

Learning Institute for Empowerment (LIfE)
Coursework Specifications: Mapping CLOs to Coursework Assessments
Trimester: July/August 2025 (T2520)

Subject Code & Name: LWCW 6113 Workplace Communication
Subject Coordinator: Nor Azlah Abu Bakar
Subject Lecturer(s): Nor Azlah Abu Bakar, Asra Zarina Asbollah, Nur Syazana Lyana Mohd Zubil, Munirah Bt Munawar Ali
Assessment breakdown: Coursework: 100%

CLO	Description	Domain	Level	Assessment Component			Assignment 2 (30%)
				Assignment 1 (20%)	Presentation (25%)	Project (25%)	
1	Apply the principles of effective communications in business situations	Cognitive	3	√			
2	Demonstrate the skills necessary for effective oral communication	Affective	3		√		
3	Produce different types of written communication for employment and workplace	Cognitive	3			√	√

PRESENTATION – MOCK MEETING (25%)

CLO2 Demonstrate the skills necessary for effective oral communication

TASK: Role play and conduct a meeting to discuss solutions for a work-related issue.

General guidelines:

1. Students will work in a group of 5 – 6 members.
2. Students will be evaluated on an individual and group basis.
3. A description of a work-related issue will be given in **early Week 4**.
4. Each group must conduct the mock meeting online via a suitable video conferencing app. The meeting **MUST** be recorded and submitted to the lecturer by the **end of Week 4**.
5. The duration of the meeting should be **20 - 25 minutes only**.
6. The full name and role of each member needs to be clearly seen on the screen when he/she is presenting.

Rubric for Mock Meeting [25%]

Component	Range	Description
INDIVIDUAL ASSESSMENT		
Listening and Responding Effectively (10 marks)	9 - 10	Good speaker <ul style="list-style-type: none"> • Speech is generally smooth and even but with some hesitation. • Confident. Highly focused and actively participates in the meeting. • Shows good understanding of the purpose of the meeting and develops ideas reasonably well. • Relevant and adequate response to the issues discussed with few slips.
	7 - 8	Competent Speaker <ul style="list-style-type: none"> • Able to keep communication going with light stumbling and groping for words. • Quite confident. Actively participates in the meeting. • Shows satisfactory understanding of the purpose of the meeting and develops ideas satisfactorily. • Response for the most part relevant to the issues discussed, but there are some gaps or redundancy.
	5 - 6	Modest Speaker <ul style="list-style-type: none"> • Able to keep communication going although speech is uneven. • Not much confidence in delivery. Quite actively participates in the meeting. • Shows fair understanding of the purpose of the meeting and develops ideas but with some effort. • Response for the most part relevant to the issues discussed, but does not touch on points adequately.
	3 - 4	Marginal Speaker <ul style="list-style-type: none"> • Speech is frequently jerky, marked by many false starts. • Lack confidence in delivery. Limited participation in the meeting. Requires occasional prompting. • Shows limited understanding of the purpose of the meeting and hardly develops ideas. • Response of limited relevance to the issues discussed, with major gaps and/or repetition
	0 - 2	Limited Speaker <ul style="list-style-type: none"> • Speech is extremely uneven. Many utterances unfinished. • No confidence in delivery. Hardly participates in the meeting. Requires a lot of prompting. • Barely understands the purpose of the meeting and very limited development of ideas. • Some responses irrelevant and inadequate to the issues discussed.

