INFS3202
INDUSTRY TRAINING EXPERIENCE 2
ITE2 – Co-op

Course Outline
Semester 1, 2015

Part A: Course-Specific Information

Please consult Part B for key information on Business School policies (including those on plagiarism and special consideration), student responsibilities and student support services.

Co-op Scholars should also read their Co-op Scholar Agreement, the Co-op Scholar Manual and ITE Guidelines. These documents form part of this Course Outline.

Table of Contents

UNSW | AGSM
Business School

PART A: COURSE-SPECIFIC INFORMATION

1 STAFF CONTACT DETAILS

Position	Name	Location Telephone	Email	Consultation*
Lecturer In Charge (LIC)	Christine Van Toorn	QUAD 2092A Tel: 9385-5642	c.vantoorn@unsw.edu.au	TBC

* Other consultation time/s by appointment only.

Communication with Staff

The best way to contact the LIC is via email or to see them during their consultation times. Please note that only your UNSW email account will be used for formal notices and correspondence regarding the course, all students and staff are expected to use email responsibly and respectfully.

2 COURSE DETAILS

2.1 Teaching Times and Locations

The LIC has responsibility for allocating ITE2 placements based on a selection process requiring Scholars to elect up to six (6) ITE2 preferences. In allocating Scholars for ITE2, the LIC will take into consideration the Scholar's ITE1 allocation (using the preference indicator). Whilst every effort is made to ensure that all Scholars are allocated one of their six preferences, there are times when scholars are not able to be allocated to any of their six preferences, the LIC is the final authority in the allocation of scholars. ITE2 allocations will be confirmed 10 weeks prior to the commencement of the placement to give scholars sufficient time to contact sponsors and organize introductory meetings.

As scholars are allocated to various sponsor organisations, there will be differences in start/finish dates between Co-op Scholars. The start/finish date for the ITE2 period should be negotiated between the Sponsor and the Scholar. The following guidelines must be taken into consideration when scholars are organising their start/finish dates for ITE2:

- Timing must be agreed with the ITE2 sponsor/supervisor and should take into account start and finish dates of academic terms if required

- The Sponsor reserves the right to insist on particular start dates as they may be coordinating commencement of Co-op IT placements and vacation scholars at the same time.

- The UNSW Co-op office strongly recommends the following to enable Scholars sufficient time to fully complete their IT obligations before they commence their ITE3 placement and return to part-time university studies (in July).
  - ITE2 should commence Monday, the second or third week of January.

o Should there be any reason for an ITE to commence later than the above date; the Scholar/Sponsor should contact the LIC and the Co-op Program Manager.

During the ITE period, scholars are required to attend four face-to-face meetings with the LIC, Academic Mentor and/or Sponsor. The first will occur in March when the course officially commences.

This first meeting will be held with the Academic Mentor and/or LIC at the sponsor location. The second and third will be face-to-face meetings between all scholars and the LIC. These meetings will be held at the UNSW, Kensington Campus. The last face-to-face meeting will be the scholar's End of ITE2 Presentation, to be held at the sponsor location. Meeting dates are to be negotiated between the Academic Mentor and/or LIC, Sponsor representative and scholar. Face-to-face meeting dates will be advised by the LIC. Please refer to the Course Schedule at the end of this document for further information.

2.2 Units of Credit

Industry Training Experience 2, INFS3202 – ITE2 Co-op is a 12 Unit of Credit Course.

2.3 Summary of Course

Information Systems Co-op Scholars undertake Industry Training Experience as part of their UNSW Co-op Scholarship Degree Program of study. This course is designed to formally assess and recognise the knowledge and skills gained during the period of Industry Training Experience.

The broad objectives of Industry Training are to:
- Provide scholars with a practical application of the fundamental principles of information systems and technology management in an industry environment.
- Instil an appreciation of information systems and information technology while at the same time learn about company cultures and work ethics.
- Help develop the scholars' professional and soft skills
- Provide sponsors with a stream of highly talented, motivated young professionals who are dynamic and add value to the organisation.

