

UNIVERSITY OF MAURITIUS

MODULE CATALOGUE

1. GENERAL INFORMATION

Academic Year: 2024/2025

Semester(s): I & II

Title	Code	Duration (hrs)	No. of credits
Communication and Business Skills for IT	ICDT1016Y	Lectures: 40	12
		Tutorials: 20	
		Self-Learning: 120	
		Other Learning Activities*: 180	
		Total Contact Hours: 60	

*working on assignments, sitting for Class Tests and preparation time for same, sitting for Examinations and preparation time for same, group work, attending Workshops/Conference recommended by the Department/Faculty, fieldwork, site visits/trips, additional practicals, presentations among peers, experiential learning, placements/internships and guest lectures.

2. PRE-REQUISITE(S)/PRE-REQUIREMENT(S)

No pre-requisites/pre-requirements

3. AIMS

The module will provide students with an understanding of the underlying concepts of communication and it also aims to develop the appropriate communications and business skills required in the field of IT. The module aims to endow students with good communication skills which are a critical building block to both personal and professional success. This will be achieved by assisting students nurture their diverse latent skills. Students will be exposed to the relevant notions and concepts, which will be put into practice through a multitude of class activities.

4. OUTLINE SYLLABUS

Effective Communication; Types of Communication; Presentation Skills; Interpersonal communication; Teamwork; Interview skills; Entrepreneurship Skills; Business Writing; Academic writing; Relationship Management and Marketing Skills; Soft skills for Project Management; Conflict Management; Performance Appraisal; Professional Ethics, Legal aspects and privacy.

Through Contact Hours:

Effective Communication (50%); Types of Communication(50%); Presentation Skills (50%); Interpersonal communication(50%); Teamwork (50%); Interview skills (75%); Entrepreneurship Skills (50%); Business Writing (50%); Academic writing (50%); Relationship Management and Marketing Skills (50%); Soft skills for Project Management (50%); Conflict Management (50%); Performance Appraisal (50%); Professional Ethics(40%), Legal aspects and privacy (40%).

Through Self-Learning:

Effective Communication (50%); Types of Communication(50%); Presentation Skills (50%); Interpersonal communication(50%); Teamwork (50%); Interview skills (25%); Entrepreneurship Skills (50%); Business Writing (50%); Academic writing (50%); Relationship Management and Marketing Skills (50%); Soft skills for Project Management (50%); Conflict Management (50%); Performance Appraisal (50%); Professional Ethics(60%), Legal aspects and privacy (60%).

5. LEARNING OUTCOMES AND ASSESSMENT CRITERIA

On successful completion of the module, the students should be able to achieve the following learning outcomes. The assessment criteria used to reflect the expected learning outcomes are also given hereunder:

Learning Outcomes	Assessment Criteria	Form of Assessment
Demonstrate a proper understanding of communication skills (verbal and non-verbal) in various settings	The students will be able to identify different types of communications, differentiate between verbal and non-verbal communication skills and	Written Assessment Class Activities

	use appropriate communication skills in various setting	
Master public speaking skills	The students will be able to communicate effectively in various settings	Class Activities
Develop Entrepreneurship and Project Management Skills	<p>The students will be able to understand the concepts related to entrepreneurship and write a simple business plan</p> <p>The students will be able to apply project management skills and understand the need for customer relationship management</p>	<p>Assignment</p> <p>Class Activities</p>
Develop teamwork and conflict management skills	The students should be able to understand issues related to teamwork in the IT industry and show leadership, conflict management and resolution skills	Class Activities
Develop academic writing skills	<p>The students will be able to understand and resolve issues in plagiarism, referencing and paraphrasing.</p> <p>The students will be able to apply the above concepts in academic writing</p> <p>The students will be able to use plagiarism checking and referencing tools</p> <p>The students will be able to understand how to write IT-related project reports</p>	<p>Assignment</p> <p>Class Activities</p> <p>Written Assessment</p>

Develop Business Writing Skills	The students will be able to write application letters and Curriculum Vitae	Assignments Class Activities
Understand the Interview and Performance Appraisal Process	The students will be able to understand the interview and performance appraisal process	Class Activities
Understand Ethics and Societal Issues	The students will be able to understand the implications of professional ethics and societal issues in IT industry	Class Activities

