



# **Professional Practice in IT G – 6676**

## **Unit Outline 2009 – Semester Two**

**Faculty of Information Sciences and Engineering**

**University of Canberra**

*Australian Government Higher Education (CRICOS)  
Registered Provider number: #00212K*

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## Unit Outline Semester 2, 2009

### Faculty of Information Sciences and Engineering

#### University of Canberra

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This Unit Outline must be read in conjunction with:

- a) *Studying at the University of Canberra: A Guide to Policies and Procedures*, which sets out University-wide policies and procedures, including information on matters such as plagiarism, grade descriptors, moderation, feedback and deferred exams, and is available at <http://www.canberra.edu.au/student-services>
- b) *Guide to Student Services at the University of Canberra*, and is available at <http://www.canberra.edu.au/student-services>
- c) Any additional information specified in section 6f.

#### **1: General Information**

- 1a Unit title**  
Professional Practice in IT G
- 1b Unit number**  
6676
- 1c Semester and year offered**  
2, 2009
- 1d Credit point value**  
3
- 1e Unit level**  
G

**1f Name of Unit Convener and contact details (including telephone and email)**

(a) Unit Convenor/moderator:

Dr. Kim Le

Office 11 C 12

Kim.Le@canberra.edu.au

Phone: 62012425

Consulting hours:

By appointment – please email the convenor to make an appointment.

(b) Unit Lecturer-in-charge:

Carol Drew

Office 11 A 10

[Carol.Drew@canberra.edu.au](mailto:Carol.Drew@canberra.edu.au)

Phone: 62015816

Consulting hours:

By appointment – please email the Lecturer to make an appointment

**1g Administrative contact details (including name, location, telephone and email)**

Faculty of ISE Office contact:

Phone: 6201 2153

Fax: 6201 5231

Email: [ise@canberra.edu.au](mailto:ise@canberra.edu.au)

<b>2: Academic Content</b>
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**2a Unit Description**

In this unit you will develop communication and independent scholarship skills, with a focus on their use in the information technology field. Topics covered include researching and making use of information resources; the nature of critical enquiry; communication and presentation techniques, both written and oral; group work; ethics and IT; and adapting to the diverse cultural practices and individual communication styles involved in, and influencing, workplace communication.

**Learning Outcomes:**

At the end of this unit, you will be able to engage in independent scholarship and communicate ideas in written and oral form as follows: use available information resources efficiently; use analytical and critical thinking skills; synthesise and organise information, and produce, present and evaluate written and oral reports, both academic and technical; apply the principles of referencing and address associated plagiarism issues; participate in and evaluate group work and understand and reflect on issues of ethics, conflict resolution and negotiation in culturally diverse workplaces.

A full and detailed list of the generic skills expected of UC graduates can be found at <http://www.canberra.edu.au/uc/policies/acad/generic.html>. Those skills which are particularly relevant to the Professional Practice in IT unit are detailed under the headings: Communication, Information Literacy, Problem Solving, Working with Others and Effective Workplace Skills.

**2b Prerequisites and/or co-requisites**

N/A

### 3: Delivery of Unit and Timetable

#### 3a Delivery mode

Face-to-face teaching.

#### 3b Schedule of topics/lectures/tutorials/practicals/field classes by week

Week	Lecture Topic	Tutorial	Assessment item due
1 20 July	Introduction to the unit, including unit expectations and how to make the most of this unit. An explanation of the structure and purpose of this unit, <b>including assessment tasks.</b>	No tutorials	Assessment items discussed
2 27 July	<b>Academic skills</b> Information literacy – the process.	<b>Library session</b> – all students. Workshop on advanced database and web-based search for information.	
3 3 Aug	<b>Learning styles:</b> motivation and its connections to deep and surface learning. The connection between learning situations and these approaches.	Question: how do we learn? Group activities on learning styles and learning situations. <b>First assignment discussed in detail:</b> What is a ‘Literature Review’ and how to do the assignment.	Continuous participation
4 10 Aug	The importance of paraphrasing and summarising, referencing and plagiarism.	Exercises and group presentations and discussion of findings. More information will be given during tutorials.	Continuous participation
5 17 Aug	<b>Professional communication 1:</b> verbal communication with the main focus on oral presentations.	Small group exercise on language and meaning.	Continuous participation
6 24 Aug	<b>Professional communication 2a:</b> effective written communication in the professional context. Main focus <b>report writing</b> , in particular analytical reports.	Exercises and group discussion on writing analytical reports. Information architecture – what to look for. <b>Second written assignment discussed in detail:</b> what is expected from this task.	<b>LITERATURE REVIEW DUE</b>

