INTS100

Cross-Cultural Communication

S1 Day 2015

Dept of International Studies

Contents

Disclaimer

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General Information

Unit convenor and teaching staff
Unit Convenor
Dr Blanche Menadier
via Contact the Convenor Privately in iLearn
Contact via via Contact the Convenor Privately in iLearn
W6A 327
Monday 2:30 - 3:30 and and Friday 1 - 2 pm

Lecturer and tutor
Miriam Neigert
miriam.neigert@mq.edu.au
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Credit points
3

Prerequisites
Admission to BIntStud or BIntStudLLB

Corequisites

Co-badged status

Unit description
This unit is designed to introduce students to issues of cross-cultural communication and to relate those issues to the language studies that students undertake as a part of their degree. Particular emphasis is given to the interrelationship of language and culture, and how this connection plays out in international settings. The unit develops analytical as well as practical skills for communication in multicultural settings, such as multinational businesses or the diplomatic service. It is essential preparation for the study abroad program to be undertaken by students in the Bachelor of International Studies program at 300 level.

Important Academic Dates

Information about important academic dates including deadlines for withdrawing from units are available at https://www.mq.edu.au/study/calendar-of-dates

Learning Outcomes

On successful completion of this unit, you will be able to:

to obtain factual knowledge about a range of European & Asian languages and cultures

acquire knowledge about different theoretical approaches to cross-cultural communication

to analyse and reflect critically on different concepts of culture

to gain an appreciation of cultural diversity and a range of issues related to cultural and cross-cultural questions

to engage with relevant key concepts arising from cross-cultural studies

to develop your research skills on a topic provided, with initial guidance through lectures and tutorials

to become familiar with the basic conventions of academic research, such as referencing and quoting correctly

to work and collaborate with others effectively

General Assessment Information

LATE SUBMISSIONS

Assessment tasks (2 Essays, participation in weekly online discussion and tutorials) are compulsory and must be submitted on time. As a general rule, extensions will not be granted without a valid and documented reason. Requests for extensions for the two essays must be made in a timely manner through ask.mq.edu. You must follow the instructions at ask.mq.edu.au regarding providing a Professional Authority Form. If you cannot attend a tutorial, you need to provide evidence as to why you were unable to attend. Work commitments are not a valid excuse for missing tutorials or requesting extensions for essay submissions.

Late Research Essay submissions will be penalised by 5% for each day (including weekends) the assignment task is late. No assessment tasks will be accepted after corrections and feedback has been provided to the class. Assessment tasks handed in early will not be marked and returned before the due date.

Assessment Tasks

Name	Weighting	Due
Essay 1	30%	April 8

Name	Weighting	Due
Essay 2	40%	June 10
Tutorial Participation	20%	ongoing
Online Discussion Forum	10%	ongoing

Essay 1

Due: **April 8**
Weighting: **30%**

Essay

On successful completion you will be able to:
- to analyse and reflect critically on different concepts of culture
- to gain an appreciation of cultural diversity and a range of issues related to cultural and cross-cultural questions
- to engage with relevant key concepts arising from cross-cultural studies
- to develop your research skills on a topic provided, with initial guidance through lectures and tutorials
- to become familiar with the basic conventions of academic research, such as referencing and quoting correctly

Essay 2

Due: **June 10**
Weighting: **40%**

Essay

On successful completion you will be able to:
- to analyse and reflect critically on different concepts of culture
- to gain an appreciation of cultural diversity and a range of issues related to cultural and cross-cultural questions
- to engage with relevant key concepts arising from cross-cultural studies
- to develop your research skills on a topic provided, with initial guidance through lectures and tutorials
- to become familiar with the basic conventions of academic research, such as referencing and quoting correctly

Tutorial Participation

Due: **ongoing**
Weighting: **20%**

Beginning in week 2, tutorial attendance and participation are required. Tutorials will explore the unit themes and engage in critical analysis of unit readings. They will also address research techniques and essay writing skills.

