



COIT20249 *Professional Skills in Information Communication Technology*

Term 2 - 2018

Profile information current as at 29/04/2024 03:01 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.

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

Anti-requisite: COIT20233 Professional Skills for Information and Communication Technology.

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 - 2018

- 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. **Presentation**

Weighting: 20%

2. **Portfolio**

Weighting: 40%

3. **Report**

Weighting: 40%

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

Students appreciate the structure in the unit for the future ICT professionals. Presentations and Reports identified as useful.

Recommendation

Keep the updated assessment structure for the Presentations and Reports.

Feedback from Unit Evaluations.

Feedback

Students identified the different skills covered in the unit that are required for a success in the IT field. Various class-based activities are useful for the class environment and encourage better communication between the students.

Recommendation

Continue to provide class-based activities and examples useful for future ICT professionals. Continue the opportunities for students to contribute during workshops to improve their skills and confidence.

Feedback from Unit Evaluations, In class.

Feedback

Assessment 3, the Report, should be at the end of the term. Portfolios should be in the middle of the term.

Recommendation

Evaluate the new assessment structure from Term 2, 2018 that has the Report towards the end of the term and Portfolio activities during the middle of the term.

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. Communicate professional skills and ideas effectively both verbally and in written form using appropriate language
3. Create and deliver effective oral presentations
4. Argue the importance of ethics, codes of behaviour, and societal, privacy and legal issues within the ICT industry
5. Demonstrate how teamwork skills, common work practices and values operate in the Australian workplace
6. Evaluate how emerging technologies can be used to improve organisational processes including 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:

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

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
1 - Presentation - 20%		•	•		•	
2 - Portfolio - 40%	•			•	•	•
3 - Report - 40%		•		•		•

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes					
	1	2	3	4	5	6
1 - Knowledge		◦				◦
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 - Presentation - 20%	◦	◦	◦		◦		◦	
2 - Portfolio - 40%	◦	◦	◦		◦	◦		
3 - Report - 40%	◦	◦	◦	◦		◦		

Textbooks and Resources

Textbooks

COIT20249

Prescribed

Your Business Degree 2

Edition: 2nd (2015)

Authors: Rosalind McCulloch & Andrea Reid

Pearson Australia

Frenchs Forest , NSW , Australia

ISBN: 9781486006366

Binding: Spiral

COIT20249

Supplementary

Studying in English: Strategies for Success in Higher Education

Edition: 2nd (2017)

Authors: Hayo Reinders, Marilyn Lewis & Linh Phung

Palgrave Macmillan Education

London , England

ISBN: 9781137594051

Binding: Paperback

Additional Textbook Information

It is imperative that you purchase a copy of the 'Your Business Degree 2' 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 - 09 Jul 2018

Module/Topic	Chapter	Events and Submissions/Topic
Professional Skills for the Information and Communication Technology Industry	1	<p>A one minute self-introduction for internal students to introduce yourself to the class. Distance students and any students who missed in-class self-introductions can post a short self-introduction on the General Discussion Forum.</p> <p>This is not a graded activity but a good starting point to the Term. Workshops with large enrolments will separate into a few groups and make the introductions within those groups.</p>

Week 2 - 16 Jul 2018

Module/Topic	Chapter	Events and Submissions/Topic
Higher Order Thinking Skills	2	Discuss presentation group formation for internal students. Distance students to contact the Unit Coordinator with their preferred topic choices.

Week 3 - 23 Jul 2018

Module/Topic	Chapter	Events and Submissions/Topic
Information Literacy Skills Annotated Bibliography	3 and 6	<p>Obtain approval for Presentation topic and date of delivery for all students - end of Week 3.</p> <p>Discuss Portfolio 1.</p>

Week 4 - 30 Jul 2018

Module/Topic	Chapter	Events and Submissions/Topic
Presentation Skills and Technologies	7	Portfolio 1 submission at the end of Week 4.