7 31 Aug	<b>Professional communication 2b:</b> effective written communication in the professional context - <b>instruction writing</b>	Exercises and group discussion on writing effective instructions for the work space. <b>Third written assignment discussed in detail:</b> what is expected from this task.	Continuous participation
8 7 Sept	<b>MID-SEMESTER BREAK</b>	<b>MID-SEMESTER BREAK</b>	<b>MID-SEMESTER BREAK</b>
9 14 Sept	<b>MID-SEMESTER BREAK</b>	<b>MID-SEMESTER BREAK</b>	<b>MID-SEMESTER BREAK</b>
10 21 Sept	<b>Ethics and information technology.</b>	Workshop involving small group exercises on ethical concerns.	<b>ANALYTICAL REPORT DUE.</b>
11 28 Sept	<b>Critical thinking</b>	Workshop on critical thinking.	
12 5 Oct	<b>Interpersonal communication:</b> active listening, pertinent questions. <b>Semiotics and non-verbal communication.</b>	Group activities and discussion.	<b>INSTRUCTION WRITING DUE.</b>
13 12 Oct	<b>Group dynamics:</b> exploring the scaffolding of group communication. <b>Semiotics and intercultural communication</b>	<b>GROUP ORAL PRESENTATIONS DUE</b>	
14 19 Oct	<b>Team work:</b> team work and conflict resolution. Exercises and group discussion on how to build an effective team.	<b>GROUP ORAL PRESENTATIONS DUE</b>	
15 26 Oct	<b>Unit review</b>	Hand back submitted work where possible and discussion on exam.	

## 4: Unit Resources

### 4a Lists of required texts/readings

Mohan, T., McGregor, H., Saunders, S. and Archee, R., 2005, *Communicating as Professionals*.

ISBN: 0 17 011419 8

### RECOMMENDED TEXTS

Below is a suggested reading list for each of the topics covered throughout the Semester. Students are advised to supplement this list with their own choices as they become more familiar with the unit.

### CRITICAL THINKING

Allen, Matthew (1997), *Smart thinking: skills for critical understanding and writing*, Melbourne: Oxford University Press.

Browne, M. Neil & Keeley, Stuart (1994), *Asking the right questions: a guide to critical thinking*, New Jersey: Prentice Hall.

Hughes, William (2000), *Critical thinking: an introduction to the basic skills*, Petersborough, Ontario: Broadview.

Rudinow, Joel & Barry, Vincent, (4<sup>th</sup>. Ed.), (1999), *Invitation to critical thinking*, Fortworth: Harcourt Brace.

### LEARNING THEORY

Atkinson, John William (1964), *An Introduction to Motivation*, New York: Van Nostrand Reinhold.

Beck, Robert (2000), *Motivation: Theories and Principles*, Upper Saddle River, N.J: Prentice Hall.

Higgins, Tory E. & Sorrentino, Richard, M (1986), *Handbook of Motivation and Cognition*, New York: Guilford Press.

Logan, Frank.A. (1970), *Fundamentals of Learning and Motivation*, Iowa: WC Brown & Co.

### PROFESSIONAL COMMUNICATION

Bailey, Brian (1982), *Effective Language: a Foundation Course in Communication*, Wentworthville, NSW. : Campus Publishing.

Clyne, Michael (1994), *Inter-cultural Communication at Work: Cultural Values in Discourse*, Cambridge: Cambridge University.

Koester, Jolene & Wiseman Richard (1993), *Intercultural Communication Competence*, Newbury Park: Sage Publications.

Lewis, Glen & Slade, C.M. (2<sup>nd</sup>. Ed.). (2000), *Critical Communication*, Frenchs Forrest: Prentice Hall.

