Description: Business Communication

<table>
<thead>
<tr>
<th>Subject</th>
<th>Cat-Nbr</th>
<th>Class</th>
<th>Term</th>
<th>Mode</th>
<th>Units</th>
<th>Campus</th>
</tr>
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<tr>
<td>MGT</td>
<td>1200</td>
<td>24184</td>
<td>2, 2003</td>
<td>ONC</td>
<td>1.00</td>
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Academic Group: FOBUS
Academic Org: FOB002
HECS Band: 1
ASCED Code: 100799

STAFFING
Examiner: Ray Hingst
Moderator: Heather Maguire

SYNOPSIS
This course examines the underlying principles of communication theory and its impact on organisational culture. Students will be introduced to a range of situations in which communicative competence is important; explore models and techniques which will enhance their understanding of the communication process and develop practical skills in business communication covering a range of situations.

OBJECTIVES
On completion of this course students will be able to:

- develop an understanding of the process of workplace communication and demonstrate active listening techniques;
- demonstrate a high level of business writing skills in a variety of contexts;
- display effective oral communication techniques for planned public speaking projects and business presentations;
- apply knowledge of non-verbal communication processes, listening skills and interviewing techniques to realistic business situations;
- describe techniques for enhancing interpersonal and group communication performance;
- demonstrate an understanding and application of self-developed skills for conducting research of primary and secondary data;
- prepare written materials aimed at large audiences and using persuasive writing techniques;
- critically comprehend technical reports and business-related articles;
- demonstrate non-sexist and non-discriminatory language and effective communication in the business environment; and
• develop an awareness of the impact on organisations of electronic communication.

TOPICS

<table>
<thead>
<tr>
<th>Description</th>
<th>Weighting (%)</th>
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<tbody>
<tr>
<td>1. Theory of business communication</td>
<td>10.00</td>
</tr>
<tr>
<td>2. Development of effective business writing skills, including letters, memos and reports</td>
<td>20.00</td>
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<tr>
<td>3. Oral communication skills in a business context including business proposals and public speaking</td>
<td>20.00</td>
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<tr>
<td>4. Non-verbal communication, listening skills and interviewing techniques</td>
<td>10.00</td>
</tr>
<tr>
<td>5. Interpersonal and group communication</td>
<td>5.00</td>
</tr>
<tr>
<td>6. Research skill development</td>
<td>5.00</td>
</tr>
<tr>
<td>7. Writing for large audiences and persuasive writing techniques</td>
<td>20.00</td>
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<tr>
<td>8. Critical comprehension and editing skills</td>
<td>5.00</td>
</tr>
<tr>
<td>9. Use of non-sexist and non-discriminatory language and effective intercultural communication</td>
<td>5.00</td>
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TEXT and MATERIALS required to be PURCHASED or ACCESSED:

Books can be ordered by fax or telephone. For costs and further details use the 'Book Search' facility at http://bookshop.usq.edu.au by entering the author or title of the text.

MGT1200 study package available from the USQ Bookshop.


STUDENT WORKLOAD REQUIREMENTS

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>HOURS</th>
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<tbody>
<tr>
<td>Assessment</td>
<td>40</td>
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<tr>
<td>Directed Study</td>
<td>125</td>
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### ASSESSMENT DETAILS

<table>
<thead>
<tr>
<th>Description</th>
<th>Marks Out of</th>
<th>Wtg(%)</th>
<th>Required</th>
<th>Due Date</th>
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<tbody>
<tr>
<td>ASSIGNMENT 1</td>
<td>50.00</td>
<td>25.00</td>
<td>Y</td>
<td>12 Sep 2003</td>
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<tr>
<td>ASSIGNMENT 2</td>
<td>50.00</td>
<td>25.00</td>
<td>Y</td>
<td>24 Oct 2003</td>
</tr>
<tr>
<td>3 HOUR EXAMINATION</td>
<td>50.00</td>
<td>50.00</td>
<td>Y</td>
<td>END S2</td>
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**NOTES:**

The examination is scheduled to be held in the end-of-semester examination period. Students will be advised of the official examination date after the timetable has been finalised.

