

FIRST YEAR COLLEGE

Unit of Study Guide

Unit Name	Professional Communication
Unit Code	HCM1000
Year	2022
Semester/Date	H2B2
Location	City Campus, Footscray Park, St Albans
Prepared by	Steven Butcher



(HCM1000) Professional Communication

Welcome

Welcome to this unit of study. This unit guide provides important information and should be kept as a reference to assist with your studies. This guide includes information about your reading and resources, independent learning, class activities and assessment tasks. We recommend that you read this guide carefully: you will be expected to manage your learning as you work towards successful study.

Detailed information and learning resources for this unit have also been provided on the unit website on VU Collaborate, which can be reached via the Student Portal at vu.edu.au/student-tools/myvu-student-portal. It is important that you access your unit website regularly for messages and updates, as well as tasks related to your unit.

i Please note that the University will only send emails, including those from the VU Collaborate space, to your VU email account. Information about how to manage your VU email can be found under 'Support and Resources' in your unit site.

Acknowledgement of Country

We respectfully acknowledge and recognise the traditional owners, their Elders past and present, their descendants and kin as the custodians of this land.


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1. About this unit

Unit title:	Professional Communication		
Unit code:	HCM1000	Credit points:	12
Campus:	City Campus, Footscray Park, St Albans		
Year and semester:	2022, H2B2		

Key staff

Unit Convenor		
Name:	Doctor Steven Butcher	
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Details:		

Prerequisites

Nil.

Corequisites

Nil.

Mode of delivery

In person

Placement unit

No

Class contact

Activity	Duration
Workshop	3.0 hrs

Unit description

This unit aims to build in students a readiness to communicate evidence, information and opinions clearly in professional settings. The unit serves to clarify the expectations and industry requirements regarding communication in academia and the professional world, with a focus on the specific standards applied in the disciplines and professions associated with distinct courses. It builds in students the foundational knowledge and skills needed to begin to meet those expectations. Special focus is also directed to understanding the importance of culturally safe practice during communication with diverse and minority groups within the community. Important essential concepts required for interpersonal communication skills such as self-awareness/bias, active listening, critical self-reflection and feedback will also be explored. Unilateral communication (e.g. speech, presentation, memo, executive summary) and interactive communication (e.g. interview, committee meeting, correspondence chain, social media thread) are explored both in the written and verbal context. In all cases, a primary focus is on the meeting of expectations held by the receivers of the communication.

Learning outcomes

On successful completion of this unit, students will be able to:

1. Investigate inter-professional practice and communication;
2. Examine industry policies and codes of conduct in spoken and written communications, including norms of grammar and presentation;
3. Demonstrate an understanding of culturally safe communication practices with Aboriginal and Torres Strait Islander Peoples' and diverse and minority communities; and
4. Discuss the value of reflection and constructive feedback in a professional context.

Learning and teaching strategies

This unit is built around the notion that students can enhance their communication skills best by engaging in acts of communication. Assessment tasks are designed to offer students frequent and diverse opportunities to engage in authentic communication practices, both unilateral and interactive. Online classroom activities are designed to allow students to explore the professional contexts in which they will communicate, and to learn the professional expectations that they will be held to in those contexts. Students' development of communication skills is supported both by online classroom activities and formal and informal feedback from teachers and peers. Students' reflection of peer work will enhance their skills of constructive feedback.

There will be in-class case activities which will be simulated examples of the assessments to help facilitate the development of culturally safe communication skills with Aboriginal and Torres Strait Islander Peoples' and those from diverse and minority groups within the community. Ample time within classes will be allocated for extensive individual feedback to help students track their development of essential communication skills.

Multiple discussion forums and outside class activities will enhance students' communication skills.

Graduate capabilities

In addition to discipline knowledge, skills and their application, the study of this unit is intended to contribute to students developing the capabilities needed to be:

GC1. Adaptable and capable 21st century citizens who can communicate effectively, work collaboratively, think critically and solve complex problems

- a) Identifying, anticipating and solving problems ranging from simple to important, complex and unpredictable problems
- b) Accessing, evaluating and analysing information
- c) Effective communication using known and yet to be developed tools in many contexts
- d) Using effective interpersonal skills, collaborate with and influence, their personal, work, and community networks locally and globally

GC2. Confident, creative lifelong learners who can use their understanding of themselves and others to achieve their goals in work and learning

- a) Understanding of the role of culture, values and dispositions in affecting achievement of goals
- b) Understanding how to initiate and develop new ideas
- c) Planning and organising self and others
- d) Decision-making

GC3. Responsible and ethical citizens who use their inter-cultural understanding to contribute to their local and global communities

- a) Respecting and valuing diversity
- b) Developing capacities required to contribute to a more equitable and sustainable world, including courage and resilience
- c) Understanding the workings of local and global communities and individual's responsibilities within these
- d) Understanding the intricacies of balancing individual and public good

This unit will help students to communicate in professional settings. The micro-presentations offer students iterative opportunities to develop their communication skills. The group and individual assignments will support students to develop their capacity to communicate to and influence others in different contexts.

