

In Progress

Please note that this Unit Profile is still in progress. The content below is subject to change.



COIT12203 *Workflow Analysis & Management*

Term 2 - 2026

Profile information current as at 23/01/2025 01:32 pm

All details in this unit profile for COIT12203 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

Business processes are core to an organisation and its business partners for delivering products or services to customers. In this unit, you will be introduced to discovering, scoping, assessing, modelling and redesigning business processes. This unit provides you with an overview of the foundations of process modelling, process improvement and process integration. You will use techniques to analyse organisational processes and propose improvements to those processes. You will learn workflow principles and how to re-design business processes to improve efficiency. This unit will provide you with the necessary skills to develop a report that identifies business processes and recommend improvements for organisational efficiency from a process and technological perspective.

Details

Career Level: *Undergraduate*

Unit Level: *Level 2*

Credit Points: 6

Student Contribution Band: 8

Fraction of Full-Time Student Load: 0.125

Pre-requisites or Co-requisites

Prerequisite: (COIT11239 or COMM11003) and COIT11226

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 - 2026

- 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

Information for Class and Assessment Overview has not been released yet.

This information will be available on Monday 18 May 2026

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 Students via end-of-term evaluation and verbal feedback

Feedback

Feedback on assessments was not clear.

Recommendation

Provide additional feedback on assessments.

Feedback from Teaching Staff and Unit Coordinator

Feedback

Lacking coverage of new practical topics of workflow management.

Recommendation

Explore and include practical activities with industry tools (i.e. Microsoft Flow or Trello)

Unit Learning Outcomes

Information for Unit Learning Outcomes has not been released yet.

This information will be available on Monday 18 May 2026

Alignment of Learning Outcomes, Assessment and Graduate Attributes

Information for Alignment of Learning Outcomes, Assessment and Graduate Attributes has not been released yet.

This information will be available on Monday 18 May 2026

Textbooks and Resources

Information for Textbooks and Resources has not been released yet.

This information will be available on Monday 22 June 2026

Academic Integrity Statement

Information for Academic Integrity Statement has not been released yet.

This unit profile has not yet been finalised.