COIT20249 *Professional Skills in Information Communication Technology*

Term 1 - 2020

Profile information current as at 25/04/2024 01:49 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 1 - 2020

- 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

— N/A Level | • Introductory Level | • Intermediate Level | • Graduate Level | ∘ Professional Level | ∘ Advanced Level

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

Additional Textbook Information
Copies can be purchased at the CQUni Bookshop here: http://bookshop.cqu.edu.au (search on the Unit code)

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

Schedule

Week 1 - 09 Mar 2020

Module/Topic	Chapter	Events and Submissions/Topic

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 enrollments will separate into a few groups and make the introductions within those groups.
Week 2 - 16 Mar 2020		
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 - 23 Mar 2020		
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 - 30 Mar 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Presentation Skills and Technologies	7	Portfolio 1 submission at the end of Week 4.
Week 5 - 06 Apr 2020		
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 - 13 Apr 2020		
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 Apr 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Written Communication Skills	4	Presentations - in workshop for internal students.
Week 7 - 27 Apr 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Report Writing	5	Presentations - in workshop for internal students. Complete Portfolio 2 - written submission. Internal students must complete and submit online in workshop time.
Week 8 - 04 May 2020		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Professional Documents	6	Presentations - in workshop for internal students.

Week 9 - 11 May 2020

Module/Topic	Chapter	Events and Submissions/Topic
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.

Week 10 - 18 May 2020

Module/Topic	Chapter	Events and Submissions/Topic
Work and Cultural Issues	10	Finalise Report (Assessment 3) for submission. Report Due: Week 10 Friday (31 Jan. 2020) 11:55 pm AEST **Report** Due: Week 10 Friday (22 May 2020) 11:55 pm AEST

Week 11 - 25 May 2020

Module/Topic	Chapter	Events and Submissions/Topic
Use of Web 2.0 and Other Innovative Technologies in ICT	Unit readings and videos	Reflective task and viva on Assessment three report. Complete unit feedback survey in Moodle - the red "Have your say" button.

Week 12 - 01 Jun 2020

Module/Topic	Chapter	Events and Submissions/Topic
Use of ICT to Improve Organisational Processes including Communications - Evaluate ICT technologies.	Unit readings and evaluation	Viva on Assessment three report. 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.

Review/Exam Week - 08 Jun 2020

Module/Topic	Chapter	Events and Submissions/Topic
No exam for COIT20249.		

Term Specific Information

Contact details for the Unit Coordinator: Wen Shao
Email: w.shao@cqu.edu.au

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. There are two parts of this assessment task (Part A and Part B).
Part A: Student will write a formal academic report on that topic. Written report is due on Friday, Week 10.
Part B: There will be a viva on the written report. The purpose of the viva is to clarify the student's understanding of the written report. For internal students, viva will be taken during the workshops in week 11 and 12. Online students will be contacted by the Unit Coordinator about completing viva at an allocated time.
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 (22 May 2020) 11:55 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;
- keeping within the word count, and
- a viva component (based on the written report)

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