NEW ZEALAND INSTITUTES OF TECHNOLOGY AND POLYTECHNIC QUALIFICATIONS IN INFORMATION & COMMUNICATIONS TECHNOLOGY

PRESCRIPTION: BC500 BUSINESS COMMUNICATION

AIM OF MODULE:	This module provides the student with an understanding of common written communication methods in the ICT workplace and provides opportunities to demonstrate written communication skills in appropriate ICT contexts.
CREDITS:	7
STUDENT LEARNING HOURS:	70
CONTENT REVISED:	2002
PRESCRIPTION EXPIRY DATE:	November 2013
NOTE:	This is a compulsory DipICT L5 module

Level and Assessment Schedule

TOPICS	R	C	A	P	Suggested Assessment Percentage
1. Types and Characteristics of Written Communication		*			15
2. Simple Research Process			*		15
3. Effective Writing Skills			*		35
4. Technical Writing			*		35
					100

LEARNING OUTCOMES

The student will:

C   1.   Identify the types and characteristics of written communication methods in common usage in the ICT environment.

A   2.   Use and document a simple research process to gather information.

A   3.   Demonstrate effective writing skills for the ICT environment.

A   4.   Explain the uses of technical documents in the ICT environment and demonstrate skills in writing technical documents for that environment.

CONTENT

1.   Characteristics Of Written Communication

➢   The characteristics of written communication methods commonly used in the information technology environment are recognised. The range of methods must include emails/memos, letters, short and long reports, and electronic media such as web pages. It may also include simple written instructions and simple press releases.

➢   The appropriate uses of these types of written communication methods will be identified.

➢   The usefulness of effective reading, note taking and proof reading techniques is recognised.

2.   Simple Research Process

➢   A simple research process for gathering information from a range of sources is identified.

➢   A simple process is used to gather information

➢   The process is documented

➢   An accepted style of referencing is used.

3.   Effective Writing Skills

➢   Effective reading, note taking and proof reading tools are evident in the written material produced.

➢   A range of written communication methods in common usage in ICT environment is produced.

4.   Technical Writing

➢   The characteristics of effective technical documents used in the information technology environment are gathered and considered. The range must include manuals, online help, procedures documentation and electronic content.

➢   Design an effective technical document. Points to consider include font, colour, layout, sections/structure, sequence, graphics, labelling, index, audience, language, sentence structure, jargon levels, navigation etc.

➢   Write a technical document for a specified ICT audience

➢   Evaluate the document produced against preset standards. This should include some reference to user testing.

NOTES FOR TUTORS

The focus of this module is on writing for an ICT audience. Traditional memoranda can, therefore, be replaced by emails. Writing for electronic content must be included. This does not mean the tutor must teach HTML or something similar; instead it is about writing the content for electronic media and therefore a storyboard type approach would be sufficient.

The research component is not intended to cover serious research methodology but is aimed at assisting students in basic research and referencing requirements of tertiary study at this level.

As a guide, the technical document outlined in #4 above should be around 10 pages per student. This could be a group task and be assessed in conjunction with the group skills IP500.

The tutor can specify the elements and production standards of the documents produced.