Week 5 - 06 Aug 2018

Module/Topic	Chapter	Events and Submissions/Topic
Written Communication Skills	4	<p>Presentations commence in class for internal students.</p> <p>Portfolio 2a - online quiz submission at the end of Week 5.</p>

Vacation Week - 13 Aug 2018

Module/Topic	Chapter	Events and Submissions/Topic
No scheduled workshops but your local lecturer will advise of any rescheduled workshops and activities.		

Week 6 - 20 Aug 2018

Module/Topic	Chapter	Events and Submissions/Topic
Report Writing	5	<p>Presentations - in class for internal students.</p> <p>Complete Portfolio 3 - written submission. Internal students must complete and submit online in class time.</p>

Week 7 - 27 Aug 2018

Module/Topic	Chapter	Events and Submissions/Topic

Professional Documents	6	Presentations - in class for internal students.
Week 8 - 03 Sep 2018		
Module/Topic	Chapter	Events and Submissions/Topic
Working in a Team and Conflict Resolution	8	Presentations - in class for internal students.
Week 9 - 10 Sep 2018		
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. Portfolio 2b - online quiz submission at the end of Week 9.
Week 10 - 17 Sep 2018		
Module/Topic	Chapter	Events and Submissions/Topic
Work and Cultural Issues	10	Finalise Report (Assessment 3) for submission. Report Due: Week 10 Friday (21 Sept 2018) 10:55 pm AEST
Week 11 - 24 Sep 2018		
Module/Topic	Chapter	Events and Submissions/Topic
Use of Web 2.0 and Other Innovative Technologies in ICT	Unit readings and videos	Complete unit feedback survey in Moodle - the red "Have your say" button.
Week 12 - 01 Oct 2018		
Module/Topic	Chapter	Events and Submissions/Topic
Use of ICT to Improve Organisational Processes including Communications - Evaluate ICT technologies	Unit readings and evaluation	Complete unit feedback survey in Moodle - the red "Have your say" button. Evaluate Web 2.0 technologies including Zoom in class for use in organisations. Portfolio 2c - online quiz submission after Week 12.
Review/Exam Week - 08 Oct 2018		
Module/Topic	Chapter	Events and Submissions/Topic
No exam for COIT20249.		Portfolio 2c - online quiz submission on Monday.

Term Specific Information

Unit Coordinator contact details for Term 2:

Ruchira de Silva is based at the Sydney campus. Phone number: 02 9324 5064 or internal extension 55064 during business hours. However, please don't leave voice messages as this is a common number for staff. Please send an email if you would like me to contact you. Provide your name, a contact number and the best time/s to contact you with a few details about the purpose of the call. I will try to contact you as soon as I can.

Please check the Term 2 Academic Calendar for Public holidays that may impact on your workshop or assessments. Check with your lecturers for alternative class scheduling arrangements where relevant. These holidays may have an impact on marking and workshop activities.

Assessment Tasks

1 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 presentation schedules for internal groups. All group members for each group must be from the same workshop.

Distance students can present individually or collaborate with other distance students if they wish but it is not guaranteed that other Distance students may wish to form groups due to differing locations and other logistical matters. 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 topic categories will be made available through the assessment specification document. Students should consider suitable topic areas from these categories. It is not essential to be restricted to this list. Students could 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 the assessment requirements and marking criteria. The topic and date of the presentation must be approved by the local lecturer by the end of Week 3. Any students who fail to contact the lecturers or obtain approvals within this time may not be allowed to present later. This rule will be strictly implemented if last minute requests to schedule or approve presentations will disrupt the presentations plans organised for other students. All internally enrolled students must attend workshops to get approval process completed and Distance students must initiate contact with the Unit Coordinator. It is the responsibility of the students to engage with the lecturers in a timely manner.

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. The application for an extension should be completed BEFORE the allocated date of the presentation. If an individual student in a group is granted an extension the rest of the group will still have to present on the allocated day. The individual with an extension may have to present on a different topic as an individual presenter at a later date.

