



PSYC14054 *Communicating in Diverse Contexts*

Term 3 - 2023

Profile information current as at 24/04/2024 02:05 am

All details in this unit profile for PSYC14054 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

The ability to communicate effectively in a variety of formats with diverse individuals and groups is an essential skill for professionals such as psychologists which involve working with people. This unit will provide you with practical skills for effective communication, including interviewing and active listening skills. You will learn how different modes of communicating can be used for different audiences (professional, academic, peers, the general population, specific communities). You will reflect on your ongoing development of communication skills and how these apply to future work or study.

Details

Career Level: *Undergraduate*

Unit Level: *Level 4*

Credit Points: 6

Student Contribution Band: 10

Fraction of Full-Time Student Load: 0.125

Pre-requisites or Co-requisites

Students must be enrolled in CC42 Bachelor of Psychological Science (Honours)

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 3 - 2023

- Online

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 Undergraduate 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. **Written Assessment**

Weighting: 35%

2. **Presentation**

Weighting: 30%

3. **Written Assessment**

Weighting: 35%

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 SUTE data

Feedback

There was confusion about what was required in the assessments.

Recommendation

Discuss assessment requirements in further detail in tutorials and review assessment brief to ensure it clearly explains the expectations in conjunction with the rubric. Include videos explaining the requirements of each assessment piece.

Feedback from SUTE data

Feedback

Lectures were not perceived as being useful or linked to assessment.

Recommendation

Link the lecture content to real-world examples in tutorials and relate this to assessment pieces where possible.

Feedback from SUTE data

Feedback

Feedback was not perceived as useful.

Recommendation

Provide more specific individual feedback on assessments as well as general feedback on common errors to allow for the provision of more feedback overall.

Unit Learning Outcomes

On successful completion of this unit, you will be able to:

1. Critically analyse the theory, research and practice underlying effective communication skills
2. Apply effective communication skills to diverse audiences and in a variety of contexts
3. Reflect on and critically evaluate your ongoing development of communication skills and how these apply to future work or study

Learning outcomes fulfil the level 2 pre-professional core competencies required by the updated Australian Psychology Accreditation Council (APAC) guidelines. The learning outcomes also meet the study criteria as specified by the Psychology Board of Australia (PsyBA) and as appropriate for study at level 8 as stated by the Australian Qualifications Framework (AQF). The specific APAC competencies which will be demonstrated by students in completing this unit are: 2.2 Demonstrate appropriate interpersonal communication and interview skills in situations appropriate to psychological practice and research. This includes active listening, clarifying and reflecting, effective questioning, summarising and paraphrasing, developing rapport, appropriate cultural responsiveness and empathic responding.

Alignment of Learning Outcomes, Assessment and Graduate Attributes



Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes		
	1	2	3
1 - Written Assessment - 35%	•	•	•
2 - Presentation - 30%	•	•	
3 - Written Assessment - 35%	•	•	•

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes		
	1	2	3
1 - Communication	•	•	•
2 - Problem Solving	•		•
3 - Critical Thinking	•		•
4 - Information Literacy	•	•	•
5 - Team Work		•	
6 - Information Technology Competence	•	•	•
7 - Cross Cultural Competence			
8 - Ethical practice		•	•
9 - Social Innovation			
10 - Aboriginal and Torres Strait Islander Cultures			

Textbooks and Resources

Textbooks

There are no required textbooks.

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 7th Edition \(APA 7th edition\)](#)

For further information, see the Assessment Tasks.

Teaching Contacts

Nicole Thomas Unit Coordinator
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Tina McAdie Unit Coordinator
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Schedule

Week 1: THE FUNDAMENTALS: Interviewing skills - 06 Nov 2023

Module/Topic	Chapter	Events and Submissions/Topic
Interviewing Skills. Kristina Glennon, CQUni Careers Consultant.	Relevant resources are available on Moodle.	Tutorial topic: Introduction to the unit, including Learning Outcomes, Assessment, Weekly structure. Brainstorm communication deficit ideas relating to assessment tools
Recorded presentation.		Complete the Communication self-assessment task for Assessment 1.

