UNIVERSIDADE DA CORUÑA

Teaching Guide				
Identifying Data				**2023/24**
Subject (*)	English in the Workplace		**Code**	662G01045
Study programme	Grao en Turismo			
Descriptors				
Cycle	**Period**	**Year**	**Type**	**Credits**
Graduate	1st four-month period	Fourth	Optional	6
Language	English			
Teaching method	Face-to-face			
Prerequisites				
Department	Letras			
Coordinador	Moss , Sarah Louise	**E-mail**	sarah.moss@udc.es	
Lecturers	Moss , Sarah Louise	**E-mail**	sarah.moss@udc.es	
Web				
General description	This course is designed to provide business communication skills for students who will need to use English in a working environment. They include basic Business English skills, namely: familiarisation with and use of basic business terminology; working in multicultural environments; calling and holding meetings; negotiating; speaking on the telephone; business presentations. The emphasis is on oral skills.			

Study programme competences / results	
Code	**Study programme competences / results**
A6	Ter unha marcada orientación de servizo ao cliente.
A13	Manexar técnicas de comunicación.
A15	Traballar en inglés como lingua estranxeira.
A29	Traballar en medios socioculturais diferentes.
B1	Capacidade de análise e síntese.
B2	Comunicación oral e escrita en lingua nativa.
B3	Resolución de problemas.
B4	Razoamento crítico.
B5	Compromiso ético.
B6	Aprendizaxe autónoma.
B7	Adaptación a novas situacións.
C1	Expresarse correctamente, tanto de forma oral coma escrita, nas linguas oficiais da comunidade autónoma.
C2	Dominar a expresión e a comprensión de forma oral e escrita dun idioma estranxeiro.
C3	Utilizar as ferramentas básicas das tecnoloxías da información e as comunicacións (TIC) necesarias para o exercicio da súa profesión e para a aprendizaxe ao longo da súa vida.
C4	Desenvolverse para o exercicio dunha cidadanía aberta, culta, crítica, comprometida, democrática e solidaria, capaz de analizar a realidade, diagnosticar problemas, formular e implantar solucións baseadas no coñecemento e orientadas ao ben común.
C5	Entender a importancia da cultura emprendedora e coñecer os medios ao alcance das persoas emprendedoras.
C6	Valorar criticamente o coñecemento, a tecnoloxía e a información dispoñible para resolver os problemas cos que deben enfrontarse.
C7	Asumir como profesional e cidadán a importancia da aprendizaxe ao longo da vida.
C8	Valorar a importancia que ten a investigación, a innovación e o desenvolvemento tecnolóxico no avance socioeconómico e cultural da sociedade.

Learning outcomes	
Learning outcomes	**Study programme competences / results**

	A6	B1	C1
To acquire communicative competence in the English language, in accordance with the professional context of the tourist industry.	A13	B2	C2
	A15	B3	C3
To become competent in the use of high frequency vocabulary used in professional situations in business and the tourist industry in particular.	A29	B4	C4
		B5	C5
		B6	C6
		B7	C7
			C8
To identify and employ written and oral discourse in the most appropriate register, using common rhetorical functions such as persuasion and information.	A6	B1	C1
	A13	B3	C2
	A15	B4	C3
To understand, analyse and summarise oral and written discourse in English commonly used in the tourist industry.	A29	B5	C4
		B6	C5
		B7	C6
			C7
			C8
To work in multicultural environments.	A6	B1	C2
	A13	B3	C4
	A15	B5	
	A29	B6	
		B7	

Contents	
Topic	**Sub-topic**
Understanding the basic language of business	Describing a company: management and organisational structure; facilities; departments; functions; working conditions; remuneration. Business plans. Working in multi-cultural environments
Telephone language	Telephone conventions: specific vocabulary Effective note taking and abbreviations Customer service: dealing with problems and handling complaints on the telephone.
Meetings and negotiations	Calling a meeting (written) Agenda (written) Chairing a meeting Negotiating Minutes (written)
Professional presentation skills:	Preparation and delivery: Introduction Arguments Conclusions Q&A Visuals Intonation and pauses

Planning				
Methodologies / tests	**Competencies / Results**	**Teaching hours (in-person & virtual)**	**Student?s personal work hours**	**Total hours**

Seminar	A6 A13 A15 A29 B1 B2 B3 B4 B5 B6 B7 C1 C2 C3 C4 C5 C6 C7 C8	30	50	80
Simulation	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	7	18	25
Oral presentation	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	5	35	40
Personalized attention		5	0	5

(*)The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.

Methodologies	
Methodologies	**Description**
Seminar	Practical lessons in which the students will work with the necessary explanations and information in order to perfect their written, oral and aural skills. Prior preparation will be required for these classes.
Simulation	Oral and listening activities in which students will be given a situation in which they are required to act: e.g. meetings, negotiations, presentations, telephone conversations, etc. The material will be based on the skills acquired during the seminars, and will also require prior preparation.
Oral presentation	Work on the various sections of a business presentation, followed by preparation and delivery of a presentation on a topic related to the course contents.