2.4 Course Aims and Relationship to Other Courses

This course is only available to Business School UNSW Information Systems Co-op Scholars (enrolled in either the 3971 or 3554 UNSW Co-op Degree Programs). INFS3202 is the second of three fully assessable Industry Training Experience courses which UNSW Co-op Scholars complete as part of their UNSW Information Systems (Co-op) degree. INFS3202 builds upon the competencies gained by the Scholar during their ITE1 placement INFS2101.

This course provides scholars with a practical application of the fundamental principles of information systems and technology management in an industry environment. The course should expose scholars to the processes and issues related to the analysis, design and the management of information systems in an organisational context and also provide scholars with opportunities to develop their communication and professional skills.

2.5 Student Learning Outcomes

The Course Learning Outcomes are what you should be able to DO by the end of this course if you participate fully in learning activities and successfully complete the assessment items.

LO-1   Identify and explain advanced business practices within their allocated Sponsor organisation.

LO-2   Propose how Information Systems and Information Technology (IS/IT) could help the Sponsor organisation to attain their goals.

LO-3   Communicate complex business ideas and concepts in oral and written forms.

LO-4   Undertake relevant research in IS/IT within a particular industry.

LO-5   Illustrate their advanced collaborative skills in a teamwork environment.

LO-6   Evaluate the range of cultural, security, privacy and ethical issues facing individuals and organisations as a result of IS/IT.

LO-7   Analyse and explain the professional competencies and skills they have gained - within a business context.

The Learning Outcomes in this course also help you to achieve some of the overall Program Learning Goals and Outcomes for all undergraduate coursework students in the Business School. Program Learning Goals are what we want you to BE or HAVE by the time you successfully complete your UNSW Information Systems Co-op Degree (e.g. 'be an effective team player'). You demonstrate this by achieving specific Program Learning Outcomes – what you are able to DO by the end of your degree (e.g. 'participate collaboratively and responsibly in teams').

For more information on the Undergraduate Program Learning Goals and Outcomes, see Part B of the course outline.

Business Undergraduate Program Learning Goals and Outcomes

1. Knowledge: **Our graduates will have in-depth disciplinary knowledge applicable in local and global contexts.**
You should be able to select and apply disciplinary knowledge to business situations in a local and global environment**.**

2. Critical thinking and problem solving: Our graduates will be critical thinkers and effective problem solvers.
You should be able to identify and research issues in business situations, analyse the issues, and propose appropriate and well-justified solutions.

3. Communication: Our graduates will be effective professional communicators.
You should be able to:
    a. Prepare written documents that are clear and concise, using appropriate style and presentation for the intended audience, purpose and context, and
    b. Prepare and deliver oral presentations that are clear, focused, well-structured, and delivered in a professional manner.

4. Teamwork: Our graduates will be effective team participants.
You should be able to participate collaboratively and responsibly in teams, and reflect on your own teamwork, and on the team's processes and ability to achieve outcomes.

5. Ethical, social and environmental responsibility: Our graduates will have a sound awareness of the ethical, social, cultural and environmental implications of business practice.
You should be able to:
    a. Identify and assess ethical, environmental and/or sustainability considerations in business decision-making and practice, and
    b. Identify social and cultural implications of business situations.

The following table shows how your Course Learning Outcomes relate to the overall Program Learning Goals and Outcomes, and indicates where these are assessed (they may also be developed in tutorials and other activities):

