COIT20249 *Professional Skills in Information Communication Technology*

Term 2 - 2022

Profile information current as at 26/04/2024 05:15 am

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 - 2022

- 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 Self Reflection

Feedback

The final assessment is quite hard for students, and students would benefit from additional resources

Recommendation

Provide students with at least three exemplars for the final assessment to provide them guidance on what is expected in the final assessment

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%		•	•		•	

Assessment Tasks	Learning Outcomes					
	1	2	3	4	5	6
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: 2 (2015)
Authors: Rosalind McCulloch and Andrea Reid
Pearson Australia
Frenchs Forest , NSW , Australia
ISBN: 9781486006366
Binding: eBook

Additional Textbook Information
This book is available to read online through the Library website. If you would like your own copy, you can purchase either paper or eBook copies 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: Harvard (author-date)
For further information, see the Assessment Tasks.

Teaching Contacts

Meena Jha Unit Coordinator
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Ruchira De Silva Unit Coordinator
r.desilva2@cqu.edu.au

Schedule

Week 1 - 11 Jul 2022

Module/Topic	Chapter	Events and Submissions/Topic
Professional Skills for the Information and Communication Technology Industry	1	A one minute self-introduction to introduce yourself to the workshop class. Any students who missed in-class self-introductions can post a short self-introduction on the General Discussion Forum. Workshops with large enrollments will separate into a few groups and make the introductions within those groups.

Week 2 - 18 Jul 2022

Module/Topic	Chapter	Events and Submissions/Topic

Higher Order Thinking Skills	2	Discuss Presentation group formation. All students to inform local lecturer of their preferred Presentation topic choices.
Week 3 - 25 Jul 2022		
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 Asg 2 (Parts A, B & C)
Week 4 - 01 Aug 2022		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Presentation Skills	7	Asg 2 Part A - submission at the end of Week 4.
Week 5 - 08 Aug 2022		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Working in a Team	8	Presentations commence in workshop for all students. Asg 2 Part B (Quiz) - online quiz submission at the end of Week 5.
Vacation Week - 15 Aug 2022		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
No scheduled workshops but your local lecturer will advise of any rescheduled workshops and activities.		
Week 6 - 22 Aug 2022		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Written Communication Skills	4	Presentations in workshop to continue.
Week 7 - 29 Aug 2022		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Report Writing	5	Presentations in workshop to continue. Asg 2 - Part C - Written Submission.
Week 8 - 05 Sep 2022		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Professional Documents	6	Presentations in workshop to continue.
Week 9 - 12 Sep 2022		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Professional and Ethical Conduct	9	Final week of Presentations - in workshop. **Presentation** Due: Week 9 Friday (16 Sept 2022) 11:45 pm AEST
Week 10 - 19 Sep 2022		
Module/Topic	**Chapter**	**Events and Submissions/Topic**
Work and Cultural Issues	10	Finalise Report of Assessment 3 for submission. **Report** Due: Week 10 Monday (19 Sept 2022) 5:00 pm AEST
Week 11 - 26 Sep 2022		
Module/Topic	**Chapter**	**Events and Submissions/Topic**

Use of Web 2.0 and Other Innovative Technologies in ICT	Unit readings and videos	Peer assessment of Assessment 3 reports. Complete unit feedback survey in Moodle - the red "Have your say" button.

Week 12 - 03 Oct 2022

Module/Topic	Chapter	Events and Submissions/Topic
Use of ICT to Improve Organisational Processes including Communications - Evaluate ICT technologies.	Unit readings and evaluation	Peer assessment of Assessment 3 reports. Complete unit feedback survey in Moodle - the red "Have your say" button.

Review/Exam Week - 10 Oct 2022

Module/Topic	Chapter	Events and Submissions/Topic

Exam Week - 17 Oct 2022

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

Term Specific Information

Unit Coordinator: Dr. Meena Jha
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Assessment Tasks

1 Presentation

Assessment Type
Presentation

Task Description
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 groups. All group members must be from the same workshop.

A list of possible topics will be made available through the assessment specification document. Students should consider suitable topics from this list. 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 current, useful and interesting examples / 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. All students must attend their scheduled workshops and complete the approval process.

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
Week 9 Friday (16 Sept 2022) 11:45 pm AEST
Week 5, 6, 7, 8 or 9 of the term. Presentation materials must be uploaded into Moodle by all group members before they deliver their presentation.

Return Date to Students
Week 9 Friday (16 Sept 2022)

The presentations will be marked by the local lecturer in workshop and moderated by the Unit Coordinator (or nominee).

Weighting
20%

Assessment Criteria
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 zero (0) marks where relevant.

All presentations must be based on the approved topic and use valid sources of reference material. 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.

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; and
- behaviour as audience members.

