

 <p>School of Computing, Electrical and Applied Technology</p>	ISCG 5430 Professional Skills for Information Technology Practitioners Semester 2, 2022	1
	Due Date: Task 1 due 8.30am Monday, 15 August 2022 Task 2 due 8.30am Monday, 29 August 2022 Task 3 due 8.30am Monday, 19 September 2022 Task 4 due 8.30am Monday, 26 September 2022	
Assignment One Using various communication media	Total Marks: 100 Weighting of this assignment: 50%	

Introduction

The prescription requires you to produce evidence that demonstrates how a variety of verbal and written communication skills are applied in an IT situation.

This assessment develops and tests your written, electronic and oral communication skills.

You will need to demonstrate the following skills:

- Written communications
- Oral communications
- Listening
- Team work
- Time management
- Questioning techniques
- Summarising information
- Problem analysis.

This assessment consists of an assignment (four tasks): two as a team and two individually that are completed throughout the semester.

Task	Description	Marks
Assignment - Task 1	Questions	25
Assignment - Task 2	Meetings	40
Assignment - Task 3	Summary	15
Assignment - Task 4	Reflections	20

Instructions for Assignment

This scenario is based on a realistic business problem; however, the role of the business representative will be played by your lecturer.

You are required to complete four tasks – two as a team and two individually. Teams are composed of a maximum of four students.

Read the following scenario carefully:

Hohepa Supermarket (HS)

Kiwa Hohepa is the General Manager of Hohepa Supermarket, a small chain of supermarkets in the Canterbury region of South Island. Each supermarket has its own computer systems that assist in the day-to-day operation of the business and are all linked to the corporate office in Christchurch. The supermarket operates the normal suite of systems to take care of the supply chain management, human resource management, etc.

Tiana Hohepa, his sister, is the IT Manager for the company. She and her team look after the computer systems in Christchurch and visit the other centres as required.

Kiwa would like to develop an on-line shopping service for his customers so they can easily pick up their orders. Kiwa has looked at several of the big chain on-line ordering systems such as Pak'nSave, Countdown and New World.

You are a Systems Analyst from IT Systems Solutions. The first thing that you must do is to find out more about the company and the way it works at present and then how they think the online shopping will work. You need to send a list of questions to the General Manager or the head of IT of the company so that you can obtain more information.

Your lecturer will play the role of the General Manager and IT Manager. Please send your email to tyap@unitec.ac.nz.

Task 1 – Questions

Due Date and Time: Monday, 15 August 2022, 8.30am

Mark Allocation: 25

Type: Individual

Instructions

Carefully read the outline above and derive as much information as possible from it. Research similar scenarios so that you understand better the questions to ask. Review the information that you have. Identify the information that you are lacking and develop five (5) questions that will elicit this information.

Send a business email to your lecturer (who will act as the General Manager and IT Manager) with the questions as an attachment. The attachment needs to be a Microsoft Word document. In addition to each question, you need to state what type of question it is (open, closed, multiple etc.) and the reason it is being asked. Make sure you put your name/student ID in the attachment.

Submission: Send one email to your lecturer (tyap@unitec.ac.nz) with an attachment containing the questions and explanations. Also submit the Microsoft Word document containing the questions (same as the e-mail attachment) on Moodle using the *2022 Semester 2 Assignment 1 Task 1 submission link*.

Marking Criteria

The email is professional in tone and appearance. The Microsoft Word document attached is correctly formatted and includes your name/student ID.

A list of five questions is prepared with the purpose of each question explained and the type of question being asked. The questions are relevant and likely to elicit the information expected. Your lecturer may print your list so prepare your document appropriately.

Task 2 – Meetings

Due Date and Time: Monday, 29 August 2022, 8.30 a.m.

Mark Allocation: 40

Type: Team

Instructions

You must form a team of up to four students. Each team will be assigned a Group Forum on Moodle.

Your team needs to develop a list of ten (10) questions from the ones the individual team members prepared. You therefore need to be able to express your opinion as to why you have chosen each question. You need to listen to other members of your team.

The first team meeting will be held in class. The team needs to appoint a Facilitator, Secretary (Notetaker) and Timekeeper. You will be given a list of topics to discuss i.e. the agenda of your first meeting. You need to think where you can save all 20 questions of your team members so you can all read them (eg. OneDrive). The Secretary needs to create the minutes of the meeting. The team needs to arrange another meeting outside class time. You need to appoint a Facilitator, Secretary and Timekeeper for this second meeting. This meeting may be electronic.

For the second and subsequent meetings, the team needs to create an agenda and keep minutes of each meeting. You may change roles at each meeting. You may need several meetings to complete this task, of which one at least needs to be an electronic meeting.

Submission: Agenda and minutes of at least two meetings (including one electronic meeting) carefully dated plus the list of the final 10 questions. Each of these items should be a Microsoft Word document uploaded to Moodle.