Program Learning Goals and Outcomes		Course Learning Outcomes	Course Assessment Item
This course helps you to achieve the following learning goals for all Business undergraduate students:		*On successful completion of the course, you should be able to:*	*This learning outcome will be assessed in the following items:*
1	Knowledge	• Identify advanced business practices within their allocated Sponsor organisation • Illustrate how their sponsor organisation could use IS/IT to improve organisational and/or managerial efficiency and effectiveness • Communicate advanced business ideas and concepts effectively in oral and written forms	• ITE2 Pre-placement Sponsor Organisation Analysis • ITE2 Personal Reflective Journal ('ePortfolio') • ITE2 Research Project Report
2	Critical thinking and problem solving	• Illustrate how their sponsor organisation could use IS/IT to improve organisational and/or managerial efficiency and effectiveness • Communicate advanced business ideas and concepts effectively in oral and written forms	• ITE2 Personal Reflective Journal • ('ePortfolio') • ITE2 Sponsor Evaluation • ITE2 Research Project Report
3a	Written communication	• Identify advanced business practices within their allocated Sponsor organisation • Illustrate their collaborative skills in a teamwork environment	• ITE2 Pre-placement Sponsor Organisation Analysis • ITE2 Personal Reflective Journal ('ePortfolio') • ITE2 Sponsor Evaluation • ITE2 Research Project Report
3b	Oral communication	• Illustrate their collaborative skills in a teamwork environment Identify and explain the professional competencies and skills they have gained - within a business context.	• ITE2 End of Industry Training Experience Presentation • ITE2 Sponsor Evaluation
4	Teamwork	• Identify and explain the professional competencies and skills they have gained - within a business context.	• ITE2 Personal Reflective Journal ('ePortfolio') • ITE2 Sponsor Evaluation
5a	Ethical, social and environmental responsibility	• Illustrate how their sponsor organisation could use IS/IT to improve organisational and/or managerial efficiency & effectiveness	• ITE2 Pre-placement Sponsor Organisation Analysis • ITE2 Personal Reflective Journal

		• Communicate advanced business ideas and concepts effectively in oral and written forms	('ePortfolio') • ITE2 Sponsor Evaluation • ITE2 Research Project Report
5b	Social and cultural awareness	• Illustrate how their sponsor organisation could use IS/IT to improve organisational and/or managerial efficiency & effectiveness • Communicate advanced business ideas and concepts effectively in oral and written forms	• ITE2 Pre-placement Sponsor Organisation Analysis • ITE2 Personal Reflective Journal ('ePortfolio') • ITE2 Sponsor Evaluation ITE2 Research Project Report

3 LEARNING AND TEACHING ACTIVITIES

The sponsor primarily determines the scholar's learning and teaching activities. Please refer to the UNSW Co-op Program ITE Guidelines document. The LIC may organise additional activities to be completed during the face-to-face meetings – to be advised.

4 ASSESSMENT

4.1 Formal Requirements

In order to pass this course, you must achieve a satisfactory grade for all assessment tasks (see below).

4.2 Assessment Details

Formal assessment in this course is based on all FIVE components shown in the table below. All components are compulsory. Complete details of the assessments and requirements will be provided via the course website – managed via Moodle at: https://moodle.telt.unsw.edu.au/login/index.php

Assessment Task	Weighting	Length	Due Date
ITE2 Pre-placement Sponsor Organisation Analysis Submission of ITE2 Details and Professional Development Agreement	10%	See below	By end of Week Four of ITE2 By the end of Wk 2
ITE2 Personal Reflective Journal **('ePortfolio')**	25%	See below	Ongoing
ITE2 End of Industry Training Experience Presentation	20%	See below	End of ITE2

ITE2 Sponsor Evaluation	20%	See below	End of ITE2
INFS3202 ITE2 Research Project Report	25%	See below	End of ITE2
Total	100%		

ITE2 Pre-Placement Sponsor Organisation Analysis (10%)

By the end of the 2nd week of ITE2, scholars must submit the contact information and Professional Development Agreement (PDA). This is done online via the UNSW Co-op Program Career Manager.

Scholars must submit the ITE2 Pre-Placement Sponsor Organisation Analysis by the end of the 4th week of ITE2 to the LIC. This sponsor organisation analysis should address the following issues:

- The nature of the sponsor's industry and its economic significance
- Main participants in the industry, market concentration, products
- Information systems issues relevant to the industry
- Key challenges, issues and developments facing the industry and the IS/IT profession.

The report should be written to an academic (with IS/IT knowledge). Use the appropriate type of vocabulary, structure and level of technicality for this audience. The report should be word-processed and up to 2 pages in length (no more than 1000 words). Reports will be assessed based on the quality and depth of the scholar's research as well as the quality of their written communication skills.

ITE2 Personal Reflection Journal ('ePortfolio') (25%)

Scholars are required to maintain a personal reflection journal throughout their ITE2 placement. The personal reflection journal is to be used as a tool to assist scholars' development of their professional skills.