Week 2: THE FUNDAMENTALS: Communicating science to a lay audience - 13 Nov 2023

Module/Topic	Chapter	Events and Submissions/Topic
Science communication to a lay audience. Assoc. Prof. Amanda Rebar.	Relevant resources are available on Moodle.	Tutorial topic: SMART goals
Recorded presentation.		

Week 3: THE FUNDAMENTALS: Communication in the workplace - 20 Nov 2023

Module/Topic	Chapter	Events and Submissions/Topic
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Teams and Leadership Communication. Dr Cait White.	Relevant resources are available on Moodle. Recorded lecture is available on Moodle.	Tutorial topic: Reflective writing in conjunction with other writing skills
Recorded presentation.		

Week 4: INFLUENTIAL COMMUNICATION FACTORS: Communicating complex information - 27 Nov 2023

Module/Topic	Chapter	Events and Submissions/Topic
Communicating complex information. 2019 Top 5 Science Scholar Award Winner: Assoc. Prof. Alex Russell.	Relevant resources are available on Moodle.	Tutorial topic: Communicating with different populations
Recorded presentation.		Assessment 1 due: 9am Monday 27th November
		Communication Deficits and Strengths (Part 1) Due: Week 4 Monday (27 Nov 2023) 9:00 am AEST

Vacation Week - 04 Dec 2023

Module/Topic	Chapter	Events and Submissions/Topic
Take a break!		

Week 5: INFLUENTIAL COMMUNICATION FACTORS: Messaging effectively - 11 Dec 2023

Module/Topic	Chapter	Events and Submissions/Topic
Getting your message across effectively. National 5-Minute Research Pitch Competition Winner: Dr Grace Vincent.	Relevant resources are available on Moodle.	Tutorial topic: Grant writing/selling research to different audiences
Recorded presentation.		Your group interviews for Assessment 2 will need to start ASAP.

Week 6: WORKING WITH THE MEDIA - 18 Dec 2023

Module/Topic	Chapter	Events and Submissions/Topic
Media training. Issy Symes, Communications & Engagement Coordinator.	Relevant resources are available on Moodle.	Tutorial topic: Using STAR for interviews and applications
Recorded presentation.		

Vacation Week - 25 Dec 2023

Module/Topic	Chapter	Events and Submissions/Topic
Take a break!		

Week 7: PRESENTATION SKILLS - 01 Jan 2024

Module/Topic	Chapter	Events and Submissions/Topic
Better presentations. Felix Parker.	Relevant resources are available on Moodle.	Tutorial topic: Video skills & questions
Recorded presentation.		

Week 8: COMMUNICATION FLAWS - 08 Jan 2024

Module/Topic	Chapter	Events and Submissions/Topic
Public health messaging campaigns and how to avoid creating stigma. Prof. Matt Rockloff.	Relevant resources are available on Moodle. Recorded lecture is available on Moodle.	Tutorial topic: Non-verbal communication
Recorded presentation.		

Week 9: APPLICATIONS IN DIVERSE CONTEXTS - 15 Jan 2024

Module/Topic	Chapter	Events and Submissions/Topic

Communicating with the LGBTIQ+ community.
Chelsea Morrigan & Leah McCabe.

Relevant resources are available on Moodle.

Recorded presentation.

Tutorial topic:
Analysis of communication with different people

Assessment 2 due: 9am Monday the 15th of January.

Complete the Communication self-assessment task for Assessment 3.

Interview recording Due: Week 9 Monday (15 Jan 2024) 9:00 am AEST

Week 10: APPLICATIONS IN DIVERSE CONTEXTS - 22 Jan 2024

Module/Topic	Chapter	Events and Submissions/Topic
Communicating in Indigenous and CALD contexts. Prof. Jenni Judd.	Relevant resources are available on Moodle.	Tutorial topic: Communicating your research to laypeople
Recorded presentation.		

Week 11: APPLICATIONS IN DIVERSE CONTEXTS: Detecting lying - 29 Jan 2024

Module/Topic	Chapter	Events and Submissions/Topic
Deception and lying. Dr Rebecca Wilcoxson.	Relevant resources are available on Moodle.	Tutorial topic: Revisit reflection and incorporate academic writing
Recorded presentation.		

