COIT20249 *Professional Skills in Information Communication Technology*
Term 2 - 2023

Profile information current as at 21/04/2024 01:32 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 - 2023

- 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 Teaching team feedback

Feedback
The unit has effectively integrated the content, work activities, and assessment requirements in a cohesive manner.

Recommendation
Nurture the current learning and teaching practices.

Feedback from Teaching team feedback

Feedback
The final assessment is very challenging.

Recommendation
Provide exemplars and include more ICT-focused contextual assessments.

Feedback from Student evaluation feedback

Feedback
Too many different tasks in the Assessment items.

Recommendation
Condense the tasks to make them more manageable during 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

— 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: 2 (2015)
Authors: Rosalind McCulloch and Andrea Reid
Pearson Australia
Frenchs Forest , NSW , Australia
ISBN: 9781486006366
Binding: eBook

Additional Textbook Information
The prescribed textbook can be accessed online from CQUniversity's library website. However, if you prefer your own copy, you can purchase either a paper or an eBook version from the CQUni Bookshop (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)
- Webcam, microphone and speakers (or headset)

Referencing Style

All submissions for this unit must use the referencing style: [Harvard (author-date)](#)
For further information, see the Assessment Tasks.

Teaching Contacts

Darren Turnbull Unit Coordinator
d.turnbull@cqu.edu.au

Schedule

Week 1 - 10 Jul 2023

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 on Moodle. Workshops with large enrolments will separate into a few groups and make introductions within those groups.

Week 2 - 17 Jul 2023

Module/Topic	Chapter	Events and Submissions/Topic

| Higher Order Thinking Skills | 2 | | Discuss Presentation group formation and requirements with your local lecturer. |

Week 3 - 24 Jul 2023

Module/Topic	Chapter		Events and Submissions/Topic
Information Literacy Skills and Annotated Bibliography	3 and 6		Obtain approval for the Presentation Company/Organisation and Presentation date for all students - end of Week 3. Discuss Assessment 2 (Parts A and B)

Week 4 - 31 Jul 2023

Module/Topic	Chapter		Events and Submissions/Topic
Presentation Skills	7		

Week 5 - 07 Aug 2023

Module/Topic	Chapter		Events and Submissions/Topic
Working in a Team	8		Assessment 1 (Presentations) commences in workshops for all students. Assessment 2 (Part A) - submission by Friday, Week 5 (11:55 pm)

Vacation Week - 14 Aug 2023

Module/Topic	Chapter		Events and Submissions/Topic
There are no scheduled workshops, but your local lecturer may advise of any rescheduled workshops and activities.			

Week 6 - 21 Aug 2023

Module/Topic	Chapter		Events and Submissions/Topic
Written Communication Skills	4		Presentations in workshops to continue.

Week 7 - 28 Aug 2023

Module/Topic	Chapter		Events and Submissions/Topic
Report Writing	5		Presentations in workshops to continue. Assessment 2 (Part B) - submission by Friday, Week 7 (11:55 pm)

Week 8 - 04 Sep 2023

Module/Topic	Chapter		Events and Submissions/Topic
Professional Documents	6		Presentations in workshops to continue.

Week 9 - 11 Sep 2023

Module/Topic	Chapter		Events and Submissions/Topic
Professional and Ethical Conduct	9		Final week of Assessment 1 (Presentations) in workshops.

Week 10 - 18 Sep 2023

Module/Topic	Chapter		Events and Submissions/Topic
Work and Cultural Issues	10		Assessment 3 (Part A) - submission by Friday, Week 10 (11:55 pm)

Week 11 - 25 Sep 2023

Module/Topic	Chapter		Events and Submissions/Topic

		Assessment 3 (Part B) - submission by Friday, Week 12 (11:55 pm), but this has to be completed during your workshop.
Use of Web 2.0 and Other Innovative Technologies in ICT	Unit readings and videos	**Complete the unit and teaching evaluation.**

Week 12 - 02 Oct 2023

Module/Topic	Chapter	Events and Submissions/Topic
Use of ICT to Improve Organisational Processes including Communications - Evaluate ICT technologies.	Unit readings and evaluation	Assessment 3 (Part B) - submission by Friday, Week 12 (11:55 pm), but this has to be completed during your workshop. **Complete the unit and teaching evaluation.**

Term Specific Information

Unit Coordinator: Darren Turnbull, E: d.turnbull@cqu.edu.au

Assessment Tasks

1 Presentation

Assessment Type
Presentation

Task Description
In this assessment, you will form small groups of 3-4 people within your workshop class, research the provided topic, and design and deliver a presentation to your peers during the workshop. Local lecturers will finalise presentation schedules for groups. All group members must be from the same workshop.
You are encouraged to select current, useful and interesting examples that are aligned with the provided topic, demonstrate your presentation skills and address the assessment requirements in line with the marking criteria.
The presentation date must be approved by the local lecturer by the end of Week 3. You must attend your 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 you cannot present on the allocated day, you will need to apply for an extension as soon as possible, and they will need to supply evidence.
An 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.
Please refer to the unit's Moodle website for the detailed assessment specification document.