Scholar's should perform a **self-assessment** at the beginning of ITE2, they should reflect on their professional competencies, assess the sponsor's expectations of a new graduate's competencies, and establish benchmarks to **self-evaluate** their competencies throughout their ITE2 placement. You will need to gather a list of the competencies desired for employees by your sponsor organisation. These competencies can often be found on the sponsor's intranet in the human resource area under employee learning and development. You can also refer to the professional attributes listed on the Co-op Career Manager website as well as the Australian School of Business Graduate Attributes.

Scholars will need to compile a list of professional competencies and use the list as a **self-evaluation** tool to assess their own professional skills. Once you have established a base line for your professional competences (e.g., poor, good, very good), set goals regarding which competencies need to be developed and how you will attempt to

develop these skills. You may consider discussing your competencies with your sponsor supervisor.

Progressively throughout the ITE2 placement, you should self-assess to determine the extent to which you are achieving your goals and outline what you can do in the following weeks to improve your professional development. You will then draw on this Personal Reflection Journal to prepare your ITE2 research report. This journal should be submitted together with the ITE2 Research Project Report at the end of ITE2.

Tips:

- This is a reflective journal not just a diary of your daily activities. You may include details of what your ITE2 entails including daily, weekly and monthly duties but this information should be used as a reflection of your own skill development.
- Describe the knowledge you gained while on the job and include, where possible, how knowledge gained from your courses at university was beneficial. This may include technical knowledge as well as knowledge about managing interpersonal relationships in the work place, managing your time, working independently etc...
- Try to identify competencies that would be especially valuable for new graduates in the sponsor's organisation. List these items and consider how you may be able to make recommendations to your sponsor on how to improve their graduates' competencies.

ITE2 End of Industry Training Experience Presentation (20%)

Within their last two weeks, Scholars are required to make a 20 minute oral presentation. Please refer to the ITE Guidelines *End of Industry Training Experience Presentation* for the topics to be addressed in the presentation.

Scholars will be assessed on the presentation's content (topic, structure, clarity, level of understanding) as well as on scholars presentation and communication skills (confidence, clarity, use of technology, appropriate pitch).

The presentations are professional presentations that should be addressed to an audience with industry and IS/IT knowledge, that is, scholars should pitch their presentation towards their sponsor organisation, their sponsor supervisor(s) and relevant colleagues and management. Scholars should use appropriate range of vocabulary and behave professionally. Your Academic Mentor and/or LIC and possibly a staff member from the UNSW Co-op Program Office will attend. Scholars are required to advise **in advance** the Academic Mentor and/or LIC and UNSW Co-op Program Office of the date of the presentation. All relevant staff at the sponsor organisation should also be invited to attend. Scholars should request that their sponsor supervisor preview the presentation prior in order to ensure there is no loss of confidential information.

To assist scholars in their preparation, here is a list of tips:

- Structure your presentation and lead the audience through it.
- Please do not read notes. If you are prepared, you don't need notes! You may have notes to assist you if you begin to panic, but plan on not using them. Reading from power point slides is not an alternative. What you say and what is on the slides should be complementary, not equivalent.

- Ensure your slides look professional and are readable. Use an appropriate font at an appropriate size and colour. Ensure any tables and figures can be easily read. Be extremely careful with colours and try to avoid them for essential content.
- Be mindful of your body language. Avoid twisting your hands or feet, playing with a clicker or keys in your pocket. Move and address everyone in the room, not just the same person. Wear business attire.
- Use your voice as a tool, vary its pace and intonation. Be sure everyone understands you.
- Manage questions. Keep control of your presentation. If you are given a difficult question, keep cool and be honest. You can always say "That is a good point which I have not considered. I will consider it and perhaps we can continue this conversation over a coffee later in the day".
- Be ready with your presentation at least one week in advance and rehearse your presentation at home with family or friends.

A draft of your presentation should be available on the day of your presentation.

ITE2 Sponsor Evaluation (20%)

Within two weeks of completion of the ITE2 placement, sponsors will complete a *Sponsor Evaluation for a UNSW Co-op Program Scholar* using the template provided by the UNSW Co-op Office. Scholars must submit this performance evaluation and their completed *Scholar Evaluation of Industry Training Experience* online (Co-op Program Career Manager) within two weeks of completing their ITE2 placement.

