

Course Manual

FIBS – *Effective Communication for Business – Intermediate*

ProgRESS-code	
Course Coordinator	S.de Ponti (PON)
Lectures involved	S.de Ponti (PON)
Institute	Fontys International Business School
Study programme	Minor: Cambridge English
Study phase / level	Exchange
Study load / ECTS	10 ECTS
Learning Outcomes	WW4,WW5
	LW11,LW12,LW13

Brief description

“Business Result is a comprehensive multi-level course in business English suitable for a wide range of learners. The main emphasis is on enabling students; helping them to communicate more effectively in their working lives. The course covers a variety of engaging topics over the twelve units, so students without much work experience will receive a wide-ranging overview of the business world, as well as acquiring the key communication skills they will need in their future working lives. Business Result helps students communicate in English in real-life work situations. The priority at all times is on enabling them to do so more effectively and with confidence.”

John Hughes & Jon Naunton, 2017, Business Result Intermediate Student’s Book with online practice, 2nd edition, Oxford University press, Oxford

Module Learning Outcomes (MLO) in relation to the Program Learning Outcomes (PLO)

Use business language acquired to effectively communicate business messages to an audience in the form of business letters, mail shots, product presentations and short reports. (WW4)
Distinguish between the use of language for formal and informal situations. (LW11)
Communicate and collaborate with peers within an international setting in order to complete progress tests and practice files highlighting their business vocabulary acquisition. (LW11, LW12, LW13)

Didactic methods

You will be introduced to key vocabulary in a variety of ways including reading texts, listening activities and visuals. You will be given the opportunity to expand your vocabulary rapidly through small group activities and will be offered the opportunity to further develop your reading and listening skills within a business context. Throughout the communication themes of meetings, presenting, telephoning and negotiating, you will practice the use of informal and formal vocabulary in a variety of controlled and more open related work tasks.
The case study activity gives you the opportunity to use your newly acquired language and demonstrate the progress you have made in order to solve an authentic issue or problem.

Helpful Sources

Title / Weblink	Author	Edition
<u>Business Result Intermediate Student's Book with online practice</u>	John Hughes & Jon Naunton	2nd edition

Examination

Examination form (written, oral, report, other)	Portfolio 100%
Duration of examination	
Examination period	At then of 16 teaching weeks
What will be examined?	
Specific examination criteria	

The content of the test of this MODULE is always related to the learning goals described in this Course Manual. The test criteria of this MODULE meet the requirements as stipulated by the Management Team in the FIBS test policy. The test criteria are in accordance with the demands for adequacy, transparency, validity and reliability.

Re-examination

Students have the right to re submit their completed portfolio within 2 weeks if it initially does not meet the pass requirements. Students will receive a 5.5 if satisfactory adjustments have been made

Programme

This semester consists of 14 education weeks.

Subject	Content	Lecturer	LW
Working Life	Describing work, How to show interest, Networking	PON	1
Work – life balance	Work – life balance, How to say “yes”, exchanging contact details	PON	2
Projects	Projects, How to give short answers, Updating and delegating tasks	PON	3
Services and systems	Services and systems, How to be approximate, Explaining features and benefits	PON	4
Customers	Customer service, How to say ‘sorry’, Making and changing arrangements	PON	5
Guests and visitors	Business travel, How to address people, Welcoming visitors	PON	6
Working online	Obligation, prohibition and permission, How to sequence an explanation, Teleconferencing	PON	7
Finance	Finance and Money, How to use <i>will</i> , Presenting visual information	PON	8
Logistics	Logistics and supply chains, How to use <i>say</i> and <i>tell</i> , Placing and handling orders	PON	9
Facilities	Describing a place of work, How to use <i>too</i> and <i>enough</i> , Making suggestions and recommendations,	PON	10
Decisions	Decision making, How to use <i>if</i> , Negotiating	PON	11
Innovation	Innovation, How to use praise and thank people, Presenting new ideas	PON	12
Breakdowns	Breakdowns and Faults, How to check someone understands, Discussing and solving problems	PON	13
Processes and performance	Processes, personal qualities, How to explain a process, How to generalize or be specific, Dealing with questions, Appraising performance and setting objectives	PON	14

More information can be found on the IM calendar and the FIBS calendar. You can find the calendars here: [jaarkalender FIBS 2018-2019](#)

Study load hours

Study load hours are the total number of hours (of 60 minutes each) a student has to spend on an MODULE.

Type of study load hours (1 ECTS = 28 clock hours SBU)	Number of hours (60 minutes)
Lectures ¹ 14x5x45	52.50
Self-study ²	367,50
Total 15 ECTS for this course	420

Registration for tests

If students want to take part in tests belonging to an MODULE then they are obliged, by means of ProgRESS, to register for these tests. They must also register themselves when an MODULE is not concluded with a written exam or when students are exempted from an exam. **Students who have not registered themselves are unable to receive marks or grades in ProgRESS.**

Plagiarism and fraud

In higher education, plagiarism is (ethically) unacceptable. It is considered fraud. FIBS uses software programmes to detect and locate plagiarism. For further information, please see information article 37 of the OER 2015-2016, the booklet “Hoofdlijnen Auteursrecht”, and a note on plagiarism (<http://www.fontys.nl/FacilitairBedrijf/auteursrecht.en.plagiaat.43612.htm>).

¹ Lectures have a maximum of 90 students.

² Self-study hours are hours that a student has to spend on an LA besides lecture hours, tutorial hours, etc.