



# COIT11239 *Professional Communications Skills* for ICT

## Term 1 - 2024

Profile information current as at 17/06/2024 12:38 am

All details in this unit profile for COIT11239 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 introduces you to professional communication concepts that are relevant to a career in information and communication technologies (ICT). Topics include negotiation, teamwork, conflict management, academic referencing, library skills, and oral and written communication. The unit introduces awareness of cultural diversity and its management in a multicultural workforce.

### Details

Career Level: *Undergraduate*

Unit Level: *Level 1*

Credit Points: 6

Student Contribution Band: 8

Fraction of Full-Time Student Load: 0.125

### Pre-requisites or Co-requisites

COMM11003 Communication in Professional Contexts is an anti-requisite for COIT11239.

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 - 2024

- Brisbane
- Cairns
- 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 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. **Group Work**

Weighting: 30%

#### 2. **Presentation**

Weighting: 50%

#### 3. **Written Assessment**

Weighting: 20%

### 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 External reviewer, and staff reflection

##### **Feedback**

The Article Analysis written assessment should be a more practical real-life experience instead of being based on a scholarly discourse.

##### **Recommendation**

Replace the article analysis written activity with an alternative activity in which students consider and develop in-class arguments based on a contemporary or social issue.

#### Feedback from Staff reflection

##### **Feedback**

The Mob Writing peer assessment spreadsheet is cumbersome and difficult to manage.

##### **Recommendation**

Replace the peer assessment spreadsheet with the Feedback Fruits peer assessment and feedback tool available from within Moodle.

## Unit Learning Outcomes

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

1. Explain communication concepts and strategies
2. Show confidence and skills in oral communications and presentations
3. Work effectively as part of a team
4. Communicate effectively in a professional context
5. Define and demonstrate conflict management and resolution strategies.

Australian Computer Society (ACS) recognises the Skills Framework for the Information Age (SFIA). SFIA is in use in over 100 countries and provides a widely used and consistent definition of ICT skills. SFIA is increasingly being used when developing job descriptions and role profiles.

ACS members can use the tool MySFIA to build a skills profile at

<https://www.acs.org.au/professionalrecognition/mysfia-b2c.html>

This unit contributes to the following workplace skills as defined by SFIA. The SFIA codes and core skills included are:

- Core skill, Business Skills: Communication skills and teamwork
- Relationship management (RLMT)
- Information Management (IRMG)
- Research (RSCH)
- Innovation (INOV)

## 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
1 - Written Assessment - 20%	•			•	
2 - Group Work - 30%		•	•		•
3 - Presentation - 50%	•	•	•	•	•

### Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes				
	1	2	3	4	5
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					

### Alignment of Assessment Tasks to Graduate Attributes

Assessment Tasks	Graduate Attributes									
	1	2	3	4	5	6	7	8	9	10
1 - Written Assessment - 20%	•		•	•		•			•	
2 - Group Work - 30%	•				•	•				
3 - Presentation - 50%	•	•	•	•		•	•	•	•	

## 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)
- Webcam, microphone and speakers (or headset)
- Microsoft Office including Word and Powerpoint

## Referencing Style

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

## Teaching Contacts

**Elaheh Yadegaridehkordi** Unit Coordinator  
[e.yadegaridehkordi@cqu.edu.au](mailto:e.yadegaridehkordi@cqu.edu.au)

## Schedule

### Week 1 - 04 Mar 2024

Module/Topic	Chapter	Events and Submissions/Topic
Introduction to Communication Skills in ICT		

### Week 2 - 11 Mar 2024

Module/Topic	Chapter	Events and Submissions/Topic
Interpersonal Communication		

### Week 3 - 18 Mar 2024

Module/Topic	Chapter	Events and Submissions/Topic
Writing Style		

### Week 4 - 25 Mar 2024

Module/Topic	Chapter	Events and Submissions/Topic
Arguments		Assignment 1 Task 1 (Facts and Opinion) Due on the day of your in-class workshop