## ETHICS

Reynolds, George (2<sup>nd</sup> Ed.) (2007), *Ethics in Information Technology*. Australia: Thomson.

Spinello, Richard A. (2<sup>nd</sup> Ed.) (2003), *Case studies in Information Technology Ethics*, Saddle River, N.J.: Prentice Hall.

### 4b Materials and equipment

A computer with internet access is required

### 4c Unit website

This unit will use 'LearnOnline Moodle' to make available dynamic information related to the administration of the subject. It is your responsibility to check the Web site on a regular basis (at least twice a week). You will find lecture templates and the unit outlines on this site.

**PLEASE NOTE: this online environment is for both units 7722 and 6677.**

## 5: Assessment

### 5a Assessment overview

Assessment Item (including exams held in the exam period)	Due Date of Assignments	Weighting (total to equal 100%)
Literature Review –review of research literature on ethics and IT	Week 6, Friday.	15%
Analytical Report: Critically evaluate the architecture of a Web site.	Week 10, Friday.	15%
Instruction Writing	Week 12, Friday.	15%
Group Presentation	Week 13 & 14	10%
Tutorial Participation	Throughout semester	15%
Exam	Exam period	30%

Students should keep a copy of any assessment item that has been submitted. Your lecturer or tutor may and can request that you resubmit your assignment for assessment, for example, in the case of an assessment item being mislaid or in the case that the assessment item appears not to have been submitted at all.

### 5b Details of each assessment item

- ❖ **Feedback on written assignments, in draft form, is of particular importance for success in this unit. Therefore students should take this opportunity afforded to them by their tutor. However, the final mark obtained for a particular assignment remains the responsibility of the students.**

#### Literature Review on Ethics and IT (15%)

Students are required to conduct a literature review critically analysing current research into ethics and information technology. Further details will be given in class and are available on the unit Moodle site.

### **Analytical Report (15%)**

Students are asked to critically evaluate a Web site. As an integral part of this assessment, students will be asked to write up the results of their findings in the form of an Analytical Report. The report has a particular format that must be followed which will be discussed in the lecture and the tutorial. Students will be given the URL of the Web site for evaluation and further information including assessment criteria in class.

### **Instruction Writing (15%)**

As an important form of written communication in the professional context, students are asked to write a set of instructions using the format discussed in the lecture and tutorial. Further information, including assessment criteria, will be distributed in class.

### **Tutorial Participation (15%)**

Participation will be assessed on active engagement; and sensitive and effective interaction with fellow students during group discussion and activities.

### **Group Oral Presentation (10%)**

Students are required to give a group presentation based on one of the activities that are conducted in the tutorials. Further information is given in class.

### **Exam (30%)**

The exam is discussed in the last week of the course. For the examination, students may take in a non-electronic language dictionary and one A4 size paper with hand written notes on both sides.

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The assessment criteria for all of the assignments are included in the description of the assignment handed out to students and they can be found on Moodle.

Further details for each assignment will be made available in future documents given to students in tutorials. These are also available on the unit website. Timing details for submission of assessment items are given in the lecture/tutorial table which begins on page 4 & 5 of the unit outline.

All assignments are required to be submitted by the due date. If, for any reason, you are unable to do an assignment by the due date you must submit, to the lecturer or your tutor, a request for an extension in writing **before** the due date (except in special cases considered reasonable by the lecturer). The request must set out, in detail, the genuine and exceptional reason for requesting the extension. If there is a medical reason for the extension request it must be accompanied by a medical certificate (see below).

Medical certificates. Your medical certificate must clearly state:

- That you were unfit to complete the assignment;
- The date of the medical consultation;
- The period during which you were/are/will be unfit; and
- The severity of your illness.

As an integral part of the learning theory that informs this unit, students may be asked to re-submit their written assignments if the lecturer and /or tutor decide that the quality of work submitted is not at a reasonable standard for a Pass level grade. There will be no re-submissions after week 14 of the semester.