Scholars should also provide a copy of their sponsor evaluation for the sponsor's Human Resource file and augment with any additional Scholar evaluation comments. In the event scholars cannot submit an assessment by the assigned date, scholars should discuss the submission date with the LIC.

INFS3202 ITE2 Research Project Report (25%)

For ITE2, you are required to prepare a report on the following:

- Drawing on your personal reflections diary, discuss the growth of your professional competencies during IT1 and insights you gained on the importance of professional competences in your sponsor's workplace.
- Where possible, apply knowledge gained through your tertiary studies at UNSW.
- Where possible, provide recommendations where the sponsor may be able to improve its performance evaluation criteria and/or processes used for new graduates' performance evaluations.

This report is due at the end of your ITE2 placement. The Research Report should be written in a formal 'business report' format. A business report is a written document that conveys information to an intended reader in a professional or business manner. You are expected to present and analyse the information and provide recommendations to assist the reader in making a business decision.

The Research Project Report will normally include the following:

- Executive Summary

- Introduction (there must be a clear purpose or objective)
- Main Body
- Conclusion
- Recommendations (these should be linked to research, analysis of industry trends and discussion of your own experience
- References
- Appendices (use only when appropriate)

The report is limited to 4 pages in total excluding references and appendices. The report should use sections, headings, and bullet points where appropriate. The report should be formatted using Times New Roman (font size12), double spaced and all margins should be 2.54 cm. Remember to proofread.

4.3 Late Submission

If late submission is required, the scholar should make arrangements with the LIC.

Quality Assurance
The Business School is actively monitoring student learning and quality of the student experience in all its programs. A random selection of completed assessment tasks may be used for quality assurance, such as to determine the extent to which program learning goals are being achieved. The information is required for accreditation purposes, and aggregated findings will be used to inform changes aimed at improving the quality of Business School programs. All material used for such processes will be treated as confidential.

5 COURSE RESOURCES

There are no textbooks for this course.

6 COURSE EVALUATION AND DEVELOPMENT

Each year feedback is sought from students and other stakeholders about the courses offered in the School and continual improvements are made based on this feedback. UNSW's Course and Teaching Evaluation and Improvement (CATEI) Process (http://www.unsw.edu.au/learning/pve/catei.html) is one of the ways in which student evaluative feedback is gathered. The School also solicits feedback from students during the session. Significant changes to courses and programs within the School are communicated to subsequent cohorts of students. Please feel free to communicate your views/suggestions to me at c.vantoorn@unsw.edu.au

7 COURSE SCHEDULE

There is no set course schedule for this course as ITE2 placements will run from January 2015 – Feb 2015. The start and ending dates will vary between students. Below is an approximate schedule for the course. Dates of face to face meetings will be advised by the LIC and by the scholars depending on the assessment.

Week	Activity	Assessment
January 2015 – Feb 2015	Students commence Industry Training	• Submission of ITE2 Pre- placement Sponsor organisation analysis - Submit on-line • Design ePortfolio
Week 1-4	Course officially starts. Scholars to liaise with Academic Mentors and/or LIC to advise Sponsor organisation Supervisor's details and area of work to which Scholar has been assigned. Students to organise a suitable time with Academic Mentor and/or LIC and to discuss student's progress and overall objectives of ITE2.	• ePortfolio
Week 5	Workshop 1- LIC to coordinate late afternoon workshop with all scholars. Topic – "Professional Readiness'	• ePortfolio
Week 6-7		• ePortfolio
Mid-semester break: Good Friday 3ʳᵈ April - Sunday 12ᵗʰ April		
Week 8-9		• ePortfolio
Week 10	Workshop 2- LIC to coordinate late afternoon workshop with all scholars. Topic – to be advised	
Week 11-12		• ePortfolio
Week 13	Academic Mentors and/or LIC attend Scholar's end of ITE2 presentations. Scholars to organise final IT presentation with LIC and sponsor. Course officially ends at end of Week 13.	• ePortfolio • ITE2 Sponsor Evaluation • Scholars' End of ITE2 Presentations • INFS3202 ITE2 Research Report
July 2015	Scholars complete ITE2	