Assessment Due Date

Week 5, 6, 7, 8 or 9 of the term - All group members must upload presentation materials into Moodle before delivering the presentation.

Return Date to Students

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

Weighting
20%

Assessment Criteria

Assessments provide the opportunity for you to demonstrate your 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 you have demonstrated your knowledge and skills. Assessments will be marked accordingly, including the potential for zero (0) marks where relevant.

All presentations must be based on the provided topic and use valid sources of reference material. You must deliver the presentation on the allocated day to have your assessment marked. Submission of the file(s) alone is not acceptable as having completed the assessment requirements. You must present your presentation and submit all materials used in the presentation to receive marks.

The marking criteria are based on the following:

• 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.

Please refer to the unit's Moodle website for the detailed assessment specification document, including the marking criteria.

Academic misconduct warning: Copying someone else's work is dishonest and undermines your learning and growth, so take pride in your originality and always produce your own authentic work. If your work is detected in any form of academic misconduct, penalties will be applied as per University policies.

Referencing Style

- [Harvard (author-date)](Harvard)

Submission
Online Group

Submission Instructions
ALL group members must upload presentation materials [Visual aids (PPT slides) and any handouts] into Moodle before delivering 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
In this assessment, you are required to develop a portfolio of written submissions with varying tasks. The compilation and submission of the written items are progressive throughout the term.

This assessment consists of the following two portfolio activities, each with varying tasks.

1. **Assessment 2 - Part A -** Written submission (20 marks) - Due by Friday, Week 5 (11:55 pm)
2. **Assessment 2 - Part B -** Written submission (20 marks) - Due by Friday, Week 7 (11:55 pm)

Please refer to the unit's Moodle website for the detailed assessment specification documents of these activities.

Assessment Due Date

Part A - Due by Friday, Week 5 (11:55 pm), and Part B - Due by Friday, Week 7 (11:55 pm). Please see the unit's Moodle website for the exact dates.

Return Date to Students

Marked assignments will be returned typically within two weeks of submission. Written submissions will be returned after moderation and finalisation of marks.

Weighting
40%

Assessment Criteria
Assessments provide the opportunity for you to demonstrate your 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 be marked accordingly, including the potential for zero (0) marks where relevant.

All written assessments must correctly focus on the tasks specified in the assessment specification documents, or you may be given zero (0) marks with little to no feedback.
Please refer to the unit's Moodle website for the detailed assessment specification documents of these activities, which include the marking criteria.
Academic misconduct warning: Copying someone else's work is dishonest and undermines your learning and growth, so take pride in your originality and always produce your own authentic work. If your work is detected in any form of academic misconduct, penalties will be applied as per University policies.

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 the assessment specification instructions.

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 (completed individually) 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) - submission by Friday, Week 10 (11:55 pm)
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 the textbook) written in accordance with standard academic writing principles (as outlined in

chapter 4 of the 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 an overview of your recommendations.
3. Table of Contents (ToC): should list the report topics using decimal notation. You 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 background description 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 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 report's purpose 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 are required.
8. Reference list: a correctly cited list of references ordered alphabetically by surname of the first author, in accordance with the Harvard referencing style. You must have between 10-15 current references (2015 onwards) in your reference list. Your report must provide in-text referencing for all the references cited in the reference list.
9. Appendices if necessary.

Format the report according to the Report Writing Guidelines discussed in the Unit. Reports that do not focus on the case scenario will be given zero (0) marks and will not be provided with any additional feedback.

Part B: Peer Assessment (10 marks) - submission by Friday, Week 12 (11:55 pm)
The purpose of the peer assessment task is to further clarify your understanding of the Part A task. Peer assessments will be conducted **during the workshops in Weeks 11 and 12.** You 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.

You will be asked to assess an Assessment 3 - Report produced by one of your peers. You will analyse the peer report to demonstrate an in-depth understanding of the topic/issues discussed in the report, identify the report's strengths, the assessment criteria that were not addressed clearly/adequately in the report, and the areas of the report that need improvement.

Please refer to the unit's Moodle website for the detailed assessment specification documents of these activities.

Assessment Due Date

Please note this is an individual submission. All students need to upload their report on Moodle. Part A – Due by Friday, Week 10 (11:55 pm); and Part B – Due by Friday, Week 12 (11:55 pm). Please see the unit's Moodle website for the exact dates.

Return Date to Students

Report and peer assessment marks will be returned on the day of Certification of Grades (3 November). As this report is in place of an exam, the marks or feedback will not be returned before the day 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 the appropriate referencing style (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 correct 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 specifications which can be found on the Moodle unit website. All assessments must be based on valid reference sources and comply with the University's Harvard referencing guidelines and academic integrity procedures. Any assessments that breach these procedures and guidelines could be subjected to academic misconduct charges.

Assessments provide the opportunity for you to demonstrate your 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 you have demonstrated your knowledge and skills. Assessments will 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.

Academic misconduct warning: Copying someone else's work is dishonest and undermines your learning and growth, so take pride in your originality and always produce your own authentic work. If your work is detected in any form of academic misconduct, penalties will be applied as per University policies.

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
This is an individual submission. All students must individually upload their report (Part A) to Moodle by the due dates. The peer assessments (Part B) 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. In addition, 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