Personalized attention	
Methodologies	**Description**
Oral presentation Seminar Simulation	The lessons are of an essentially practical nature, and in this sense students' participation is essential. This includes consulting with the lecturer if any sections of the course are unclear to the students, or if they encounter difficulties with the course contents. Students are encouraged to raise these issues during lesson times as well as in tutorial hours. They may also use electronic means including email, the Campus Virtual and Teams.

Assessment			
Methodologies	**Competencies / Results**	**Description**	**Qualification**
Oral presentation	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	10 minute presentation with visuals.	30
Seminar	A6 A13 A15 A29 B1 B2 B3 B4 B5 B6 B7 C1 C2 C3 C4 C5 C6 C7 C8	Participation and completion of tasks to a satisfactory standard as required in the working environment. (10 %) Assessment of knowledge of business vocabulary and multicultural awareness covered in class. This may be written or oral. (20%)	30
Simulation	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	Telephone conversation: oral competence when speaking on the telephone and effective note taking (20%) In-class group meeting(s) and negotiations. Students will be required to prepare all aspects of the meeting: Agenda, prior preparation, minutes, etc. (20%)	40

Assessment comments

Students are required to participate actively in the teachingsessions, which are designed as a resource to encourage them to acquire and assimilate the contents.

First attempt Students must obtain a passing grade (50%) on each section included in the assessment. If they obtain a failing grade on any of these sections and even though the sum is greater than 5, the final grade for this attempt will not be higher than 4.5 out of 10. Students with a waiver on attendance

Students with a waiver on attendance will be assessed in accordance with the section referring to the first session. Students must contact the teaching staff as soon as they have received official notification of the waiver.

Second attempt The same assessment method applies for the second attempa as for the first, and students must retake those sections of the subject in which they did not obtain a passing grade or which they did not sit. In the case of the Seminar, this will consist of a written test. This is ONLY valid for the two opportunitiescorresponding to the current academic year. Early exam session In the case of the early exam session, students must take a written exam (50%) and make an oral presentation (50%).

ABSENT

Only those students that have not taken part in any of
the activities and tasks that comprise the overall assessment of the subject
will receive the consideration of ABSENT.

Academic dishonesty/
plagiarism implication

Students who commit academic fraud will be
subject to the corresponding sanctions pursuant to the University of A Coruña's
disciplinary regulations for students (art. 11, section 4. b).

"The student will be graded with a
"fail" (numerical grade 0) for the corresponding academic year,
regardless of whether the offence is committed during the first or second attempt.
In this sense, the grade for the first session may be modified, if
necessary." DiversityStudents may request measures
aimed at supporting diversity (physical, visual, auditory, cognitive,
learning or mental health-related). They should contact the services available
at the UDC, the Diversity Attention Unit
(https://www.udc.es/cufie/ADI/apoioalumnado/) or, failing that, the tutor with
responsibility for diversity at the Faculty of Tourism, within the time period
stipulated for each teaching session. Gender perspectiveIn accordance with the various
regulations governing university teaching, a gender perspective must be
included in this subject. This includes, among other measures, the use of
non-sexist language, bibliographies that are inclusive from a gender perspective,
and encouraging the participation of all students in class, regardless of their
gender. Particular attention will be paid to identifying and addressing sexist
prejudices and attitudes. We will work actively to modify this
environment and promote values of respect and equality. Any cases of gender
discrimination detected will be addressed and appropriate actions taken.

Sources of information

Basic	- L.Jones (2001). Working in English . Cambridge
	- N. brieger (1996). The Language of Business English. Prentice Hall
	- M.Grussendorf (2007). English for Presentations. Oxford University Press
	- K. Thomson (2007). English for Meetings. Oxford University Press
	- B. Mascull (2004). Business Vocabulary in Use (advanced). Cambridge
	- A. Watson-Delestree (1998). The Working Week. LTP
	- P.Emmerson (2002). Business Grammar Builder . Macmillan
	- B.J Naterop & R. Revell (2004). Telephoning in English . Cambridge
	Additional bibliography may be provided during the teaching period. Additional bibliography may be provided during the teaching period.
Complementary	- E. Tierney (1994). Showtime. A Guide to Making Effective Presentations . Dublin. Oak Tree Press
	- M.Gannon (2001). Understanding Global Cultures. London. Sage Publications
	Additional bibliography may be provided during the teaching period.Â Additional bibliography may be provided during the teaching period.

Recommendations
Subjects that it is recommended to have taken before
Modern Language: English/662G01006
First Modern Language I: English/662G01015
First Modern Language II: English/662G01028
Subjects that are recommended to be taken simultaneously
Subjects that continue the syllabus
Other comments
Students are reminded that this is a subject covering English for Specific Purposes, and is NOT a General English course. Likewise, they are reminded that the study of a language requires preseverance and continuity over time.