.

Review/Exam Week - 09 Oct 2017

Module/Topic	Chapter	Events and Submissions/Topic
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Exam Week - 16 Oct 2017

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

Contact information for Ruchira de Silva: Email: r.desilva2@cqu.edu.au. Telephone: (02) 9324 5790. Office: Level 6, 400 Kent Street, Sydney Campus.

Please submit questions about the unit through the 'Q&A' discussion forum in Moodle, so that everyone can benefit from the questions and answers. If you have any individual queries, please email me and I'll try to get back to you within a day or so. For an individual discussion, please contact during work hours or email a suitable date/time with any other relevant details so I can contact you.

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 - students will need to adjust the submission times for their own time zone if living outside Queensland.

During the term students 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

Requirements for each activity are posted on the Moodle unit website.

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

PA3 is an in-class supervised assessment for internal students. Students must be present in class on the allocated day to complete and submit the assessment. Distance students also have to complete the assessment within the allocated time. No late submissions will be accepted for marking without a valid

extension. Extensions will be given in EXCEPTIONAL circumstances only. Students with a valid extension may have to sit an alternate assessment task.

Assessment Due Date

Check the Assessment Specifications and Moodle website for the due date of each participation activity. Please note that NO late submissions will be allowed for PA2 and PA4. Internal students must complete the assessment in a supervised environment.

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

The criteria and marks 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.

All assessments must be based on valid sources and must comply with the university's referencing guidelines and academic misconduct procedures. Any assessments that breach these procedures and guidelines could be subjected to academic misconduct charges.

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 form small groups within their workshops and will present a topic to their tutorial groups. Local lecturers will finalise topics and schedules for internal groups. Distance students can present individually due to logistical restrictions. Distance students need to contact the Unit Coordinator before the beginning of week 3 to discuss how they will complete their presentations.

A list of possible topics will be made available through the assessment specification document. It is not essential to select topics from this list. Students should discuss other potential topics with their local lecturer. To achieve high outcomes in this assessment, all students are encouraged to select innovative, useful and interesting topics that demonstrate their presentation skills and meet marking criteria.

The topic and date of presentation must be approved by the local lecturer by the end of Week 3.

Presentations MUST proceed on the allocated day. If one person in the group is NOT present on the day, the other students MUST proceed with the presentation. This will be taken into account when marking.

If a student cannot present on the allocated day, they will need to apply for an extension AS SOON AS POSSIBLE and

need to supply evidence.

Assessment Due Date

Internal - Week 5, 6, 7, 8 or 9 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 9.

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 presentation is completed.

Weighting

20%

Assessment Criteria

The marking criteria are based on:

- speaker/presenter's appearance and other first impressions;
- presentation structure and content to meet the presentation needs;
- referencing including the use of valid references, citations and referencing style/formatting;
- coping with questions and facilitating discussion during and at the end of the presentation;
- delivery including time management;
- visual aids, activities 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.

All assessments must be based on valid sources and must comply with the university's referencing guidelines and academic misconduct procedures. Presentations that breach referencing guidelines and academic misconduct procedures could be subjected to academic misconduct charges for all members in the group.

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 and any handouts used 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

Students will be required to research a current topic in ICT (Information and Communication Technologies) as provided in the Report specifications document on Moodle website and write a formal academic report on that topic.

Assessment Due Date

Week 10 Friday (22 Sept 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 topic as provided in the assessment specifications;
- 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) including citations and formatting;
- use of valid references (based on the Triple R framework) 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.

All assessments must be based on valid sources and must comply with the university's referencing guidelines and academic misconduct procedures. Any assessments that breach these procedures and guidelines could be subjected to academic misconduct charges.

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

Students will be required to develop a portfolio of resources. The compilation and submission of the portfolio items are progressive throughout the term. Each portfolio must be submitted as a separate file to the correct location on Moodle website.

Assessment Due Date

Portfolio 1 is due on Friday week 7. Portfolios 2, 3 and 4 are due on Friday week 12.

Return Date to Students

Portfolio 1 marks will be released during the Term. Marks for Portfolio 2, 3 and 4 will be released at the Certification of Grades.

Weighting

30%

Assessment Criteria

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

All assessments must be based on valid sources and must comply with the university's referencing guidelines and academic misconduct procedures. Any assessments that breach these procedures and guidelines could be subjected to academic misconduct charges.

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
- Ethical and Professional Responsibility

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