

In Progress

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



# COIT20252 *Process Management and Analytics*

## Term 1 - 2027

Profile information current as at 10/09/2026 02:28 pm

All details in this unit profile for COIT20252 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

In an increasingly complex and volatile business environment, effective business processes are critical to organisations and their business partners in achieving organisational goals. Managing and analysing business processes is essential to organisational design, performance, and continuous improvement. This unit introduces you to the concepts of Business Process Management (BPM) and data analytics within organisational contexts. More specifically, this unit examines key concepts, methodologies, and lifecycle phases of business process management and analytics, with applicability across a wide range of industries. In the unit, you will evaluate existing business processes using both human-centric and data-driven analytical techniques and propose improvements aligned with organisational strategy and performance objectives. Additionally, this unit bridges the gap between how processes are designed and how work actually occurs by teaching you to analyse digital event logs and operational data to identify bottlenecks, inefficiencies, and improvement opportunities. This unit equips you with the skills to develop a professional report that defines and models streamlined data-informed business processes, recommends evidence-based and sustainable process improvements and identifies potential organisational change and implementation issues.

### Details

Career Level: *Postgraduate*

Unit Level: *Level 9*

Credit Points: 6

Student Contribution Band: 8

Fraction of Full-Time Student Load: 0.125

### Pre-requisites or Co-requisites

Pre-requisites: COIT20250 Technologies in Information Systems Practice

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 - 2027

- Brisbane
- Melbourne
- Online
- 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 11 January 2027

## 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
- Academic Progression Policy and Procedure
- Student Refund and Credit Balance Policy and Procedure
- 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 Student feedback

Feedback

Lecture slides lack diagrams to support learning.

Recommendation

Consider reducing the amount of text on lecture slides and incorporating more visuals and diagrams to enhance engagement and learning.

#### Feedback from Unit Coordinator self-reflection

Feedback

Tutorials lack practical, hands-on activities.

Recommendation

Consider expanding the use of practical, hands-on learning activities to strengthen student engagement and facilitate the application of theoretical concepts.

## Unit Learning Outcomes

Information for Unit Learning Outcomes has not been released yet.  
This information will be available on Monday 11 January 2027

## 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 11 January 2027

## Textbooks and Resources

Information for Textbooks and Resources has not been released yet.  
This information will be available on Monday 15 February 2027

## Academic Integrity Statement

Information for Academic Integrity Statement has not been released yet.  
This unit profile has not yet been finalised.