The tutorial is a compulsory component of this unit. No more than two tutorials should be missed. Absence from more than two tutorials needs to be supported by relevant documentation such as medical certificates and presented to the corresponding tutor. Unexplained absence from two or more tutorials is a possible ground for exclusion from the unit.

Please arrive on time for classes. Arriving late is very disruptive. All classes start five minutes past the hour. If you should arrive late, it is your responsibility to find out what you have missed.

On successful completion you will be able to:

- to obtain factual knowledge about a range of European & Asian languages and cultures
- acquire knowledge about different theoretical approaches to cross-cultural communication
- to analyse and reflect critically on different concepts of culture
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- to engage with relevant key concepts arising from cross-cultural studies
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- to become familiar with the basic conventions of academic research, such as referencing and quoting correctly
- to work and collaborate with others effectively

Online Discussion Forum

Due: **ongoing**
Weighting: **10%**

Beginning in week 2, students are required to participate in online discussion through iLearn. The online discussions are designed to generate the informal exchange of ideas which stem from the lecture topics and readings. Students will be assessed on the relevance of their contributions and not on the format (spelling, grammar, etc) of the presentation.

On successful completion you will be able to:

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- acquire knowledge about different theoretical approaches to cross-cultural communication
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Delivery and Resources

INTS 100, "Cross-Cultural Communication", is offered internally in first semester. Assessment is by coursework. The unit includes a weekly 1 hour lecture and a 1 hour tutorial.

Login is via: https://ilearn.mq.edu.au/

Is my unit in iLearn?: http://help.ilearn.mq.edu.au/unitsonline/ Use this link to check when your online unit will become available.

Technology

Students are required to have regular access to a computer and the internet. Mobile devices alone are not sufficient.

- For technical support go to: http://mq.edu.au/about_us/offices_and_units/informatics/help
- For student quick guides on the use of iLearn go to: http://mq.edu.au/iLearn/student_info/guides.htm

The unit will be taught in English; all assessment components should be submitted in English.

As this unit involves a series of lectures in preparation for independent research, attendance at all lectures is highly recommended, **attendance at tutorials is compulsory**. Students who miss tutorials must provide evidence of an unforeseen and serious disruption (e.g. illness, supported by a professional authority form) via ask.mq.edu.au. Ongoing work commitments are not a valid reason for missing classes.

It is expected that you prepare for each lecture with the help of the reading material which is provided to you via the iLearn online platform. Each lecture will then provide you with information, references and relevant sources guiding you towards more independent research. For each lecture, you will be given focus questions to discuss online in preparation for your tutorials. Adequate preparation will help you to engage with the topics discussed in the tutorials.

For each week of the semester, an abstract of the respective lecture will be made available via ILearn; an audiorecording of the lecture (via ECHO), as well as lecture notes will be uploaded into iLearn after the lecture. In each week'siILearn component, you will also find the set readings for the week's lecture as well as the focus questions for discussion online in preparation for your tutorials, and where relevant, a list of references for further readings.

Beginning in Week 2, the tutorials provide you with the opportunity to actively participate in discussions and to enhance your essay writing skills.

You are expected to visit the iLearn site for INTS 100 **more than once a week** to obtain all updates in information, to access the set readings and to post your online contributions to the focus questions.

Submission of Essays

Please submit both essays online via *Turnitin* found in the Assessment folder in iILearn. Please note that assignments have to be submitted by 5pm on the day of the due date.

Advice on Essay Writing

Students are expected to present a very clear and concise answer. You are advised to ensure that every sentence you write relates directly to the question and contributes to your argument.