6. COORDINATORS

	Programme Coordinator	Module Coordinator
Name	<i>As per programme of studies</i>	Mr Anwar Chutoo
Department		ICT
Building		Phase II
Room Number		2.18E
Phone No.		403 7763
E-mail address		a.chutoo@uom.ac.mu
Consultation Time		On Request

7. LECTURER(S)

Semester 1		
Cohorts	Lecturer	Contact Details
BSc Software Engineering Batch A	Mrs Z. Cadessaib	Room 3.6, Engineering Tower Ext 7829 z.cadessaib@uom.ac.mu
BSc Software Engineering Batch B	Dr B Gobin - Rahimbux	Room 1.11, Phase II Building Ext 7893 b.gobin@uom.ac.mu

BSc Computer Science	Mr A Chutoo	Room 2.18E, Phase II Building Ext 7763 a.chutoo@uom.ac.mu
BSc Applied Computing	Dr Shivani Rajkomar	s.rajkomar@uom.ac.mu
BSc Mobile and Smart Technologies	Dr M Y Chuttur	Phase II Building, y.chuttur@uom.ac.mu
Semester 2		
Cohorts	Lecturer	Contact Details
BSc Software Engineering Batch A		
BSc Software Engineering Batch B	Dr B Gobin-Rahimbux	Room 1.11, Phase II Building Ext 7893 b.gobin@uom.ac.mu
BSc Computer Science	Mrs B Durgahee	Room 2.17, Phase II Building b.durgahee@uom.ac.mu
BSc Information Systems		
BSc Applied Computing	Dr Shivani Rajkomar	s.rajkomar@uom.ac.mu

8. VENUE AND HOURS/WEEK

As per respective programme timetable.

9. MODULE MAP

Abbreviations: L: Lectures, P: Practicals (Class Activities), T: Tutorials, V: Visits, S: Seminars

<i>Wk (s)</i>	<i>Hr (s)</i>	<i>Theme</i>	<i>Lecture Title(s)</i>	<i>Further Reading & Self Learning</i>	<i>L, P</i>	<i>Marked Activities/ Assignment</i>
SEMESTER 1						
1	2	Concepts of Communication	Introduction to Communication Skills Effective Communication Types of Communication Barriers for Effective Listening	R1	L	

	1		Ice Breaker Activities		P	
2 & 3	2+ 2	Verbal and Non-Verbal Communication	Non-Verbal Communication Interpersonal Skills Presentation Skills	R2	L	Scavenger Hunt (group)
	1+ 1		Activities on verbal and non-verbal communication		P	
4	2	Teamwork and Conflict Management	Teamwork Conflict Management	R3	L	Team Building (group)
	1		Team Building Activities Conflict Management and resolution activities		P	
5 & 6	2 +	Entrepreneurship and Project Management Skills	Entrepreneurship Skills Project Management Skills	R4	L	
	1+ 1		Activities on Entrepreneurship and Project Management		P	
Online Test						
7 & 8	2+ 2	Business Writing	CV Cover Letter, Complaint Letter, Resignation etc.	R5	L	CV and Letter Writing Assignment (individual)
	1 + 1		Activities on Business Writing		P	
9 & 10	3+ 3	Presentation Skills	Oral Presentation		P	Business Plan Assignment (Group)
FEEDBACK on Assignments and Test						
SEMESTER 2						

1 2 3	2+ 2+ 2	Academic Writing	Components of academic reports Referencing Plagiarism	R7	L	<i>Business Plan Oral Presentation</i>
	1+ 1+ 1		Class Activities on Referencing and Plagiarism		P	
4 5 6	2+ 2+ 2	Interview and Performance Appraisal	Interview Skills Performance Appraisal	R6	L	<i>Academic Writing Assignment</i>
	1+ 1+ 1		Class Activities		P	
7	2	Customer Relationship Management and Negotiation	Customer Relationship Management Negotiation	R8	L	<i>Interview/CRM Role-play</i>
	1		Class Activities		P	
8	2	Ethics Professionalism; Societal issues	Introduction to Professional Ethics and Societal Issues	R9	L	
	1		Class Activities		P	
9 10	2+ 2	Legal Issues and Privacy	Introduction to Legal Issues and Privacy	R10	L	<i>Portfolio Assignment</i>
	1+ 1		Portfolio Presentation		P	
REVISION						
TEST 2						
FEEDBACK on marked activities, submissions and Test						

