Course Code: COM201A
Course Name: Communication Skills II
Semester: Semester 1, 2015
Program: Certificate IV Tertiary Preparation Program
Credit Points: 10
Course Coordinator: Lorna Sedman

Teaching Team
Your lecturer/tutor can be contacted via the email system on the portal.

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Felicity Sutherland</td>
<td><a href="mailto:felicity.sutherland@staff.qibt.qld.edu.au">felicity.sutherland@staff.qibt.qld.edu.au</a></td>
</tr>
<tr>
<td>Lorna Sedman</td>
<td><a href="mailto:lorna.sedman@staff.qibt.qld.edu.au">lorna.sedman@staff.qibt.qld.edu.au</a></td>
</tr>
</tbody>
</table>

Staff Consultation
Your lecturer/tutor is available each week for consultation outside of normal class times. Times that your lecturer/tutor will be available for consultation will be given in the first week of lectures. A list of times and rooms will be published on the QIBT Portal under the “myTimetable” link.

Prerequisites
You must also have successfully completed one of the following courses, before commencing COM201A:
- COM200A - Communication Skills 1

Brief Course Description
This course introduces students to the skills necessary to operate successfully in a tertiary environment. The skills apply across disciplines and focus on acquiring, synthesising and presenting information both in written and oral forms.

Rationale
When students begin university studies, they need a sound foundation of skills which will equip them to operate successfully in an academic environment. This course is included in the Certificate IV program to provide students with the necessary skills to enable them to complete assignments and assessments across subjects and participate effectively in lectures and the study environment.

Aims
This course aims to enable students to develop and demonstrate skills in the following main areas:

1. Study Skills:
   These include preparing for the tertiary context by practicing time management, developing independent learning, active listening/participation and critical thinking skills together with an awareness of the academic expectations in a university environment. Active participation in classes is also examined and consolidated with skills in note taking, quoting and paraphrasing. The generic skills of effective written, oral and interpersonal communication, information literacy, analysis, critical evaluation, problem solving, effective participation, time management, team work and secondary research are addressed.

2. Academic Writing:
   A developmental approach is taken to the writing process and leads through a detailed study of paragraph and essay writing from the initial topic analysis and brainstorming stage to the presentation of the final copy. These activities contribute to the development of the generic skills of written communication, information literacy, analysis, problem solving, secondary research, academic integrity, time management and critical evaluation.
3. Research, Citation & Referencing Skills:
Students will develop research skills in a particular content area to inform their writing. An emphasis will be placed on students ability to locate and evaluate sources in the library and in academic journals via ProQuest or Google Scholar. Students will also continue to develop skills in citation and referencing and the related use of quotations and paraphrases. An awareness of plagiarism and ways to avoid it are emphasised. The generic skills focus in this area is on written communication, academic integrity, information literacy and information technology, secondary research, analysis, critical evaluation, and problem solving.

4. Group Work & Oral Presentation Skills:
Students will have the opportunity to develop skills for working in groups as well as oral communication skills through a formal group oral presentation. Students will have the opportunity to use their own creativity in the method of presentation. Manner and method of presenting information orally and an awareness of audience and purpose will be emphasised as well as group cohesion. Effective participation, cultural awareness, oral communication, information literacy, secondary research, analysis, critical evaluation, problem solving, time management, interpersonal communication and team work are all generic skills applied in this section.

Learning Outcomes

Upon successful completion of this course you will be able to...
1. Demonstrate required independent learning skills in an academic and professional environment.
2. Demonstrate the ability to use study skills necessary in an academic and professional environment.
3. Discuss and apply effective strategies for oral/graphic/visual communication.
4. Demonstrate an understanding of how to prepare, plan and present academic written communication which is logical and coherent.
5. Develop research and referencing skills to provide evidence of information and argument in oral or written form.
6. Develop skills for working as a member of a team.

Texts and Supporting Materials

It is expected that you will purchase the following textbook and workbook as they are essential parts of the course:

1. COM201A Workbook (available from the campus bookshop)

Organisation and Teaching Strategies

There will be 4 hours of scheduled classes each week which are typically delivered by way of interactive lectures, tutorials and workshops with appropriate reference to resources such as course specific handouts, reference materials and workbook activities.

