



# COIT20249 *Professional Skills in Information Communication Technology*

## Term 2 - 2019

Profile information current as at 19/05/2022 11:02 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. Anti-requisite: BUSN20017 Effective Business Communications

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 - 2019

- Brisbane
- Melbourne
- Online
- Rockhampton
- Sydney

### Attendance Requirements

All on-campus students are expected to attend scheduled classes – in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

### Website

[This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.](#)

## Class and Assessment Overview

### Recommended Student Time Commitment

Each 6-credit 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 evaluation

**Feedback**

Students indicated that they enjoyed the content of this unit useful and found the supporting resources, especially the ALC embedded sessions, very beneficial.

**Recommendation**

Maintain unit structure and resources while reviewing unit content in order to identify areas for future improvement/development.

#### Feedback from Unit evaluation

**Feedback**

Students indicated that they enjoyed the in-class activities, quizzes, report and also the presentation task. Students mentioned that the quizzes were engaging, and the report writing and presentation tasks were helpful in improving their report writing and presentation skills.

**Recommendation**

Continue with the same assessment structure while focusing on continual improvement of assessment tasks.

## 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

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

London , England

ISBN: 9781137594051

Binding: Paperback

[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

**Wen Shao** Unit Coordinator

[w.shao@cqu.edu.au](mailto:w.shao@cqu.edu.au)

## Schedule

### Week 1 - 15 Jul 2019

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

A one minute self-introduction for internal students to introduce yourself to the workshop class. Online students and any students who missed in-class self-introductions can post a short self-introduction on the General Discussion Forum.

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.

#### Week 2 - 22 Jul 2019

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

#### Week 3 - 29 Jul 2019

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

#### Week 4 - 05 Aug 2019

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

#### Week 5 - 12 Aug 2019

Module/Topic	Chapter	Events and Submissions/Topic
Working in a Team and Conflict Resolution	8	Presentations commence in workshop for internal students. Portfolio 3a - online quiz submission at the end of Week 5.

#### Vacation Week - 19 Aug 2019

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

#### Week 6 - 26 Aug 2019

Module/Topic	Chapter	Events and Submissions/Topic
Written Communication Skills	4	Presentations - in workshop for internal students. Complete Portfolio 2 - written submission. Internal students must complete and submit online in workshop time.

<b>Week 7 - 02 Sep 2019</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Report Writing	5	Presentations - in workshop for internal students.
<b>Week 8 - 09 Sep 2019</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Professional Documents	6	Presentations - in workshop for internal students.
<b>Week 9 - 16 Sep 2019</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Professional and Ethical Conduct	9	Final week of Presentations - in workshop for internal students. Submission deadline of Presentation materials for Online students - must be completed this week. Portfolio 3b - online quiz submission at the end of Week 9.
<b>Week 10 - 23 Sep 2019</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
Work and Cultural Issues	10	Finalise Report (Assessment 3) for submission.  <b>Report Due:</b> Week 10 Friday (27 Sept 2019) 11:45 pm AEST
<b>Week 11 - 30 Sep 2019</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 and videos	Complete unit feedback survey in Moodle - the red "Have your say" button.
<b>Week 12 - 07 Oct 2019</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
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 workshop for use in organisations. Portfolio 3c - online quiz submission after Week 12.
<b>Review/Exam Week - 14 Oct 2019</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
		Portfolio 3c - online quiz submission on Monday.
<b>Exam Week - 21 Oct 2019</b>		
<b>Module/Topic</b>	<b>Chapter</b>	<b>Events and Submissions/Topic</b>
No exam for COIT20249.		

## Term Specific Information

Contact details for the Unit Coordinator, Wen Shao:

Email: w.shao@cqu.edu.au

Please send me an email if you would like to contact me. I will get back to you as soon as I can.

## Assessment Tasks

### 1 Presentation

#### **Assessment Type**

Presentation

#### **Task Description**

Internal students will form small groups within their workshop class and will present a topic to their workshop class during the tutorial. Local lecturers will finalise topics and presentation schedules for internal groups. All group members must be from the same workshop.

Online students can present individually or collaborate with other Online students if they wish but it is not guaranteed that other Online students may wish to form groups due to differing locations and other logistical matters. Online 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 as last minute requests to schedule or approve presentations would disrupt the presentations of other students. All internal students must attend their scheduled workshops and complete the approval process. Online 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 they will need to supply evidence. The application for an extension should be completed **BEFORE** the allocated date of the presentation wherever possible. 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 the term. Presentation materials must be uploaded into Moodle by ALL students (all group members where relevant) before they deliver their presentation. Online Student - by arrangement with Unit Coordinator. Last date is the end of Week 9.



## **Return Date to Students**

Internal students presentations will be marked by the local lecturer in workshop and moderated by the Unit Coordinator (or nominee). For Online 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**

Online

### **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 2) will be available from the beginning of the Term. Students must be present in their scheduled workshop on the allocated day to complete and submit Portfolio 2. Online students will be contacted by the Unit Coordinator about completing Portfolio 2 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.

The Unit Coordinator (or nominee) may request additional written information and/or conduct an oral discussion to clarify the student's understanding of the submitted work. Failure to comply and/or to demonstrate an understanding of the Report's content could result in 0 marks for the Report.

### **Assessment Due Date**

Week 10 Friday (27 Sept 2019) 11:45 pm AEST

This is an individual submission. All Students need to upload their report on Moodle.

### **Return Date to Students**

Report results will be returned on the Certification of Grades. This report is in lieu of the exam so the marks or feedback will not be returned before Certification of Grade 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. You may also be requested to attend an oral discussion about your report.

### **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