In contrast to the online discussion, your formal writing skills will be assessed. The better the writing, the clearer your argument. You are strongly advised to proof-read your essay prior to submission. Spellcheck will not identify a correctly spelled word used incorrectly in a sentence ("where" instead of "were" as one example of a common mistake which will alter the meaning of your sentence and detract from your argument). Proofread for spelling, style, syntax, vocabulary and grammatical mistakes, all of which will weaken your essay and have the potential to change the meaning of what you had hoped to express. Do not leave either the reading or the writing for the **Essays** until the last moment. If you rush reading on the topic, you will not have time to develop your thoughts. If you rush writing on the topic, you will not have time to re-read for content and style or to proof-read for errors. The **Essay** is intended to be an exercise in addressing a particular question and developing your arguments. Every author and website referenced in the essay must appear in your bibliography. Referencing styles are explained and illustrated at: http://www.lib.mq.edu.au/readyref/cites.html.

Be consistent with the referencing style you choose. **Essay 2** requires wider reading, and you are expected to use a range of sources. Please note that Wikipedia and Encarta are not considered academic references for the purposes of the Essay and the Take Home Exam.

Required and recommended texts

You will be supplied with references for each individual lecture on ILearn. In addition to taking notes in class, please use ILearn and E-Reserve (Library) to obtain the necessary information.

Please familiarise yourself with the material available in the library by attending one of the library information tours offered at the start of each semester.

Plagiarism

Assignments are to be your own work. Using someone else's words (either another student's, from a book, a journal article or a website) without clear acknowledgement is plagiarism and can incur serious penalties. The University defines plagiarism in its rules: "Plagiarism involves using the work of another person and presenting it as one's own." Plagiarism is a serious breach of the University's rules and carries significant penalties. Information about plagiarism can be found in the *Handbook of Undergraduate Studies*, on the web at http://www.student.mq.edu.au/plagiarism and on the Faculty of Arts cover sheet, which you must sign before you submit your assignments. If you are in doubt consult your lecturer or tutor.

Grading
The university has a set of guidelines on the distribution of grades across the range from fail to high distinction.

HD	High Distinction which denotes work of outstanding quality. This may be demonstrated in areas such as criticism, logical argument, interpretation of materials or use of methodology. This grade may also be awarded to recognise a high order of originality or creativity in student performance;
D	Distinction which denotes work of superior quality in the same areas of performance as above. This grade may also be awarded to recognise particular originality or creativity in student performance;
Cr	Credit which denotes work of predominantly good quality, demonstrating a sound grasp of content together with efficient organisation, selectivity and use of techniques;
P	Pass which denotes a clear pass and satisfactory achievement of unit objectives;
F	Fail which denotes that a candidate has failed to complete a unit satisfactorily.

Unit Schedule

Weekly Overview

Week	Topic	Tutorial	Online Discussion
Week 1	Introduction and Overview • Course outline • Online unit component • Essay writing skills	no	no

Week 2	The Relationship of Language and Culture	yes	yes
Week 3	Definitions of Culture and Cultural Values	yes	yes
Week 4	The role of Social Context	yes	yes
Week 5	Politeness and Face	yes	yes
Week 6	Cross-Cultural Pragmatics	yes	yes
Session Break Essay 1 due 8 April			
Week 7	Case Studies: German, Greek, Russian	yes	yes
Week 8	Case Study: Spanish	yes	yes
Week 9	Case Studies: French	yes	yes
Week 10	Case Studies: Italian	yes	yes
Week 11	Case Studies: Chinese	yes	yes
Week 12	Case Studies: Japanese	yes	yes
Week 13	Towards Intercultural Competence: Bringing it all together	yes	yes
ESSAY 2 due on 10 June			

Policies and Procedures

Macquarie University policies and procedures are accessible from Policy Central. Students should be aware of the following policies in particular with regard to Learning and Teaching:

Academic Honesty Policy http://mq.edu.au/policy/docs/academic_honesty/policy.html

Assessment Policy http://mq.edu.au/policy/docs/assessment/policy.html

Grading Policy http://mq.edu.au/policy/docs/grading/policy.html

Grade Appeal Policy http://mq.edu.au/policy/docs/gradeappeal/policy.html

Grievance Management Policy http://mq.edu.au/policy/docs/grievance_management/policy.html

Disruption to Studies Policy http://www.mq.edu.au/policy/docs/disruption_studies/policy.html *The Disruption to Studies Policy is effective from March 3 2014 and replaces the Special Consideration Policy.*

In addition, a number of other policies can be found in the Learning and Teaching Category of Policy Central.