### Week 5 - 01 Apr 2024

Module/Topic	Chapter	Events and Submissions/Topic
Teamwork in ICT		Assignment 1 Task 2 (Conflict Roleplays) Due on the day of your in-class workshop

**Vacation Week - 08 Apr 2024**

Module/Topic	Chapter	Events and Submissions/Topic
Break		

**Week 6 - 15 Apr 2024**

Module/Topic	Chapter	Events and Submissions/Topic
Research and Academic Learning Skills Workshop		

**Week 7 - 22 Apr 2024**

Module/Topic	Chapter	Events and Submissions/Topic
Social Innovation and Practice Presentation Workshop		Assignment 2 Task 1 (Practice Presentation) Due on the day of your in-class workshop

**Week 8 - 29 Apr 2024**

Module/Topic	Chapter	Events and Submissions/Topic
Mob Writing Workshop		Assignment 1 Task 3 (Mob Writing) Due on the day of your in-class workshop

**Week 9 - 06 May 2024**

Module/Topic	Chapter	Events and Submissions/Topic
ICT Communication in Action and Academic Learning Skills Workshop		

**Week 10 - 13 May 2024**

Module/Topic	Chapter	Events and Submissions/Topic
Individual Presentation Workshop		Assignment 2 Task 2 (Individual Presentation) Due on the day of your in-class workshop

**Week 11 - 20 May 2024**

Module/Topic	Chapter	Events and Submissions/Topic
Writing Assignment Workshop		Assignment 3 (In-class Written Assessment) Due on the day of your in-class workshop

**Week 12 - 27 May 2024**

Module/Topic	Chapter	Events and Submissions/Topic
Review and Catch-up		

**Review/Exam Week - 03 Jun 2024**

Module/Topic	Chapter	Events and Submissions/Topic
--------------	---------	------------------------------

**Exam Week - 10 Jun 2024**

Module/Topic	Chapter	Events and Submissions/Topic
--------------	---------	------------------------------

## Term Specific Information

Unit Coordinator's Contact Details  
Name: Elaheh Yadegaridehkordi  
Email: e.yadegaridehkordi@cqu.edu.au

## Assessment Tasks

### 1 Assessment 1 (Groupwork and Reflections)

#### Assessment Type

Group Work

#### Task Description

Assessment 1 consists of the following three tasks:

Task 1: Facts and Opinions (5%) - focus is on listening skills

Task 2: Conflict Roleplays (5%) - focus is on conflict resolution through appropriate communications

Task 3: Mob Writing (20%) - focus is on team-based writing

The tasks are completed and submitted in the workshop time. Refer to the Moodle website for further details.

Students enrolled in online mode and attending over Zoom will require a webcam, microphone and speaker or headset. Completed work must be submitted in Moodle before leaving the workshop.

#### Assessment Due Date

Task 1 is due in Week 4 on the day of your workshop; Task 2 is due in Week 5 on the day of your workshop; and Task 3 is due in Week 8 on the day of your workshop.

#### Return Date to Students

Within 2 weeks after submission.

#### Weighting

30%

#### Assessment Criteria

The marking criteria over the three tasks include aspects such as your listening skills, engagement, reflections, conflict management skills, and overall presentation quality. Refer to the unit's Moodle website for specific marking criteria.

Academic misconduct, such as plagiarism, contract cheating or using a rewriting engine such as a synonym generator, a word-spinner or an artificial intelligence tool such as ChatGPT, will be dealt with as per University policies. If academic misconduct is detected, your assignment might be assigned a zero grade or reported for further action.

Incomplete submissions, such as those in which staff are unable to access linked material, for example, due to insufficient permissions, might not be marked, or a late penalty might be applied.

#### Referencing Style

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

#### Submission

Online

#### Submission Instructions

Your tasks must be completed and uploaded during your workshop. Each task has its own submission instructions. You will usually need to submit a written answer, script or reflections online. Please refer to the unit website for further submission instructions.

#### Learning Outcomes Assessed

- Show confidence and skills in oral communications and presentations
- Work effectively as part of a team
- Define and demonstrate conflict management and resolution strategies.