Week 12: APPLICATIONS IN DIVERSE CONTEXTS: Communication challenges - 05 Feb 2024

Module/Topic	Chapter	Events and Submissions/Topic
Communicating with people with hearing differences. Zoe Hector.	Relevant resources are available on Moodle. Recorded lecture is available on Moodle.	Tutorial topic: Delivering a poster presentation
Recorded presentation.		Assessment 3 due: 5pm Friday** the 9th of February **Please note the Friday deadline
		Communication Deficits and Strengths (Part 2) Due: Week 12 Friday (9 Feb 2024) 5:00 pm AEST

Exam Week - 12 Feb 2024

Module/Topic	Chapter	Events and Submissions/Topic
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Assessment Tasks

1 Communication Deficits and Strengths (Part 1)

Assessment Type

Written Assessment

Task Description

The aim of this assessment is to demonstrate competence in the following unit learning outcomes: 1) Critically analyse the theory, research and practice underlying effective communication skills; 2) Apply effective communication skills to diverse audiences and in a variety of contexts; 3) Reflect on and critically evaluate your ongoing development of communication skills and how these apply to future work or study.

Assessment word count: 1500 words +/- 10% (not including reference list).

Overall Weight: 35%.

In Week 1 you will complete a range of communication skill self-assessment measures and record your measure-derived strengths and weaknesses. These measures will be downloadable from Moodle (under the Assessments tab and the Week 1 tab).

The ability to communicate effectively in a variety of formats with diverse individuals and groups is an essential skill for professionals, such as psychologists, which involve working with people. This assessment will allow you to reflect on your ongoing development of communication skills, provide you with the knowledge and skills of how to improve your communications skills, and how to apply these skills to future work or study. In addition, being able to reflect on one's deficits and strengths, and proposing solutions to one's own personal development, are skills expected in the contemporary workplace.

More details on this assessment are provided in the Assessment tab of Moodle.

Assessment Due Date

Week 4 Monday (27 Nov 2023) 9:00 am AEST

Please submit to Moodle

Return Date to Students

Week 6 Friday (22 Dec 2023)

Marks and individual feedback will be able to be accessed on Moodle.

Weighting

35%

Assessment Criteria

Your assignment should be structured as follows (and marks for each section are also shown):

1. Description of skill

- provide a detailed and accurate description of the communication skill you have identified (20%)

2. Evaluation and discussion of academic research

- critically evaluate and discuss the academic research related to the communication skill you have identified (35%)

3. Proposal of practical evidence-based solutions for self-improvement

- propose and justify practical solutions for enhancing your own performance in this communication area (35%)

4. Writing style and referencing:

- accurate spelling and grammar, academic writing style, correct use of undefined American Psychological Association 7th Edition (APA 7th edition) referencing (10%)

Referencing Style

- [American Psychological Association 7th Edition \(APA 7th edition\)](#)

Submission

Online

Submission Instructions

Please submit to Moodle

Learning Outcomes Assessed

- Critically analyse the theory, research and practice underlying effective communication skills
- Apply effective communication skills to diverse audiences and in a variety of contexts
- Reflect on and critically evaluate your ongoing development of communication skills and how these apply to future work or study

2 Interview recording

Assessment Type

Presentation

Task Description

The aim of this assessment is to demonstrate competence in the following unit learning outcomes: 1) Critically analyse the theory, research and practice underlying effective communication skills; 2) Apply effective communication skills to diverse audiences and in a variety of contexts; 3) Reflect on and critically evaluate your ongoing development of communication skills and how these apply to future work or study.

Interview length: 15 minutes

Overall weighting: 30%

The ability to communicate effectively in a variety of formats with diverse individuals and groups is an essential skill for professionals, such as psychologists, which involve working with people. This assessment will allow you to apply your oral communication and active listening skills, as well as your ability to work in a team and provide constructive feedback. You will also demonstrate your learnings from Assessment 1 on the theory, research, and practice of effective communication skills and critically evaluate your own and others' performances. It will also give you the opportunity to consider the skills required in the contemporary workplace.