Student Code of Conduct

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: https://students.mq.edu.au/support/student_conduct/

Results

Results shown in *iLearn*, or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your student email address and will be made available in eStudent. For more information visit ask.mq.edu.au.

Student Support

Macquarie University provides a range of support services for students. For details, visit http://students.mq.edu.au/support/

Learning Skills

Learning Skills (mq.edu.au/learningskills) provides academic writing resources and study strategies to improve your marks and take control of your study.

- Workshops
- StudyWise
- Academic Integrity Module for Students
- Ask a Learning Adviser

Student Services and Support

Students with a disability are encouraged to contact the Disability Service who can provide appropriate help with any issues that arise during their studies.

Student Enquiries

For all student enquiries, visit Student Connect at ask.mq.edu.au

IT Help

For help with University computer systems and technology, visit http://informatics.mq.edu.au/help/.

When using the University's IT, you must adhere to the Acceptable Use Policy. The policy applies to all who connect to the MQ network including students.

Graduate Capabilities

Creative and Innovative

Our graduates will also be capable of creative thinking and of creating knowledge. They will be imaginative and open to experience and capable of innovation at work and in the community. We want them to be engaged in applying their critical, creative thinking.

This graduate capability is supported by:

Learning outcomes

- to analyse and reflect critically on different concepts of culture
- to develop your research skills on a topic provided, with initial guidance through lectures and tutorials

Capable of Professional and Personal Judgement and Initiative

We want our graduates to have emotional intelligence and sound interpersonal skills and to demonstrate discernment and common sense in their professional and personal judgement. They will exercise initiative as needed. They will be capable of risk assessment, and be able to handle ambiguity and complexity, enabling them to be adaptable in diverse and changing environments.

This graduate capability is supported by:

Learning outcomes

- to analyse and reflect critically on different concepts of culture
- to gain an appreciation of cultural diversity and a range of issues related to cultural and cross-cultural questions
- to become familiar with the basic conventions of academic research, such as referencing and quoting correctly

Commitment to Continuous Learning

Our graduates will have enquiring minds and a literate curiosity which will lead them to pursue knowledge for its own sake. They will continue to pursue learning in their careers and as they participate in the world. They will be capable of reflecting on their experiences and relationships with others and the environment, learning from them, and growing - personally, professionally and socially.

This graduate capability is supported by:

Learning outcomes

- to analyse and reflect critically on different concepts of culture
- to engage with relevant key concepts arising from cross-cultural studies
- to develop your research skills on a topic provided, with initial guidance through lectures and tutorials

Discipline Specific Knowledge and Skills

Our graduates will take with them the intellectual development, depth and breadth of knowledge, scholarly understanding, and specific subject content in their chosen fields to make them competent and confident in their subject or profession. They will be able to demonstrate, where

relevant, professional technical competence and meet professional standards. They will be able to articulate the structure of knowledge of their discipline, be able to adapt discipline-specific knowledge to novel situations, and be able to contribute from their discipline to inter-disciplinary solutions to problems.

This graduate capability is supported by:

Learning outcomes

- to obtain factual knowledge about a range of European & Asian languages and cultures
- acquire knowledge about different theoretical approaches to cross-cultural communication
- to analyse and reflect critically on different concepts of culture
- to gain an appreciation of cultural diversity and a range of issues related to cultural and cross-cultural questions
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Assessment tasks

- Essay 1
- Essay 2
- Tutorial Participation
- Online Discussion Forum

Critical, Analytical and Integrative Thinking

We want our graduates to be capable of reasoning, questioning and analysing, and to integrate and synthesise learning and knowledge from a range of sources and environments; to be able to critique constraints, assumptions and limitations; to be able to think independently and systemically in relation to scholarly activity, in the workplace, and in the world. We want them to have a level of scientific and information technology literacy.