10. RECOMMENDED BOOKS/JOURNALS/WEBSITES

Ref	Theme	Reading Lists
R1	Concepts of Communication	<ul style="list-style-type: none"> How to win friends and influence people ~ Dale Carnegie Seven habits of highly effective people ~ Stephen Covey Talk Like TED ~ Carmine Gallo Nine Effective Communication Skills https://www.habitsforwellbeing.com/9-effective-communication-skills/
R2	Verbal and Non-Verbal Communication	<ul style="list-style-type: none"> Nonverbal Communication ~ Albert Mehrabian The Definitive Book of Body Language ~ Barbara and Allan Pease
R3	Teamwork and Conflict Management	<ul style="list-style-type: none"> Conflict Resolution Techniques https://tinyurl.com/yyo7ym5t Resolving Team Conflict https://www.mindtools.com/pages/article/newTMM_79.htm Teamwork Skills: Six Steps to Effective Conflict Resolution https://teamsrock.com/six-steps-to-effective-conflict-resolution/ The Big Book of Conflict Resolution Games ~Mary Scannell https://tinyurl.com/yys5feus
R4	Entrepreneurship and Project Management	<ul style="list-style-type: none"> Entrepreneurship and Project Management Relationships https://tinyurl.com/y22qf7lg Project Management and Entrepreneurship ~Vasant Desai America's Most Successful Startups: Lessons for Entrepreneurs ~ Max Finger, Oliver Samwer
R5	Business Writing	<ul style="list-style-type: none"> Bird by Bird ~ Anne Lamott Writing That Works: How to Communicate Effectively in Business ~ Kenneth Roman
R6	Interview and Performance Appraisal	<p>Green A. (2018). How to Prepare for an Interview: The Ultimate Guide. Retrieved from https://www.thecut.com/article/how-to-prepare-for-an-interview.html [Accessed 21 July 2019]</p>
		https://www.managementstudyguide.com/performance-appraisal.htm

R7	Academic Writing	https://utas.libguides.com/referencing/Harvard http://www.bbc.co.uk/learningenglish/gothedistance/academicwriting
R8	Customer Relationship Management and Negotiation	https://www.salesforce.com/eu/learning-centre/crm/what-is-crm/ https://www.business.qld.gov.au/running-business/marketing-sales/managing-relationships/negotiating
R9	Ethics, Professionalism and Societal Issues	https://www.cs.uct.ac.za/mit_notes/ethics/new/pdf/ethics_top.pdf
R10	Legal Issues and Privacy	https://www.ubiquitypress.com/site/chapters/10.5334/bbf.f/download/910/

11. ESSAY(S)/ASSIGNMENT(S)/PRACTICAL(S) SUBMISSION DEADLINE

- Refer to the module map and section 12 for details of all class activities.
- Except for the assignments mentioned below, the deadline for submission for all other assignments/class activities is maximum one week from the set date.

Title	Last Submission Date
1. CV & Cover Letter Writing	Week 8 of Semester 1
2. Business Plan	Week 12 of Semester 1
3. Portfolio	Week 10 of Semester 2

12. ASSESSMENT

(i) Continuous Assessment

Details	Weighting (%)
Assignment(s): Semester 1 <ul style="list-style-type: none">• CV & Letter Writing (Individual)– 10%• Business Plan Report (Group)– 10 % Semester 2 <ul style="list-style-type: none">• Academic Writing (Individual)– 15%• Portfolio (Individual)– 10%	45%
Practical(s)/Class Activities Semester 1 <ul style="list-style-type: none">• Class Activities Group (Ice breaking, Scavenger Hunt, Team Building) – 10% Semester 2 <ul style="list-style-type: none">• Class Activities Group (Interview/CRM Role Play) – 10%• Business Plan Oral Presentation – 15%	35%
Test(s) (online/MCQ – Common Test): <ul style="list-style-type: none">• Test 1 (Semester 1) – 10%• Test 2 (Semester 2) – 10%	20%
Total Marks:	100%

13. OFFICE HOURS

Available upon request for appointment

14. PORTFOLIO REQUIREMENT

All students should keep a portfolio of all coursework for their respective Programme of studies and same should be made available upon request, to the Faculty/Centre Examination Office.

15. APPROVAL BY HEAD OF DEPARTMENT/OIC, CILL

Module Catalogue approved at Departmental Meeting

(where applicable) on:

Head of Department/OiC, CILL

Signature:

A copy of the approved Module Catalogue has to be submitted to the relevant Dean of Faculty for records purposes.