If there is any doubt with regard to the requirements of any particular assignments or assessment procedure, the onus for clarifying the issue rests with the student who should contact the lecturer about the matter. Tutors will also be happy to assist in this regard.

For the examination, students may take in a non-electronic language dictionary and one A4 size paper with hand written notes on both sides.

In all submitted written work, students are required to use the author-date (or 'Harvard') system. The University of Canberra library has user notes for referencing print and electronic documents.

<http://www.canberra.edu.au/library/usernotes/un54.html>

### **5c Special assessment requirements**

In order to gain a Pass grade in this unit you must:

- gain a total overall at least 50% (that is 50% the total unit mark) and
- pass the examination (that is obtain 50% of the total exam mark) and
- have no outstanding assessments.

In order to obtain higher grades in this unit you must achieve the following overall totals:

CR	65 – 74%
DI	75 – 84%
HD	85% and above

### **5d Supplementary assessment**

To be eligible to undertake supplementary assessment in a unit, a student must:

- Be enrolled in their final semester of study;
- Have failed a single unit, with a final mark between 45-49% in the unit;
- Have passed all other units undertaken in that semester.

The failed unit must be the final unit required to complete the academic requirements of the course.

### **5e Text-matching software**

Students may be required to submit text-based assignments electronically to be checked for matching text. If so, instructions on how to do this and information about the process will be made available in conjunction with the first of any such assessment items.

## **6: Student Responsibility**

### **6a Workload**

The amount of time you will need to spend on study in this Unit will depend on a number of factors including your prior knowledge, learning skill level and learning style. Nevertheless, in planning your time commitments you should note that for a 3cp Unit the total notional workload over the fifteen week semester is assumed to be 150 hours or an average of 10 hours per week. These hours include time spent in classes. The total workload for Units of different credit point value should vary proportionally. For example, for a 6cp Unit the total notional workload over a fifteen week semester is assumed to be 300 hours or an average of 20 hours per week.

#### **6b Special needs**

Students who need assistance in undertaking the unit because of disability or other circumstances should inform their Unit Convener or the Disabilities Office as soon as possible so the necessary arrangements can be made.

#### **6c Attendance requirements**

Students are expected to attend lectures and tutorials and the library session. The majority of the tutorial sessions have a practical basis linked directly to an understanding and completion of the assessments. Therefore a high level of involvement and regular participation is very important, and the Tutorial Participation mark is weighted accordingly. Most tutorial sessions are based on group work so it is important that all group members attend. If a group member cannot attend a tutorial then they are expected to inform their group of this and also their tutor.

#### **6d Required IT skills**

You are expected to have the IT skills specified in the Handbook for admission to the course, to be interested to use IT in work and learning.

#### **6e Costs**

There are no additional fees associated with this unit. You will incur some costs in printing your work in the computer labs (standard UC printing costs apply). You will also incur the cost of any text books you acquire, disks, etc and use of the web (if this goes beyond the standard web access allocation).

#### **6f Additional information**

Feedback on progress may be provided to students in several ways:

- Through comments to the class in lecture times.
- Through comments by a tutor in tutorial time (to the tutorial group).
- On an individual or group basis (depending on the nature of the assignment), in written form, on assignments.
- **Feedback on written assignments, in draft form, is of particular importance to success in this unit. Therefore students should take this opportunity afforded to them by their tutor.**
- By peers, in interactive class sessions.

### **7: Student Feedback**

All students enrolled in this Unit will have an opportunity to provide anonymous feedback on the Unit at the end of the Semester via the Unit Satisfaction Survey which will be presented to you on OSIS. Your lecturer or tutor may also invite you to provide more detailed feedback on their teaching through an anonymous in-class questionnaire administered through the University's Teaching and Learning Centre (TLC).

### **8: Authority of this Unit Outline**

Any change to the information contained in Section 2 (Academic content), Section 3 (Delivery of Unit and timetable) and Section 5 (Assessment) of this document, will only be made by the Unit Convener if the written agreement of staff and a majority of students has been obtained; and if written advice of the change is then forwarded to each student enrolled in the Unit at their registered term address. Any individual student who believes him/herself to be disadvantaged by a change is encouraged to discuss the matter with the Unit Convener.