Both formal and informal feedback will be provided to students via assessments and discussion.

Relationship to professional accreditation requirements

This unit is embedded within the HCOP Osteopathy program that is externally accredited with the Australian Osteopathic Accreditation Council (AOAC). The key OBA Capabilities for Osteopathic Practice (2019) addressed by this unit are:

- 1.2 Apply a client/patient-centred approach to practice
- 2.1 Comply with legal, professional, ethical and other relevant standards, codes and guidelines
- 2.2 Make and act on informed and appropriate decisions about acceptable professional and ethical behaviours
- 3.1 Consider and demonstrate socio-cultural awareness in communication and management
- 3.2 Communicate effectively on all aspects and through all stages of the care process with patients/clients and relevant others.
- 4.1 Evaluate their own practice against relevant professional benchmarks and act to continually improve practice
- 4.2 Engage in the continuous enhancement of professional activities through ongoing learning
- 5.1 Use education for self-empowerment and to empower others in the practice context
- 6.1 Engage in inclusive, collaborative, consultative, culturally safe and patient/client-centred model of practice including Aboriginal and Torres Strait Peoples'

Prescribed texts

Selected readings will be made available via the unit VU Collaborate site.

Support materials and resources

Resources for this unit will be available on VU Collaborate.

2. Summary of assessment

The assessment tasks link the learning outcomes and graduate capabilities. As a foundational unit, students experience 3 different types of communication. The series of micro-presentations require students to utilise interpersonal skills to communicate their ideas succinctly and engage their audience effectively. Collaborative group assessments enable students to solve simulated industry cases through decision making on effective verbal communication strategies and develop critical reflective, appreciation of diverse perspectives, and feedback skills. Students also have the opportunity to demonstrate their individual written skills through the assessment which applies to a simulated industry case.

Assessment Task	Learning Outcomes (LOs) & Graduate Capabilities (GCs)	Assessment Criteria	Weighting (%)	Due Date & Time
Assessment 1 - Presentation: Series of micro-presentations (4) (2mins, 10% each)	LO's2, 3 GC1c, 1d	Please refer to assessment criteria information within VU Collaborate.	40%	Please refer to assessment submission date information within VU Collaborate.
Assessment 2 - Assignment: Group assignment Part A: Video Part B: Group reflection (5mins video, reflection 500 words)	LO's1, 2, 3, 4 GC1a, 1c, 1d, 2a, 2c, 3a	Please refer to assessment criteria information within VU Collaborate.	35%	Please refer to assessment submission date information within VU Collaborate.
Assessment 3 - Assignment: Individual assignment Written communication (500 words)	LO's1, 2, 3 GC1, 2c	Please refer to assessment criteria information within VU Collaborate.	25%	Please refer to assessment submission date information within VU Collaborate.

Further details about assessment are provided in the VU Collaborate space for this unit.

This unit is not eligible for supplementary assessment

This unit is not eligible for a conceded pass.

For more details, please see the information provided in the University [Supplementary Assessment and Conceded Pass Procedure](#).

3. Indicative teaching schedule

(Note:) *Times and locations of classes are provided at enrolment. Any changes during the study period will be notified via the unit Collaborate space.*

4. Scholarly writing, plagiarism and copyright

Part of what it means to be a 'scholar' is to engage with the work of others, for example, to extend or refine one's own ideas, critique the work of others, or test and extend theories. Learning and assessment activities therefore often require you to gather information from a number of sources. This may include factual information, data or calculations, visual artefacts and written texts. Whenever you use the work of another person, you must acknowledge that source using the correct referencing system. Failure to acknowledge other people's work appropriately may be regarded as plagiarism or academic misconduct. Use of one's own previous work in satisfaction of a new assessment requirement is also not allowed unless it is an explicit requirement for the unit.

VU deals with plagiarism according to the [Academic Integrity and Preventing Plagiarism Policy](#).

VU uses Ouriginal for the review of written assessments. Ouriginal checks submitted work against sources from across the world, and provides a report detailing the use of third party text and references. Written assessments are automatically submitted via Ouriginal in the unit site. You may be provided access to submit assessments early and review the reports, to help you understand where referencing should occur.

