

**Study Guide**

**2014**

# **FACULTY of ACCOUNTING & INFORMATICS**

**DEPARTMENT OF INFORMATION TECHNOLOGY**

**ND: Information Technology (NDINS1/NDISF1/NDINB1)**

**Information Technology Skills 1**

**(ITSK103)**

**Module 1 & 2**

**(ITSK111 & ITSK121)**

**SAQA CREDITS:** 30

**Name of Co-ordinator :** Mrs. R. Ramdhaney

**Name of Lecturers : Communication**

Mrs. R Ramdhaney (Group A, B, E)

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**Accounting**

Mr U. Kalidin

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**Management**

Mr A. Moorley

**Legal Aspects**

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**Consultation times with Lecturer: *As outlined by lecturers***

**Head of Department : Mrs K. Singh**

**Campus location : Ritson Campus**

**Room number :**

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**Departmental Secretary : Mrs F. Naidoo, Ms N. Msomi**

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**Lectures :** *1 Communication, 2 Accounting lectures per week per*

*group*

**Tutorials :***1 Communication tutorial per week, per group*

**Lecture Venue** : *RN0-1, RN0-4 (as indicated on the timetable)*

**Tutorial Venue** : *RN0-9, RN0-11, RN0-12 (as indicated on the timetable)*

**Duration** : 15 weeks

1. **Welcome to the IT Skills course.** The purpose of the course is to provide you with abroad range of skills to equip you to work effectively in a business environment.

The learner guide provides an outline of the course as well as other important information with regard to learning outcomes and assessments. The information contained in here will help you plan your study program for the year.

The following definitions will help you understand some of the terminology that follows:

***Learning outcome***

This refers to what a student is expected to know, understand and/or be able to demonstrate at the end of a learning process. In the context of this module, each learning outcome is formally assessed

***Assessment Criteria***

This describes what the learner is expected to do, in order to demonstrate that a learning outcome has been achieved

***Assessment Strategies***

This is a forward-looking statement of principles that states how the planned assessments are to meet the aims of the module

1. **Introduction to the subject**

The course is made up of **two** modules, ITSK111 and ITSK121. Module 1 (Semester 1) consists of Communication Skills and Accounting Skills; Module 2 (Semester 2) includes Management and Legal Aspects.

The Communication Skills part of the course covers both verbal and non-verbal communication and focuses particularly on intrapersonal and interpersonal communication skills as a group and Human Relations, as a large part of an IT Specialist’s job involves team work.

The Accounting Skills aspect deals with basic accounting procedures.

Legal Aspects will cover Labour Legislation in South Africa and other pertinent aspects of the law for IT Specialists.

The Management part of the course will provide you with knowledge of basic management principles as well as the knowledge and skills to develop a business plan.

The knowledge you obtain from all of these subject areas will be used in developing your DS3 projects as well as in assessments that may be given in other subjects.

There are no prerequisites for this subject, and module 1 is not a pre-requisite for

module 2.

1. **Learning outcomes and assessment criteria**

The qualifying learner should be able to:

1. Use appropriate communication strategies to assist with the analysis and design techniques and methodologies in the development of IT software systems
2. Effectively analyze Business, to be able to provide solutions for specific problems
3. Demonstrate the mastering of business skills that will enable the effective application of technical skill in an IT business environment.
4. Apply management techniques to utilize IT resources (manpower and other) effectively
5. Demonstrate a thorough understanding of the management of a call centre
6. **Learning, teaching and assessment strategies**
7. The subject carries 0.25 credits

*Contact – 3 hours a week for theory*

*Tutorial – 1 hour a week*

*Assessments – are listed below*

1. Assessments

***The following are provisional and subject to change***.

|  |  |  |
| --- | --- | --- |
| **Subject Area** | **Assessment** | **Percentage** |
| Communication | MCQ Test | 40 |
|  | Presentation (oral) | 20 |
|  | Portfolio | 40 |
|  |  |  |
| Accounting | Test 1 | 50 |
|  | Test 2 | 50 |

**All assessments in communication are group assessments, except for**

**the test**

Management – 2 tests

Law – 1 test, 1 assignment

There is **NO** final examination. Your performance is evaluated continuously throughout the semester using various types of assessments (tests, oral assessments, assignments, etc) as set by individual lecturers.

Your final mark will be calculated as follows:

ITSK 111 – 60% Communication Skills + 40% Accounting Skills

ITSK 121 – 60% Management + 40% Legal Aspects

These details are ***provisional and are subject to change***. The intention is to allow you to plan your preparation/study schedules with this information as a guideline.

## Requirements for Assessments

All assignments must have a cover page with the following details: Student Name, Student Reg. No., Subject Name, Program Name, Assignment No. and Assignment Title. If it is a group assignment the details of all group members must appear on the cover and it must be signed off by all group members.

## Due Dates

Due dates for all work, **must** be adhered to. If you default you will be **penalized** **5% for every day (weekends inclusive)** that the work is late. If a reason for late submission is given in writing, then the penalty will be left totally to the discretion of the lecturer.

**NB:** **No submission, no mark***.*

## Absence from a Test

If a student is absent for a test, it is his/her responsibility to provide the subject lecturer with an explanation, together with any documentation in support thereof, not later than a week after the date of the scheduled test. Students that are granted permission to write a retest will be expected to cover the entire syllabus content for the retest. The retest will most likely be scheduled for the latter part of the semester.