#### Graduate Attributes

- Communication

- Team Work
- Information Technology Competence

## 2 Assessment 2 (Presentations)

### Assessment Type

Presentation

### Task Description

Assessment 2 involves the following two tasks:

Task 1: 3-5 minutes Practice Presentation (20%)

Task 2: 5-8 minutes Final Presentation (30%)

You will be required to present on a contemporary Information and Communication Technology (ICT) topic to showcase your verbal and non-verbal communication and presentation skills. For your presentation, you will require researching the ICT topic, developing presentation slides, and presenting to a live audience during your workshop. Refer to the unit's Moodle website for further details.

Students attending online will require a webcam, microphone and speaker or headset.

### Assessment Due Date

Task 1 is due in Week 7 on the day of your workshop; Task 2 is due in Week 10 on the day of your workshop.

### Return Date to Students

Within 2 weeks after submission.

### Weighting

50%

### Assessment Criteria

Assessment of both tasks will be based on various factors, including stage presence, appropriate use of time, gestures, vocalised non-verbals, speaking rate, style, framing and mechanics, grammar, punctuation, spelling, and slideshow's content and structure.

Refer to the unit's Moodle website for specific marking criteria.

Academic misconduct, such as plagiarism, contract cheating or using a rewriting engine such as a synonym generator, a word-spinner or an artificial intelligence tool such as ChatGPT, will be dealt with as per University policies. If academic misconduct is detected, your assignment might be assigned a zero grade or reported for further action.

Incomplete submissions, such as those in which staff are unable to access linked material, for example, due to insufficient permissions, might not be marked, or a late penalty might be applied.

### Referencing Style

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

### Submission

Online

### Submission Instructions

Your tasks must be completed during your workshop. You will present in class and submit PowerPoint slides. Please refer to the unit website for further submission instructions.

### Learning Outcomes Assessed

- Explain communication concepts and strategies
- Show confidence and skills in oral communications and presentations
- Work effectively as part of a team
- Communicate effectively in a professional context
- Define and demonstrate conflict management and resolution strategies.

### Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking



- Information Literacy
- Information Technology Competence
- Cross Cultural Competence
- Ethical practice
- Social Innovation

### 3 Assessment 3 (In-class Written Assessment)

#### **Assessment Type**

Written Assessment

#### **Task Description**

Assessment 3 consists of a written assignment in which you read and analyse an academic article provided to you on the day in your workshop. This activity will allow you to demonstrate your ability to synthesise and communicate expert information related to Information and Communication Technology (ICT) knowledge.

The analysis mainly involves reading, understanding, and summarising the article and answering a number of questions about the article. This task must be completed and submitted to Moodle within the workshop time in Week 11.

#### **Assessment Due Date**

Due: Week 11 on the day of your in-class workshop

#### **Return Date to Students**

Released on Certification of Grades Day

#### **Weighting**

20%

#### **Assessment Criteria**

The criteria for the article analysis include aspects such as your summary, answers to the questions, organisation of the response, the writing style, use of CQUni Harvard referencing, grammar and spelling. Refer to the unit's Moodle website for specific marking criteria.

Academic misconduct, such as plagiarism, contract cheating or using a rewriting engine such as a synonym generator, a word-spinner or an artificial intelligence tool such as ChatGPT, will be dealt with as per University policies. If academic misconduct is detected, your assignment might be assigned a zero grade or reported for further action.

Incomplete submissions, such as those in which staff are unable to access linked material, for example, due to insufficient permissions, might not be marked, or a late penalty might be applied.

#### **Referencing Style**

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

#### **Submission**

Online

#### **Submission Instructions**

Your article analysis must be completed and submitted online during your workshop. Please refer to the unit website for further submission instructions.

#### **Learning Outcomes Assessed**

- Explain communication concepts and strategies
- Communicate effectively in a professional context

#### **Graduate Attributes**

- Communication
- Critical Thinking
- Information Literacy
- Information Technology Competence
- Social Innovation

## 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