

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

PRESCRIPTION: BS325 PROFESSIONAL PRACTICE

AIM OF MODULE:	To enable students to develop personal skills appropriate for the workplace.
CREDITS:	5
STUDENT LEARNING HOURS:	50
CONTENT REVISED:	2001
PRESCRIPTION EXPIRY DATE:	November 2013

Level and Assessment Schedule

TOPICS	Highest Skill Level				Suggested Assessment Percentage
	R	C	A	P	
1. Problem Solving		*			25
2. Time and Stress Management		*			25
3. Assertiveness Skills		*			35
4. Ethics		*			15
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LEARNING OUTCOMES

The student will:

- A 1 Describe how individuals and teams work together and solve problems.
- C 2 Describe appropriate stress and time management skills.
- C 3 Describe assertive responses and discuss their effect.
- C 4 Outline the principles discussed in the NZCS Code of Ethics and identify ethical considerations with regard to personal computers.

CONTENT

1 PROBLEM SOLVING

- Identify the task roles and process roles of group members
- List the characteristics of formal and informal groups which lead to effective and ineffective communication
- Identify simple problem solving techniques for groups and individuals
- Understand the difference between formal and informal meeting procedures, and roles
- Participate effectively in a meeting

2 TIME AND STRESS MANAGEMENT

- Identify principles of time and stress management
- Explain how to set objectives for tasks to be done and describe how priorities for these tasks should be set, with particular reference to requirements for completing assignments on time
- Outline simple concepts of stress management, including:
 - Causes of stress
 - Physical and emotional effects of stress
 - Techniques for reducing stress

3 ASSERTIVENESS SKILLS

- List the differences of assertive, aggressive and passive behaviour
- Explain why assertiveness is important and when it is appropriate
- Given predefined situations choose appropriate simple assertiveness techniques

4 ETHICS

- Outline the key principles discussed in the New Zealand Computing Society Code of Ethics
- Identify ethical considerations in predefined case studies