Revised on 8 July 2014

3.	The student will be able to Translate information needs into an information search strategy that is adaptable to the wide variety of information sources available.
4.	The student will be able to Communicate effectively by exploring the integration of contemporary audio-visual communication tools and software applications with written and spoken communication to prepare presentations and technical documentation that achieve both technical accuracy and user friendliness.
5.	The student will be able to Develop a strategy for evaluating personal efficacy, as well as that of the team, in achieving a goal.

Topics/Content outline:
Topics include: requirements analysis, interpersonal skills, approaches to solving IT problems, written IT documents, information retrieval, writing and presenting technical reports, professional IT organisations

Expanded Outcomes
Outcome 1: Interpersonal skills in a variety of settings Participate effectively in a variety of conversations, to make meaning, hear alternative perspectives and relay information both as an individual and as a contributing member of an Information Technology team across technical, gender, age and cultural boundaries. • Interact effectively and confidently with others on a one to one, one to many, and many to many basis. • Cultivate approaches that build confidence in face-to-face communication as well as computer-facilitated communication. • Explore team dynamics and empowerment techniques to achieve a goal. • Develop a strategy for managing deadlines, tasks and time. Software tools may include: Synchronous and asynchronous channels of communication (IRC and discussion boards), video conferencing software, electronic mail.
Outcome 2: Problem definition and solution Define a problem, determine, create, seek and retrieve the required information from a variety of sources and utilise this information to effect a solution using information technology to support the outcome. • Develop active listening and questioning techniques in order to define a problem and determine information needs. • Identify stakeholders, investigate, analyse and evaluate audience needs in a flexible, coherent and organised manner being sensitive to technical, gender, age and cultural boundaries. Software tools may include: word processing and concept mapping software
Outcome 3: Information retrieval. Translate information needs into an information search strategy that is adaptable to the wide variety of information sources available. • Develop a search strategy to locate and filter information to identify salient points to apply to problem solution. • Review and revise search strategies being used to improve their effectiveness. Software tools may include: computerised reference storing and retrieval, internet browsers and word processing software
Outcome 4: Effective communication and presentation of information. Communicate effectively by exploring the integration of contemporary audio-visual

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