

Portfolio Items (Individual Assessments)

Portfolio 1 – PF1 (10 marks)

This assessment will be discussed in Week 3 and be submitted by Friday 11:55pm Week 4.

Requirements:

In Week 2, you learnt how to write professional emails and the ways to improve your email communication skills. Email has long been a dominant tool for business communication, and it is certainly imperative to make the best use of emails to communicate effectively at the workplace. However, email is not without its limitations. In this assignment, you are required to evaluate the role of emails in business communication by completing the following two tasks.

Task 1.

Identify and describe two advantages of email communication over scheduled meetings (either face to face or through online); then **identify and describe** two advantages of email communication over mobile text messages. You should write about 150 words for this task.

Task 2.

Describe two different scenarios (either hypothetical, or from your own experience, or from the stories you have read or heard) in the daily work as a typical ICT professional where email is not the best channel for communication. **Explain** why in each scenario emails are not recommended to be used. **Propose** an alternative way of communication that suits each scenario and **explain** the advantage(s) of that communication method over emails. You should write about 350 words for this task.

Submission details:

1. Submit the MS-Word file (.doc or .docx file) to Moodle.
2. You should use the Unit and ALC materials from Weeks 1, 2 and 3 as relevant to get the skills needed for this assessment.
3. The entire Word file must be able to be processed in Turnitin – that is, it must contain text and NOT images. **Any words presented as an image will receive 0 marks.**
4. Total word count should be around 500 words +/-10%. Any coversheet you provide is not included in the word count. You must provide separate headings for each task for clarity.
5. Check spelling/grammar/structure of your submission.
6. You do not need to provide any references.

Marking Criteria (Total 10 marks)

1. Clearly described the advantages of emails over other communication methods as required in Task 1. The advantages identified are correct. **(2 marks)**
2. Clearly described the two scenarios as required in Task 2. The descriptions reflect normal working scenarios in an ICT profession. **(2 marks)**

3. The explanation as to why emails are not recommended in each scenario is clear and sound. **(2 marks)**
4. Proposed a suitable communication method in each scenario and clearly explained the advantage(s). **(2 marks)**
5. Length – the total word count for PF1 approximately 500 words +/-10% and correct spelling/grammar/structure/ease of reading and layout. **(2 marks)**