There are two parts to this assessment: i) practice sessions and obtaining written feedback from all group members, ii) recording an interview as an Interviewer - based on feedback from group members and self reflection. More details on this assessment are available in the Assessment tab on Moodle.

Assessment Due Date

Week 9 Monday (15 Jan 2024) 9:00 am AEST

Please upload to Moodle, making sure that it is an Echo360 recording

Return Date to Students

Week 12 Monday (5 Feb 2024)

Marks and individual feedback will be available on Moodle

Weighting

30%

Assessment Criteria

A much more detailed marking rubric is available on Moodle, but these are the headings of each section.

FIRST IMPRESSIONS (10%)

INTRODUCTION (10%)

DEVELOPED RAPPORT (10%)

COMMUNICATION (25%)

INTERPERSONAL SKILLS (20%)

PREPARATION, TIMING & WIND-UP (10%)

DEMEANOR (10%)

GROUP & SELF-FEEDBACK RUBRICS (5%)

Referencing Style

- [American Psychological Association 7th Edition \(APA 7th edition\)](#)

Submission

Online

Submission Instructions

Please upload to Moodle, making sure that it is an Echo360 recording

Learning Outcomes Assessed

- Critically analyse the theory, research and practice underlying effective communication skills
- Apply effective communication skills to diverse audiences and in a variety of contexts

3 Communication Deficits and Strengths (Part 2)

Assessment Type

Written Assessment

Task Description

The aim of this assessment is to demonstrate progress in the following unit learning outcomes: 1) Critically analyse the theory, research and practice underlying effective communication skills; 2) Apply effective communication skills to diverse audiences and in a variety of contexts; 3) Reflect on and critically evaluate your ongoing development of communication skills and how these apply to future work or study.

Assessment word count: 1500 words +/- 10% (not including reference list)

Overall Weighting: 35%

In Week 9 you will re-assess your communication skills using the self-assessment measure(s) you used in Week 1 (under the Assessments tab and the Week 9 tab) or the alternate measure that you chose. For this assessment, you will reflect on the communication skills, knowledge, and experience you have gained in this particular unit and throughout your university studies. You will describe and discuss any changes (or lack of changes) in your self-assessment measure score, reflecting on the previous two assessment tasks, the process of change you have undergone in this unit and throughout your studies, and your ongoing skill development. You will identify any skills that need to be developed further in the future and how these will be important to your future work or study.

To aid the 'communication skills journey' reflections, you may find it useful to review some written assignments from your first year of study and contrast those with your current communication skill set. More detailed instructions are available in the Assessments tab in Moodle.

Assessment Due Date

Week 12 Friday (9 Feb 2024) 5:00 pm AEST
Please note the FRIDAY due date

Return Date to Students

Exam Week Friday (16 Feb 2024)
You will be able to access your mark and feedback on Moodle

Weighting

35%

Assessment Criteria

This is the assessment criteria and corresponding weighting of each section.

1. Description of pre- and post- scores on your communication self-assessment (10%)
2. Discussion and reflection of your experiences and learnings (50%)
 - from the current unit assessments and course material
 - from the evidence-based solutions you proposed in Assessment 1 and have undertaken during the course
 - from your entire university journey
3. Identification and discussion of ongoing skill development and transferable communication skills that are relevant to your future work or study (30%)
4. Accurate spelling and grammar, academic writing style, and correct use of American Psychological Association 7th Edition (APA 7th edition) referencing (10%)

A much more detailed marking rubric is available in the Assessments tab in Moodle.

Referencing Style

- [American Psychological Association 7th Edition \(APA 7th edition\)](#)

Submission

Online

Submission Instructions

Please submit to Moodle.

Learning Outcomes Assessed

- Critically analyse the theory, research and practice underlying effective communication skills
- Apply effective communication skills to diverse audiences and in a variety of contexts
- Reflect on and critically evaluate your ongoing development of communication skills and how these apply to future work or study

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