Language Focus (5 marks)	5	<ul style="list-style-type: none"> • Good command of structures. Minimal errors in tenses and use of connectors. • Uses appropriate and varied vocabulary reasonably well. • Pronunciation issues do not hinder comprehension. Only occasional errors in stress and intonation.
	4	<ul style="list-style-type: none"> • Some errors in structures but these do not affect communication. • Uses appropriate and varied vocabulary satisfactorily. • Pronunciation is not clear but this only causes occasional misunderstanding. Shows mastery of stress and intonation patterns.
	3	<ul style="list-style-type: none"> • Many errors in basic structures but can manage to use a few correctly. • Uses appropriate and varied vocabulary fairly well. • Some problems in pronunciation, stress and intonation, but these do not cause serious misunderstanding.
	2	<ul style="list-style-type: none"> • No mastery of basic structures. Utterances – phrase level. • Limited use of appropriate and varied vocabulary. • Problems in pronunciation lead to miscomprehension. Has many problems with stress and intonation.
	0-1	<ul style="list-style-type: none"> • Utterances - one-word level. • Barely uses appropriate and varied vocabulary. • No control of stress and intonation patterns.
GROUP ASSESSMENT		
Quality of Discussion & Resolution (10 marks)	9-10	<ul style="list-style-type: none"> • Members are highly attentive and active. There is a balanced participation from all members. • Discussion is highly focused and follows the agenda closely. • Issues at hand are discussed fully with highly appropriate and detailed resolutions proposed.
	7 - 8	<ul style="list-style-type: none"> • Members are generally attentive with active participation from the majority. There may be 1 or 2 members who dominate or require prompting during the discussion. • Discussion stays mainly focused and follows the agenda with minor distractions. • Issues at hand are satisfactorily discussed and proposed resolutions are mostly appropriate and detailed.
	5 - 6	<ul style="list-style-type: none"> • Members are moderately attentive with active participation from some members. There are a few who require prompting to participate in the discussion. • Discussion is quite focused with occasional distractions. • Issues at hand are moderately discussed with some appropriate resolutions proposed.
	3 - 4	<ul style="list-style-type: none"> • Members are occasionally attentive and active. The discussion is slow moving and mainly dominated by 2 or 3 members. • Discussion is hardly focused and covers some agenda items. • Issues at hand are insufficiently discussed with few appropriate and adequate resolutions proposed.
	0 - 2	<ul style="list-style-type: none"> • Members are very inattentive and inactive. Participation is limited and requires constant prompting. • Discussion is unfocused, with side conversations, and loosely follows the agenda. • Issues at hand are poorly discussed with mainly inappropriate/inadequate resolutions proposed.

Coursework 2

Assignment 1

Multiple Choice Questions (MCQ) (20%)

CLO1 Apply the principles of effective communications in business situations

TASK: Submit answers to multiple choice questions.

General guidelines:

1. Students will work individually.
2. All the questions will cover the following topics:
 - **Topic 1 - Introduction to Communication**
Principles of effective interpersonal communication; Process of communication; Mediums of communication; Types of communication; Styles of communication; Verbal and non-verbal communication.
 - **Topic 2 - Communication in the Digital Age**
Digital media: digital media for workplace communication; email, instant messaging and text messaging, website content and podcasting; Social media: workplace communication uses of social networks, strategies for workplace communication in social networks, social media etiquette; Visual media: power of images, selecting visual to present information and data.
3. The assignment will be conducted in class in **Week 5**.
4. Students will be given **45 minutes** to complete the task.

Coursework 3

Assignment 2

Letter & Email Writing (30%)

CLO3 Produce different types of written communication for employment and workplace

TASK: Write an email and a letter on a work-related matter.

General Guidelines:

1. Students will work in pairs.
2. Based on a stimulus, students are required to write an email and a letter.
3. The use of AI tools and electronic devices such as mobile phones, tablets, laptops are not allowed.
4. Students are required to produce a **handwritten** assignment.
5. The assignment will be conducted in class in **Week 6**.
6. Students will be given **2 hours** to complete the task.

Coursework 4

PROJECT – REPORT (25%)

CLO3 Produce different types of written communication for employment and workplace

TASK: Produce a report based on a mini research conducted on an area of interest related to students' field of study.

General guidelines:

1. Students will work in groups of 5 – 6 members.
2. Propose a research topic, report title and seek your lecturer's approval.
3. Use an online survey/questionnaire as your research instrument for data collection. Limit to 30 survey respondents only.
4. Write an investigative report to demonstrate skills in simple research, information search, respondents' selection, report structuring and writing.
5. **A research proposal and a questionnaire** MUST be submitted for respective lecturer's approval by **Week 3**.