During classes you will be required to complete a number of activities within your workbook as well as short writing activities and portfolio items. These activities will allow you to demonstrate your understanding of the course content presented throughout the semester. The portfolio items will also contribute to the achievement of all learning outcomes listed above.

You will be required to participate in the course both as an individual and in a group context.

The content of the course, the variety of teaching strategies, the methods of participation and the variety of assessment types provide you with the opportunity to develop all of the QIBT graduate generic skills and abilities as outlined in the aims of the course.

Class Contact Summary

Attendance:
Your attendance in class will be marked twice during a four hour class. To receive full attendance, you must be present in the classroom on both occasions.

Participation in Class:
During classes each week you are expected to actively participate in exercises covering the current topic.

Consultation Times:
Attendance during consultation times is optional but you are encouraged to use this extra help to improve your learning outcomes.

Lecture Notes & Course Materials:
You are required to bring a copy of the lecture notes printed from the QIBT website, your text and the COM201 workbook to classes each week.

Course Readings & Independent Learning Tasks

Throughout this course you will be encouraged to take personal responsibility for managing your own learning and your own time. Each week throughout the semester you will be asked to complete the nominated Independent Learning Tasks and Course Readings prior to class the following week as these tasks may be included as part of your Personal Skills Folio assessment.

Program Progression:
You are reminded that satisfactory Program Progression requires that attendance in classes is maintained at equal to or greater than 80%, and that GPA is maintained at equal to or greater than 3.5 (please see QIBT Policy Library - Program Progression Policy - for more information).

Content Schedule

The course begins by introducing you to effective ways to increase your study skills and participation in lectures. It then teaches you the written skills of academic paragraphs and essay writing as a developmental process which follows the steps of the writing process. These skills are extended into research and referencing skills, oral presentation skills and familiarisation with other genres such as reports used in the university context. You will also learn group work skills and have the opportunity to practice these skills.

Weekly Teaching Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
<th>Activity</th>
<th>Readings</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Course Overview</td>
<td>Class</td>
<td>Course Outline</td>
</tr>
<tr>
<td>2</td>
<td>Assignment Topics</td>
<td>Class</td>
<td>Workbook</td>
</tr>
<tr>
<td>3</td>
<td>Working with Sources</td>
<td>Class</td>
<td>Workbook</td>
</tr>
<tr>
<td>4</td>
<td>Essay Planning</td>
<td>Class</td>
<td>Workbook</td>
</tr>
<tr>
<td>5</td>
<td>Paraphrasing, Quotations and Referencing</td>
<td>Class</td>
<td>Workbook &amp; Textbook</td>
</tr>
</tbody>
</table>
Assessment

This section sets out the assessment requirements for this course.

### Summary of Assessment

<table>
<thead>
<tr>
<th>Item</th>
<th>Assessment Task</th>
<th>Weighting</th>
<th>Relevant Learning Outcomes</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Progressive Portfolio</td>
<td>20%</td>
<td>All</td>
<td>13</td>
</tr>
<tr>
<td>2</td>
<td>Compulsory Draft Essay</td>
<td>5%</td>
<td>4,5</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>Individual Essay</td>
<td>15%</td>
<td>4,5</td>
<td>9</td>
</tr>
<tr>
<td>4</td>
<td>Mid Semester Exam</td>
<td>20%</td>
<td>1,2,4,5</td>
<td>7</td>
</tr>
<tr>
<td>5</td>
<td>Group Presentation</td>
<td>15%</td>
<td>3,5,6</td>
<td>11</td>
</tr>
<tr>
<td>6</td>
<td>Final Examination</td>
<td>25%</td>
<td>All</td>
<td>14</td>
</tr>
</tbody>
</table>

**Assessment Details**

The assessment for this course is designed to allow you to develop and demonstrate the academic skills taught throughout the course. You are advised to attempt all assessment items to ensure you have the best possible opportunity to successfully complete the course. The following sets out the assessment requirements for this course:

**Progressive Portfolio**
A compilation of short tasks completed progressively either during class time or in your own time outside of class to demonstrate learned skills. The portfolio items must be completed either during class time or by the beginning of the next week's class as indicated by your teacher and submitted after completion for feedback. The objective is to develop skills progressively with practical application of skills discussed in the lecture. Portfolio items relate to major course skills and contribute to the development of all learning outcomes.