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

Referencing Style

- Harvard (author-date)

Submission
Online Group

Submission Instructions
Copies of the visual aids and any handouts used in the presentation must be uploaded to Moodle by all students. Only the submitted files will be considered for marking. All these files must be submitted by ONE group member 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 Assessment 2

Assessment Type
Portfolio

Task Description
Students will be required to develop a portfolio of resources and to complete an online quiz. The compilation and submission of the written items and quiz are progressive throughout the term. This assessment consists of the following portfolio activities including a quiz and written submissions. Details of the portfolio activities are available on the Moodle unit website.

This assessment consists of three portfolio activities.

1. Asg 2 - Portfolio One - Written submission (10 marks) - Due Friday of Week 4
2. Asg 2 - Portfolio Two - Written submission (20 marks) Due Friday of Week 7
3. Asg 2 - **Portfolio Three (Quiz)-** Online Quiz (10 marks) - Due Friday of Week 5

Assessment Due Date

Various due dates for different items. See the assessment specification on the Moodle unit website for the 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 marks. Quiz marks will be released after the deadline for each quiz.

Weighting
40%

Assessment Criteria
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 zero (0) marks where relevant.

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

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
Each written portfolio must be submitted as a separate file to the correct location as per instructions in the assessment specification. 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.

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
This assessment task will assess your skills in critical thinking, researching information, forming an opinion, academic writing, logical ordering of ideas, and your ability to support your arguments with quotes from literature. This assessment has two parts. Part A is writing a report on a given case scenario and Part B is peer assessment of a submitted written report.

Part A: Report (30 marks)
In this part you are required to complete an investigation based on a given case scenario and write a structured report (as outlined in chapter 5 of textbook) written in accordance with standard academic writing principles (as outlined in

chapter 4 of textbook). The case scenario will be made available on the Moodle unit website.

Specifically your report should include the following:

1. Title page: unit code and name, assessment number, report title, assessment due date, word count (actual), student name, student number, CQUniversity email address, local lecturer, and unit coordinator.
2. Executive summary: should include the purpose of the report, the problem including key issues considered and how they were investigated, your findings, and overview of your recommendations.
3. Table of Contents (ToC): should list the report topics using decimal notation. Need to include the main headings and subheadings with corresponding page numbers, using a format that makes the hierarchy of topics clear.
4. Introduction: provide a brief description of the organisation as given in the case scenario including any assumptions, a concise overview of the problem you have been asked to research, the main aims/purpose of the report, the objectives to be achieved by writing the report (include the tasks outlined in the case scenario), and how you investigated the problem. Provide an outline of the sections of the report.
5. Body of the report (use appropriate headings in the body of the report): Define key terms you will use in your report that are directly related to the problem and the technology considered. Then present your ideas on the topic and discuss the information you found in your research that was relevant to the report's objectives. Provide an analysis of the information that you gathered. Ensure that you explore the tasks listed in the case scenario.
6. Conclusion: restate the purpose of the report and summarise the key issues investigated and the related findings based on your research and analysis. Explain the significance of your findings for addressing the problem stated in the case scenario and any limitations. State how your report has achieved its objectives and any future work to be considered.
7. Recommendations: 3 to 5 recommendations required. Format according to the Report Writing Guidelines discussed in the Unit.
8. Reference list: a correctly cited list of references ordered alphabetically by surname of first author, in accordance with the CQU APA referencing style. You must have more than ten (but not more than 15) current references in your reference list. Your report must use in-text referencing of all references listed.
9. Appendices if necessary.

Reports that do not focus on the case scenario will be given zero (0) marks and will not be provided with any additional feedback.

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.

Part B: Peer Assessment (10 marks)
The purpose of the peer assessment task is to clarify the student's understanding of the Part A task. Peer assessments will be conducted during the workshops in Week 11 and 12. Students need to be present at the workshop for the peer assessment task. Failure to attend the workshop will result in zero (0) marks in this part.
Each student will be asked to assess an Assessment 3 - Report produced by of one of their peers. The student will annotate the peer report to demonstrate in-depth understanding of the topic/issues discussed in the report, identify the strengths of the report, the assessment criteria that were not addressed clearly/adequately in the report, and the areas of the report that need improvement.

Assessment Due Date
Week 10 Monday (19 Sept 2022) 5:00 pm AEST
This is an individual submission. All students need to upload their report on Moodle.

Return Date to Students

Report and peer assessment marks will be returned on the date of Certification of Grades. This report is in lieu of the exam so the marks or feedback will not be returned before the date of Certification of Grades.

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/Harvard) 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
- peer assessment (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

- Harvard (author-date)

Submission
Online

Submission Instructions
This is an individual submission. All students must individually upload their report to Moodle by the above due date. The peer assessments must be uploaded to Moodle during the workshop. Before submitting your assignment, you should check it against the detailed assessment criteria to ensure that you have satisfactorily addressed all the criteria. You must ensure that the submitted document is the final and correct version of the report.

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