Assessment Due Date

Internal - Week 5, 6, 7, 8 or 9 of term. Presentation materials must be uploaded into Moodle by ALL students (all group members where relevant) before they deliver their 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 the presentation is completed.

Weighting

20%

Assessment Criteria

The marking criteria are based on:

- speaker/presenter's appearance and other impressions including behaviour during presentations;
- 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;

All Presentations must be based on the approved topic and use valid sources of reference material. Students must comply with the university's referencing guidelines and academic misconduct procedures. Presentations that breach these conditions 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.

Note: students must deliver the presentation on the allocated day to have their assessment marked. Submission of the file(s) alone is not acceptable as having completed the assessment requirements. Students **MUST** present their assessment **and** submit all materials used in the presentations to receive marks.

Students must create the presentation materials themselves and must not re-use presentations used in previous terms or for other unit assessments. You may be asked to prove that you have written the presentation yourself or in a team. You should keep copies of early drafts of your presentation.

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

Referencing Style

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

Submission

No submission method provided.

Submission Instructions

Copies of the visual aids and any handouts used in the presentation must be uploaded to Moodle by all students as per the instructions on the Moodle unit website. Only the submitted files will be considered for marking. All these files must be submitted by all group members (if in a group) before the scheduled time of the presentation.

Learning Outcomes Assessed

- Communicate professional skills and ideas effectively both verbally and in written form using appropriate language
- Create and deliver effective oral presentations
- Demonstrate how teamwork skills, common work practices and values operate in the Australian workplace

Graduate Attributes

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

2 Portfolio

Assessment Type

Portfolio

Task Description

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

Assessment Due Date

Various due dates for the different items. See Moodle website for due date for each item.

Return Date to Students

All marks will be returned during the term. Written submissions will be returned after moderation and finalisation of the written submissions. Quiz marks will be released after the deadline for each quiz.

Weighting

40%

Assessment Criteria

Portfolio consists of several activities including quizzes and written submissions. 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 should ensure that they complete the quizzes ahead of the due date and time to avoid last minute problems with technology preventing them from completing the Quizzes on time.

All written assessments must correctly focus on the tasks as in the specifications or they will be given 0 mark and no feedback.

One of the Portfolio items is an in-class supervised assessment for internal students. The format of this assessment (Portfolio 3) will be available from the beginning of the Term. Students must be present in their scheduled class on the allocated day to complete and submit Portfolio 3. Distance students will be contacted by the unit coordinator about completing Portfolio 3 at an allocated time. Late submissions will NOT be accepted for marking. Extensions will be given in EXCEPTIONAL circumstances only and MUST BE supported by evidence. Students granted an extension may have to sit an alternative assessment task.

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
- Argue the importance of ethics, codes of behaviour, and societal, privacy and legal issues within the ICT industry
- Demonstrate how teamwork skills, common work practices and values operate in the Australian workplace
- Evaluate how emerging technologies can be used to improve organisational processes including communication and collaboration.

Graduate Attributes

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

3 Report

Assessment Type

Report

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 the Moodle website, and write a formal academic report on that topic. Reports that do not focus on that topic will be given 0 marks and will not be provided with any additional feedback.

Assessment Due Date

Week 10 Friday (21 Sept 2018) 10:55 pm AEST

Return Date to Students

Reports will be returned after the certification of grades. This report is in lieu of the exam so the marks or feedback will not be returned before certification date.

Weighting

40%

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; and
- keeping within the word count.

For more information, including a detailed marking rubric, refer to the assessment details and assessment criteria which can be found on the Moodle unit website. All assessments must be based on valid reference 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.

Students must write the Report themselves. You may be asked to prove that you have written the Report. You should keep evidence that you have written the Report yourself, for example, early drafts of your Report, annotated copies of references used, and notes about applying the Triple R technique to evaluate the references.

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 professional skills and 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
- Evaluate how emerging technologies can be used to improve organisational processes including communication and collaboration.

Graduate Attributes

- Knowledge
- Communication
- Cognitive, technical and creative skills
- Research
- 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