### IMPORTANT ASSESSMENT INFORMATION

1. **Attendance requirements:**
   It is the students' responsibility to attend and participate appropriately in all activities (such as lectures, tutorials, laboratories and practical work) scheduled for them, and to study all material provided to them or required to be accessed by them to maximise their chance of meeting the objectives of the course and to be informed of course-related activities and administration. If you are an International student in Australia it is a requirement of your student visa that you attend all classes at your campus.

2. **Requirements for students to complete each assessment item satisfactorily:**
   To complete the assignments satisfactorily, students must obtain at least 50% of the marks available for the assignments in aggregate. To complete the examination satisfactorily, students must obtain at least 50% of the marks available for the examination.

3. **Penalties for late submission of required work:**
   If students submit assignments after the due date without prior approval then a penalty of 20% of the total marks available for the assignment may apply for each working day late.

4. **Requirements for student to be awarded a passing grade in the course:**
   To be assured of receiving a passing grade a student must attempt all of the summative assessment items, achieve an aggregated mark of at least 50% in the total marks allocated for the assignments, achieve at least 50% in the examination, and at least 50% of the available weighted marks for the summative assessment items.

5. **Method used to combine assessment results to attain final grade:**
   The final grades for students will be assigned on the basis of the weighted aggregate of the marks (or grades) obtained for each of the summative assessment items in the course.

6. **Examination information:**
   This is a restricted examination. Candidates are allowed access to specific materials during the examination. The only materials that candidates may use in the examination for this course are (i) Writing materials: non-electronic and free from
material which could give the student an unfair advantage in the examination; (ii) 
Translation dictionaries: with the Examiner's approval, candidates may, take an 
appropriate non-electronic translation dictionary into the examination. This will 
be subject to perusal and, if it is found to contain annotations or markings that 
could give the candidate an unfair advantage, it may be removed from the 
candidate's possession until the appropriate disciplinary action is completed.

7 Examination period when Deferred/Supplementary examinations will be held: 
Any Deferred or Supplementary examinations for this course will be held during 
the next examination period.

8 University Regulations: 
Students should read USQ Regulations 5.1 Definitions, 5.6 Assessment, and 5.10 
Academic Misconduct for further information and to avoid actions which might 
contravene University Regulations. These regulations can be found at the URL: 
http://www.usq.edu.au/SECARIAT/calendar/Part5/ or in the printed version of the 
current USQ Handbook. Students should also read The Guide to Policies and 
Procedures of the Faculty which can be found at the URL: 
http://www.usq.edu.au/handbook/2003/title663.html or in the printed version of 
the current USQ Handbook.

ASSESSMENT NOTES

1 Assignments: (i) Students must retain a copy of each item submitted for assessment. 
This must be produced within 24 hours if required by the Examiner. (ii) The 
Examiner may grant an extension of the due date of an assignment in extenuating 
circumstances. Students may apply for an extension before the due date or include 
an application with the submitted assignment after the due date. Such applications 
should be in writing and include supporting documentary evidence. The authority 
for granting extensions rests with the relevant Examiner.

2 Course Weightings: Course weightings of topics should not be interpreted as 
applying to the number of marks allocated to questions testing those topics in an 
examination paper.

3 Make-up Work: Students who have undertaken all of the required assessments in 
a course but who have failed to meet some of the specified objectives of a course 
within the normally prescribed time may be awarded the temporary grade: IM 
(Incomplete - Make up). An IM grade will only be awarded when, in the opinion 
of the examiner, a student will be able to achieve the remaining objectives of the 
course after a period of non directed personal study.

4 Deferred Work: Students who, for medical, family/personal, or employment-related 
reasons, are unable to complete an assignment or to sit for an examination at the 
scheduled time may apply to defer an assessment in a course. Such a request must 
be accompanied by appropriate supporting documentation. One of the following 
temporary grades may be awarded IDS (Incomplete - Deferred Examination); IDM 
(Incomplete Deferred Make-up); IDB (Incomplete - Both Deferred Examination 
and Deferred Make-up).
OTHER REQUIREMENTS

1 E-mail and Internet Access: Students will require access to e-mail and Internet access to USQConnect for this course.