Marking Criteria

The agenda and minutes are completed to a professional standard using standard templates.

The list of questions is prepared with the purpose of each question explained and the type of question being asked. The questions are relevant and likely to elicit the information expected. Your lecturer may print your list so prepare your document appropriately.

Task 3 – Summary

Due Date and Time: Monday, 19 September 2022, 8.30am

Mark Allocation: 15 marks

Type: Team

Instructions

Using your notes and the information provided by your lecturer, you are to write a summary of the information that you have found out about Hohepa Supermarket's existing system and the proposed online shopping service. Make sure your summary follows the guidelines given in the summary class.

Submission: Submit one team Microsoft Word document using the Moodle link. Your summary will be sent to www.turnitin.com. You must use your own words as turnitin.com will compare your summary with the information provided by the lecturer and the summaries of other students.

Marking Criteria

The document is professional in tone and appearance.

The summary follows the guidelines for writing a summary and makes use of the information given in the workshop.

Task 4 – Personal Reflection

Due Date and Time: Monday, 26 September 2022, 8.30 a.m.

Mark allocation: 20 marks

Type: Individual

Instructions

You need to write three personal reflections on various parts of this semester's work.

Each personal reflection needs to include the description (past), interpretation (present) and outcome (future).

Choose any three of the following:

1. The methods of communication used by the team and when they were used – such as face-to-face, email, Facebook, forum.
2. The manner in which your team made decisions eg. consensus, authoritarian, majority.
3. The method or methods that your team members used to resolve conflict – competition, withdrawal, accommodation, compromise, collaboration.
4. Potential communication barriers that were present in your team

Each reflection should be about three hundred (300) words, giving a total of two pages.

Submission: Submit one Microsoft Word document on the Moodle link provided.

Marking Criteria

The document is professional in tone and appearance.

Each reflection includes sections on the description (past), interpretation (present) and outcome (future) for each reflection as above.

The reflective writing shows a critical analysis of the events chosen.

General Instructions

All the documents produced should:

- Be written in a clear and concise manner.
- Be appropriate for the target audience.
- Not contain spelling, punctuation or grammatical errors.
- Be presented in a manner befitting an IT professional.
- Contain information that accurately describes the business requirements.

Assignment Submission

A softcopy of your assignment must be submitted on Moodle.

Late Assignments

Assignments submitted after the due date and time without an approved extension through an Affected Performance Consideration (APC) application will be penalised according to the following:

- 10% of marks deducted if submitted within 24hrs of the deadline
- 20% of marks deducted if submitted after 24hrs and up to 48hrs of the deadline
- 30% of marks deducted if submitted after 48hrs and up to 72hrs of the deadline
- No grade will be awarded for an assignment that is submitted later than 72hrs after the deadline.

Affected Performance Consideration (APC)

Students who, due to circumstances beyond their control, miss a test, exam or an assignment deadline or consider their performance in a test, exam or assignment to have been adversely affected, should complete the Affected Performance Consideration (APC) form available from any Student Services Office.

You have a maximum of five working days to submit the APC application. When requesting an APC for an assignment, you need to submit the completed APC form, medical certificate or documentary evidence together with the **assignment work completed so far**. The extension period that you are applying for cannot be greater than the time frame on the documentation you submit. For example, a Doctor's Certificate stating you are sick for two days will entitle you to a two-day extension.

Assistance to other students

Students themselves can be excellent resources to assist the learning of fellow students, but there are issues that arise in assessments that relate to the type and amount of assistance given by students to other students. It is important to recognise what types of assistance are beneficial to another's learning and also what types of assistance are unacceptable in an assessment.

Beneficial Assistance (this assignment)

- Study groups
- Discussion
- Sharing reading material
- Reading the available online and Library resources

Unacceptable Assistance

- Working together on one copy of the assessment and submitting it as own work.
- Giving another student your work.
- Copying someone else's work. This includes work done by someone not on the course.
- Changing or correcting another student's work who is not in your team.
- Copying from books, Internet etc. and submitting it as your own work; anything taken directly from another source must be acknowledged correctly; using APA Referencing Style.
- Resubmitting work that you did in a previous semester for any course.

Improvement

To do the best that you can do on this assignment you may:

- Talk it over with your lecturer, or Programme Manager
- Visit Ask Me desk in Te Puna (B180, Level 1) to book learning advice and support
- Seek counselling or medical advice at Te Puna Waiora, Health & Counselling (B180, Level 0)
- Visit the Pacific Development and Support Centre (B180, Level 1) or email askpacific@unitec.ac.nz
- Maori students: The Maori Centre opposite the Pacific Centre (Te Puna, B180, Level 1) or Maia Marae in Te Noho Kotahitanga Marae, Puukenga (B171)
- Contact the Student Advocates for independent advice or raise a concern about your learning experience using studentsupport@unitec.ac.nz to make an appointment
- For other services: <https://www.unitec.ac.nz/about-us/contact-us/schools/student-wellbeing>