1. **Copyright and plagiarism**

Plagiarism is the use of any text publications (e.g. books), journal articles, extracts from theses, online documentation or any other material written by someone else and presented as the learner’s own. Plagiarism includes the ‘copying and pasting’ of information obtained from internet websites, company intranets and other organisational or governmental white and green papers, and presented as the learner’s own. Plagiarism also includes copying of other learners’ assignments, group assignments, projects and other assessments and presenting this as the learners’ own.

***Learners caught practicing plagiarism for assignments or group assignments will receive a zero mark without the option of resubmission.***

In escalated circumstances, plagiarism may lead to an institutional disciplinary hearing and expulsion from this course for a minimum period of three years in all recognized tertiary institutions.

A plagiarism declaration will be given to you by the lecturer. This declaration must be completed and signed by each learner and attached to every assignment handed in for assessment. Assignments will not be marked if this completed plagiarism declaration is not attached.

1. **Student support**

Learners are advised to make appointments with the lecturer during the allocated consultation times. Difficulties experienced with any aspect of the syllabus may be addressed by taking advantage of these consultation times with the lecturer.

Learners that are performing poorly (i.e. low test and assignment marks) will be called in for special meetings with the lecturer to derive some means of improving their course mark and discussing any difficulty being experienced with regard to the subject content.

Consultation times

|  |  |
| --- | --- |
| **Day** | **Time** |
| Miss Ramdhaney (Wednesday) | Wed (8-10 am) |
| Mrs. E. Naicker | Tues (9-10a.m), Wed (11-12a.m) |
| Mr. S. Dadlisa | Mon 11:00-12:00 Tues 13:00-14:00 Wed 13:00-14:00 |

1. **Quality assurance and enhancement**

Learners will be given the opportunity to provide feedback on the course and their learning experience through the PRE 001/002 evaluations.

They will also be encouraged to provide feedback during their tutorial periods.

|  |  |  |  |
| --- | --- | --- | --- |
| **Learning outcomes** | **Assessment criteria** | | **Assessment methods** |
| Use appropriate communication strategies to assist with the analysis and design techniques and methodologies in the development of IT software systems. (c)  Use group discussion to effectively obtain information for the analysis and design of IT software systems.  Conduct meetings to obtain the required information for the analysis and design of IT software systems  Understand the business process in order to be able to provide solutions for specific problems.  Use group discussion in the analysis of a business in order to be able to provide solutions for specific problems.  Understand the major business processes that take place within the organisation in order to apply the appropriate technical skills in business applications.  Evaluate the critical success factors for the business in order to develop effective applications  Understand the role and functions of different levels of the organisational structure in order to utilize resources effectively  Understand the major business processes involved in running a call centre  Use standard business computer tools to assist in preparing financial and business reports  Encourage positive office morale and customer satisfaction by developing good office habits with regard to taking messages, answering telephones, office politics, etc  Understand South African Labour Legislation in order to deal with any legal problems that may arise in the management of a call centre | Modern analysis and design techniques and methodologies are applied in the development of IT software systems.  Verbal and non-verbal communication will be used effectively in the application of modern analysis and design techniques and methodologies for the development of IT software systems.  A group discussion is effectively conducted to obtain the necessary information for the development of IT software.  Meetings are conducted using the correct meeting procedure.  Solutions for specific business situations are supplied.  Business skills are effectively utilized in the application of technical skills in an IT business environment.  Management Techniques are applied to utilize IT resources effectively.  A business plan will be presented to show how management techniques can be applied to utilize resources effectively.  A business plan will be presented to show how management techniques can be applied to utilize resources effectively in order to manage a call centre.  Draw up a business plan that contains the correct legal terminology and practices. | | Integrated Assignment with Information Systems 2 and Development Software 2 which will include the following:  Develop a Portfolio with all relevant documentation pertaining to the Integrated Project:  Questionnaire to assess individual communication.  Perspective Writing  Analytical Writing  Contract  Proposal  Minutes of all meetings  System Vision Document  Gantt Chart  Use Cases  Class diagrams  Project design Document:  Unit test report  User manual  CD with source code  MCQ Test on Communication Theory  Project Design Document  (to be announced)  Presentation of Project  (to be announced)  Accounting Tests  Test 1 – test week 1  Test 2 – test week 2  Management & Legal Aspects tests will be in Semester 2. Dates to be announced.  Management project will also be in semester 2. |
| **Management**  Globalisation in the business world  The mission, vision, goals of a business  Corporate strategy  Critical success factors (CSFs)  The role of management  The role of IT management  Business processes in Finance, Marketing, Production, Personnel  The impact of IT on Business and Society  Starting your own business  Companies, Close Corporations, and Partnerships  Financial concepts  Marketing concepts  Developing a Business Plan | | | |
| **Dates for submission of Written Documents** | | **Assignment return/feedback dates** | |
| *Please refer to the Integrated Project Document on the IT Skills Blackboard* | | *Discussion and feedback during tutorials/lectures* | |

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| **Relevant readings/references**  Puth, G. 2002. The Communicating Leader. Van Schaik: Pretoria    W.S Bosua, W.S. & Schutte, M. (?) Basic Financial Accounting. 3rd Ed.    Gamble, T.K. & Gamble, M. 1999. Communication Works. McGraw-Hill College: USA  West, R. & Turner, L.H. 2011. Understanding Interpersonal Communication. 2nd Ed. Wadsworth: USA  Beebe, S.A., Beebe, S.J. & Redmond, M.V. 2011. Interpersonal Communication, relating to others. 6th Ed.  Pearson: USA  And others as prescribed by your lecturers.  *.* |