Teaching Guide

Identifying Data				2022/23
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 , SarahMoss , Sarah Louise	E-mail	sarah.moss@udc.essarah.moss@udc.es	
Lecturers	Moss , Sarah	E-mail	sarah.moss@udc.es	
	Moss , Sarah Louise			
Web				
General description	This course is designed to provide business communication skills for students who will soon need to use English in a working environment. They include basic Business English skills that are essential whatever you are doing in business, 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	
Code	Study programme competences
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

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

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**	**Ordinary class hours**	**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	45	75
Simulation	A6 A13 A15 A29 B1 B3 B4 B5 B6 B7 C2 C3 C4 C5 C6 C7 C8	10	20	30
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, i.e. 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 tourism related topic or business plan.

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**	**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	Attendance, 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

Attendance and active participation are essential elements of this course.

Students who are unable to comply with the 80% attendance requirements due to exemption from attendance as stipulated in regulations to this effect published by the University of A Coruña (Art. 3.b e 4.5 Normas de availación, revisión e reclamación das cualificacións dos estudos de grao e mestrado universitario (Art 3 e 8b) must complete all the assessment exercises, which will mean attending those sessions, which may be online.

In order to pass the course, students must obtain a passing grade on ALL sections.

Students will only be awarded ABSENT if they have not taken part in any of the activities that form part of the assessment system.

For the second opportunity, students will be required to resubmit / retake those sections of the course in which they did not obtain a passing grade. Students must obtain a passing grade on ALL sections.

The assessment procedure for the early examination session is as follows:

Vocabulary test (written or oral): 20%

Telephone conversation: 20%

Oral presentation: 60%

Alternative forms of assessment may be considered for special cases (written proof required).

Academic integrity

Students are reminded that the use of all aids or devices in the final exam is strictly forbidden. The use of any unauthorised aids will automatically result in a failing grade (0). All dishonest practices (including, but not limited to, plagiarism, cheating in exams, etc.) will be penalised pursuant to article 14 of the University of A Coruña?s academic regulations (Normas de avaliación, revisión e reclamación dás cualificacións dos estudos de grao e mestrado universitario).

Attention to Diversity The subject may be adapted for students that require the adoption of measures aimed at supporting diversity (physical, visual, hearing, cognitive, learning or related to mental health). In such cases, students should contact the services available at the University of A Coruña / their centre/faculty within the official periods stipulated to this effect prior to the start of each semester, or alternatively the Tutor for Attention to Diversity at the following email address: sarah.moss@udc.es.

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
Complementary	- E. Tierney (1994). Showtime. A Guide to Making Effective Presentations . Dublin. Oak Tree Press
	- M.Gannon (2001). Understanding Global Cultures. London. Sage Publications

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.