The proposal (2 – 3 pages) must include:

- Background of research area (½ - 1 page, must include proper acknowledgment of other writers' work in the APA form of in-text citation – e.g. (Ellis, 2019))
 - Purpose of research (identify at least 2-3 research objectives)
 - Scope of research (defined)
 - Method for data collection
6. **A final report** (10 - 12 pages excluding the front matter and end matter sections) MUST be submitted by **Week 7**.

The complete report must follow the following structure:

- i. Cover/ Title page
- ii. Content page
- iii. List of tables/figures
- iv. Acknowledgement
- v. Summary/Abstract (½ page)
- vi. Introduction (3 - 4 pages)

- vii. Findings (with 6 - 8 graphical representations: 5 - 6 pages)
- viii. Conclusion (1 page)
- ix. Recommendation (1 page)
- x. References (follow APA style)
- xi. Appendix - Blank questionnaire/survey form

7. Page specifications:

- i. Length of the report: 10-12 typed pages (~~excluding~~ cover page, content page, list of tables/figures, acknowledgment, references and appendix).
- ii. Font Type: Times New Roman
- iii. Font Size: 12
- iv. Line spacing: 1 ½
- v. Alignment: Justified
- vi. The cover/front page of their paper should contain: MMU letterhead, Course code & name, Full name of group members with Student ID, Lecture section/group number and Lecturer's name.

Rubric for Report [25%]

Component	Range	Description
FRONT MATTER/PRELIMINARY SECTION (4 marks)		
Cover/ Title page	$\frac{1}{2}$	Complete information: <ul style="list-style-type: none"> • MMU letterhead • group members' full names and Student IDs • course code and course title • section/lecture group number • lecturer's name
Content page	$\frac{1}{2}$	<ul style="list-style-type: none"> • accurate reflection of structure • accurate reflection of pagination
List of tables/figures	$\frac{1}{2}$	<ul style="list-style-type: none"> • accurate reflection of sequence
Acknowledgement	$\frac{1}{2}$	<ul style="list-style-type: none"> • expresses gratitude to those who have helped
Summary	2	<ul style="list-style-type: none"> • covers all the main parts of the report • self-explanatory
	1 m	Partially covers all the main parts of the report
	0- $\frac{1}{2}$ m	Fail to cover all the main parts of the report
BODY (4 + 5 +3 +3= 15marks)		
Introduction	3 - 4	Precisely written background and terms of reference, well described purpose, clearly defined scope and method
	2	Partially written background and terms of reference, insufficient description of purpose, moderately defined scope and method
	1	Weakly written background and terms of reference, vague description of purpose, unclear scope and method
	0 - $\frac{1}{2}$	No written background and terms of reference, very vague description of purpose, unclear scope and method
Findings (6 - 8 graphic representations)	4 - 5	Effective in presenting factual findings, no opinions given, clear graphic representation /accurate labelling, successfully integrates verbal and visual representation
	2 - 3	Moderate in presenting factual findings, some opinions given, partially clear graphic representation /accurate labelling, moderately integrates verbal and visual representation
	0 - 1	Weak in presenting factual findings, many opinions given, somewhat clear graphic representation /inaccurate labelling, weakly integrates verbal and visual representation
Conclusion	2 - 3	Conclusion is based on information and data in the findings and general points drawn from the finding
	0 - 1	Conclusion is based on unreasonable interpretation of finding
Recommendation	2 - 3	Provides detailed recommendations related to findings, and in-depth discussion supported with elaboration
	0 - 1	Limited recommendations related to findings, and inadequate discussion with minimal elaboration
END MATTER/SUPPLEMENTARY SECTION (1+ 5 = 6marks)		
References/bibliography	$\frac{1}{2}$	Complete reference list in alphabetical order and APA style
Appendix	$\frac{1}{2}$	Blank survey form attached

Language	4 - 5	Excellent use of grammar, spelling and punctuation, clear paragraphing, no jargon, more concrete than abstract no repetitions / redundancies
	2 - 3	Moderate use of grammar, spelling and punctuation, clear paragraphing, no jargon, moderately concrete than abstract some repetitions / redundancies
	0 - 1	Poor use of grammar, spelling and punctuation, unclear paragraphing, many jargons, less concrete than abstract many repetitions / redundancies