All students and staff of Victoria University are also bound by the requirements of the Copyright Act (1968) and the University's [Copyright Material \(the Use of\) Policy](#) when using third party copyright material in the course of their research and study. Please ensure that you familiarize yourself with this policy and the rules around use of materials produced or owned by others. For information on copyright entitlements and responsibilities for study and research please see vu.edu.au/library/referencing-copyright/copyright.

Referencing requirements within this unit

The referencing convention that is applicable to this unit is:

(No referencing requirements supplied)

Academic writing and referencing guidelines

VU provides tools to assist you in understanding appropriate referencing, including those linked below. More can be found on the library website and under 'Support and Resources' on your unit site.

- vu.edu.au/library/referencing-copyright/referencing-guides
- vu.edu.au/campuses-services/student-support/language-learning/academic-writing

5. Important information about assessment

Your unit of study assessment conforms to the Student Assessment for Learning Policy and procedures, which are available in the University policy library: <https://policy.vu.edu.au>.

Submission procedure

All paper-based assessments must be submitted with the completed assessment cover sheets.

All on-line assessments must have the Student Disclaimer accepted at the point of submission.

Adjustment to assessment arrangements

If you are unable to undertake or complete an assessment due to adverse circumstances the following arrangements may apply:

Late submission of assessments - Short extension of time

If you are unable to submit an assessment item on time, due to circumstances outside your control, you may apply for a short extension of time of less than five (5) days. The standard penalty for late submission without an approved short extension will be 5% of the total possible mark per day. If submission is overdue by more than ten (10) days, five (5) days for VU Online and three (3) days in a Block, the work will not be assessed. Full details of the procedure for applying for a short extension are available [here](#). You can download the form from the policy library or use the quick link [here](#).

Special Consideration and Alternative Examinations

Special consideration is available for students who experience acute unexpected circumstances which have an adverse impact on their performance in assessable tasks, submission of assessment tasks or examination attendance; or who require an extension of longer than five (5) days from the due date for an assessment.

In exceptional circumstances, alternative examinations within the current examination period are available for students who apply at least five (5) working days prior to the commencement of the examination period.

You can find information and forms for special consideration and alternative examinations at <https://www.vu.edu.au/current-students/your-course/assessments-progress-through-your-course/short-extensions-special-consideration>.

Ongoing modified assessment

Ongoing modified assessment arrangements are available if you have a disability or medical condition that may impact upon your studies. See Disability Support at <https://www.vu.edu.au/campuses-services/student-support/disability-support>.

You may need to contact a [student counsellor](#) to assist you with this process. For further information please see vu.edu.au/student-life/getting-help/counselling.

If you wish to be considered or apply for one of the above adjustment to assessment arrangements you should refer to the relevant procedure associated with the [Assessment for Learning Policy](#).

Supplementary assessment and conceded pass

Supplementary assessments and conceded passes are available in some circumstances. If you wish to be considered for a supplementary assessment you should refer to the [Assessment for Learning - Supplementary Assessment and Conceded Pass Procedure](#). **Important note:** Supplementary assessment is not available in Block Units.

Review of assessment outcome

The [Assessment for Learning - Review of Individual Assessment Outcomes Procedure](#) provides a process by which you may request a review of an assessment outcome.

6. Getting help and providing feedback

Support resources

Victoria University is committed to providing all students with the opportunity and support required to succeed in their studies. If you require any support regarding academic progress in your unit during the semester you are advised to speak to your unit co-ordinator.

We also offer a range of support, development and guidance services for all students. The portal (vu.edu.au/student-tools/myvu-student-portal) provides detailed information on a range of student services that you may find helpful. More information is also available in your unit site under 'Support and Resources'.

Providing feedback: Student Evaluation System (SES)

Your feedback on your experiences within this unit is important, because it assists VU to improve the learning experience of units and courses for future students.

We encourage you to provide informal feedback directly to your unit and course co-ordinators. The University also collects your anonymous feedback systematically through the Student Evaluation Survey (SES), which is comprised of two student evaluation instruments: the Student Evaluation of Unit (SEU) and the Student Evaluation of Teaching (SET). Students are asked to complete the SEU and SET near the end of each unit. SEU and SET results are anonymous, and are not made available to the teaching staff in the unit until after the University has released your final grades.

Examples of actions taken recently to improve this unit, that were based on or influenced by student or other feedback

Not applicable

Student complaints resolution

Victoria University has a [Student Complaints Resolution Policy](https://vu.edu.au/student-life/getting-help/student-complaints-resolution) to guide you through the steps you can take to resolve issues related to your time at the University. You can find more information on this process at: vu.edu.au/student-life/getting-help/student-complaints-resolution.