**Group Presentation**
You will deliver a 15 minute group presentation based on the case study your group has been provided. Your presentation will assess your presentation skills and your group work skills developed as a result of planning and delivery of the task. Individual marks for the oral presentation may be affected by your contribution to the group effort. This assessment item contributes to the achievement of all learning outcomes.

**Mid-Semester Exam**
Your mid-semester exam, held in week 7, consists of short answer questions and pieces of writing designed to demonstrate learned skills. This assessment item will assess the level of understanding and practical skills developed from over the first part of the course. This item reflects learning outcomes 1, 2, 4, and 5.

**Compulsory Draft Essay**
You are required to submit a paper copy of the complete first draft of your Individual Essay at the beginning of class in week 6. The paper version of your draft will be used during class time to undertake a peer-editing/revision exercise whereby you will review a class mates draft and provide feedback on the content, use of evidence/research, structure and clarity and presentation of their essay. Your teacher will also provide you with feedback on areas that could be improved. You will then be expected to review the feedback you have been provided and to make necessary changes to increase the quality of your Individual Essay before it is submitted in class the following week. This assessment item allows you to combine skills learnt over the semester and demonstrate these skills. This essay reflects outcomes 4 and 5.

**Individual Essay**
A 1000 word essay incorporating skills of the writing process is due in Week 9 of the semester. You are required to submit a paper copy of your Individual Essay at the beginning of class. You will also be required to submit your essay electronically via QIBT’s collusion detection tool (Turn It In). This short essay assesses the essay writing process including the technical skills of referencing, citation, and paragraphing as well as research and critical thinking skills. This assessment item allows you to combine skills learnt over the semester and demonstrate these skills. This essay reflects outcomes 4 and 5.

A requirement for submission of your Individual Essay is that it must be uploaded to Turnitin for checking of originality against sources (including web/database/other students assignments) by the due date of submission. Failing to submit to Turnitin will result in you receiving a Did Not Submit (DNS) mark for your assignment. Your tutor will discuss how Turnitin will be specifically used in your course. Turnitin Student User Guides are also available from the QIBT portal.

**Final Examination**
This examination may consist of a variety of question types eg., short answer, essay, case study etc and will be held in Week 14 of the semester. This examination is a
practical assessment of the skills and theory covered during the entire course. This item incorporates all learning outcomes.

Combined, the assessment items contribute to the development of all QIBT generic skills listed below.

Submission and Return of Assessment Items

Normally you will be able to collect your assignments in class within fourteen [14] days of the due date for submission of the assignment. ALL assessment submitted in this course must be retained by QIBT as directed by the Australian Skills Quality Authority (ASQA) made under section 28 (1) of the National Vocational Education and Training Regulator Act 2011.

Retention of Originals

You must be able to produce a copy of all work submitted if so requested. Copies should be retained until after the release of final results for the course.

Extensions

To apply for an extension of time for an assessment item you must submit a written request to your lecturer via the Student Website at least 48 hours before the date the assessment item is due. Grounds for extensions are usually: serious illness, accident, disability, bereavement or other compassionate circumstances and must be able to be substantiated with relevant documentation [e.g. medical certificate]. Please refer to the QIBT website - Policy Library - for guidelines regarding extensions and deferred assessment.