This graduate capability is supported by:

Learning outcomes

- to analyse and reflect critically on different concepts of culture
- to gain an appreciation of cultural diversity and a range of issues related to cultural and cross-cultural questions
- to engage with relevant key concepts arising from cross-cultural studies
- to develop your research skills on a topic provided, with initial guidance through lectures

and tutorials

Assessment tasks

- Essay 1
- Essay 2
- Tutorial Participation
- Online Discussion Forum

Problem Solving and Research Capability

Our graduates should be capable of researching; of analysing, and interpreting and assessing data and information in various forms; of drawing connections across fields of knowledge; and they should be able to relate their knowledge to complex situations at work or in the world, in order to diagnose and solve problems. We want them to have the confidence to take the initiative in doing so, within an awareness of their own limitations.

This graduate capability is supported by:

Learning outcomes

- to engage with relevant key concepts arising from cross-cultural studies
- to develop your research skills on a topic provided, with initial guidance through lectures and tutorials
- to become familiar with the basic conventions of academic research, such as referencing and quoting correctly
- to work and collaborate with others effectively

Assessment tasks

- Essay 1
- Essay 2

Effective Communication

We want to develop in our students the ability to communicate and convey their views in forms effective with different audiences. We want our graduates to take with them the capability to read, listen, question, gather and evaluate information resources in a variety of formats, assess, write clearly, speak effectively, and to use visual communication and communication technologies as appropriate.

This graduate capability is supported by:

Learning outcomes

- to analyse and reflect critically on different concepts of culture
- to develop your research skills on a topic provided, with initial guidance through lectures and tutorials

- to become familiar with the basic conventions of academic research, such as referencing and quoting correctly
- to work and collaborate with others effectively

Assessment tasks

- Essay 1
- Essay 2
- Tutorial Participation
- Online Discussion Forum

Engaged and Ethical Local and Global citizens

As local citizens our graduates will be aware of indigenous perspectives and of the nation's historical context. They will be engaged with the challenges of contemporary society and with knowledge and ideas. We want our graduates to have respect for diversity, to be open-minded, sensitive to others and inclusive, and to be open to other cultures and perspectives: they should have a level of cultural literacy. Our graduates should be aware of disadvantage and social justice, and be willing to participate to help create a wiser and better society.

This graduate capability is supported by:

Learning outcomes

- to analyse and reflect critically on different concepts of culture
- to gain an appreciation of cultural diversity and a range of issues related to cultural and cross-cultural questions
- to engage with relevant key concepts arising from cross-cultural studies
- to develop your research skills on a topic provided, with initial guidance through lectures and tutorials
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Socially and Environmentally Active and Responsible

We want our graduates to be aware of and have respect for self and others; to be able to work with others as a leader and a team player; to have a sense of connectedness with others and country; and to have a sense of mutual obligation. Our graduates should be informed and active participants in moving society towards sustainability.

This graduate capability is supported by:

Learning outcomes

- to gain an appreciation of cultural diversity and a range of issues related to cultural and

cross-cultural questions

- to engage with relevant key concepts arising from cross-cultural studies
- to develop your research skills on a topic provided, with initial guidance through lectures and tutorials
- to work and collaborate with others effectively

Late Submissions

Assessment tasks (2 Essays, participation in weekly online discussion and tutorials) are compulsory and must be submitted on time. As a general rule, extensions will not be granted without a valid and documented reason. Requests for extensions must be made in a timely manner through ask.mq.edu. You must follow the instructions at ask.mq.edu.au regarding providing a Professional Authority Form.

Late Research Essay submissions will be penalised by 5% for each day (including weekends) the assignment task is late. No assessment tasks will be accepted after corrections and feedback has been provided to the class. Assessment tasks handed in early will not be marked and returned before the due date.

Changes since First Published

Date	Description
19/02/2015	The unit convenor has changed from 2014