Penalties for late submission without an approved extension

Penalties apply to assignments that are submitted after the due date without an approved extension. Assessment submitted after the due date will be penalised 10% of the TOTAL marks available for assessment (not the mark awarded) for each day the assessment is late. Assessment submitted more than five days late will be awarded a mark of zero (0). For example:

- > 5 minutes and <= 24 hours 10%
- > 24 hours and <= 48 hours 20%
- > 48 hours and <= 72 hours 30%
- > 72 hours and <= 96 hours 40%
- > 96 hours and <= 120 hours 50%
- > 120 hours 100%

Note:

- Two day weekends will count as one day in the calculation of a penalty for late submission.
- When a public holiday falls immediately before or after a weekend, the three days will count as one day in the calculation of a penalty for late submission.
- When two public holidays (e.g. Easter), fall immediately before or after, or one day either side of a weekend, the four days will count as two days in calculating the penalty for late submission.
- When a single public holiday falls mid-week, the day will not be counted towards the calculation of a penalty.

Please refer to the QIBT website - Policy Library > Assessment Policy for guidelines and penalties for late submission.

Assessment Feedback

Teaching staff will provide feedback to you by way of comments on your portfolio items, written assignments and through class discussions after the mid semester examination has been conducted.

Consultation time is also available if you wish to gain personal feedback. Marks awarded for assessment items will be available via the on-line grades system on the Student Website within fourteen [14] days of the due date.

Generic Skills

QIBT aims to develop graduates who have an open and critical approach to learning and a capacity for lifelong learning. Through engagement in their studies, students are provided with opportunities to begin the development of these and other generic skills.

Studies in this course will give you opportunities to begin to develop the following skills:

<table>
<thead>
<tr>
<th>Generic Skills</th>
<th>Taught</th>
<th>Practised</th>
<th>Assessed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written Communication</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Oral Communication</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Information Literacy</td>
<td></td>
<td></td>
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<tr>
<td>Secondary Research</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Critical and Innovative Thinking</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Academic Integrity</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Self Directed Learning</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Team Work</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Cultural Intelligence</td>
<td></td>
<td></td>
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<tr>
<td>English Language Proficiency</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Additional Course Generic Skills

Additional Course Information

In addition to formal contact hours, you are provided with extra support through individual consultation with teaching staff, tutorials in English language, and self-access computer laboratories.

Teacher and Course Evaluations

The majority of students are satisfied with the teaching and the teachers in the course. The course has been improved by the addition of Computer Lab time so that students may complete writing activities and to learn how to research effectively. Students believe the course is well-organised and focuses on improving the students’ writing and presentation skills. Students appreciate receiving feedback from the teachers on their essay so that they can make any necessary changes before submitting the essay.

Your feedback is respected and valued by your lecturers and tutors. You are encouraged to provide your thoughts on the course and teaching, both positive and critical, directly to your lecturer and tutor or by completing course and lecturer evaluations on the QIBT portal whenever these are available.

Academic Integrity

QIBT is committed to maintaining high academic standards to protect the value of its qualifications. Academic integrity means acting with the values of honesty, trust, fairness, respect and responsibility in learning, teaching and research. It is important for students, teachers, researchers and all staff to act in an honest way, be responsible for their actions, and show fairness in every part of their work. Academic integrity is important for an individual’s and the College’s reputation.

All staff and students of the College are responsible for academic integrity. As a student, you are expected to conduct your studies honestly, ethically and in accordance with accepted standards of academic conduct. Any form of academic conduct that is contrary to these standards is considered a breach of academic integrity and is unacceptable.

Some students deliberately breach academic integrity standards with intent to deceive. This conscious, pre-meditated form of cheating is considered to be one of the most serious forms of fraudulent academic behaviour, for which the College has zero tolerance and for which penalties, including exclusion from the College, will be applied.

However, QIBT also recognises many students breach academic integrity standards without intent to deceive. In these cases, students may be required to undertake additional educational activities to remediate their behaviour and may also be provided appropriate advice by academic staff.

As you undertake your studies at QIBT, your lecturers, tutors and academic advisors will provide you with guidance to understand and maintain academic integrity; however, it is also your responsibility to seek out guidance if and when you are unsure about appropriate academic conduct.

Please ensure that you are familiar with the QIBT Academic Integrity Policy; this policy provides an overview of some of the behaviours that are considered breaches of academic integrity, as well as the penalties and processes involved when a breach is identified.

For further information please refer to the Academic Integrity Policy on the QIBT website – Policy Library.

Risk Assessment Statement

There are no out of the ordinary risks associated with this course.

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