

## Award in English for Business

### Applying for this course:

Individuals who are 16 years of age and older and who hold a MQF level 2 qualification OR have at least 3 years' work experience can apply for this course. For further information, kindly contact us on [qa.jobsplus@gov.mt](mailto:qa.jobsplus@gov.mt). stating your ID card number, attaching copies of your qualifications and a copy of your CV highlighting your work experience. Alternatively, you can send the requested information by post addressed to: Quality Assurance Unit, Jobsplus Training Complex, Triq Birżebbuġa, Ħal Far BBG3000

### Course Duration

This course is of 100 hours duration and consists of five Modules

- Module 1 is of 21 hours duration
- Module 2 is of 21 hours duration
- Module 3 is of 20 hours duration – (including 1-hour assessment)
- Module 4 is of 21 hours duration
- Module 5 is of 17 hours duration – (including 2-hours assessment)

### General pedagogical guidelines and procedures for this course:

The delivery of this course will be mainly held through a series of grammar presentations, discussions, role plays and hands-on exercises. Such interactive teaching strategies will help to create authentic business contexts where learners can understand business concepts and situations and language skills can be developed in the classroom. The different learning styles utilised are: visual, auditory, reflective, reading and writing.

### General assessment policy and procedures for this course:

The learner will be assessed through an ongoing assessment for learning by way of oral, written or practical exercises that will take place throughout the sessions, to assess and consolidate the learning being covered.

### Module 1 Learning Outcomes- **Social English and Networking**

✓ Make contact, welcome and get acquainted with visitors to the company	✓ Deal with apologies and regrets
✓ Show visitors around the premises and introduce them to colleagues	✓ Carry out accommodation bookings for visiting clients
✓ Carry out tasks related to basic socialising activities (e.g. issuing invitations)	✓ Represent the company and network at Trade Fairs
✓ Deal with requests, advice and recommendations	✓ Talk about the company, its activities, organisation and history with confidence

**Module 1 Assessment:** The assessment will be as follows:

Ongoing assessments which will make up 10% of the total mark.

### Module 2 Learning Outcomes- **Telephoning & Exchanging Information**

<ul style="list-style-type: none"><li>✓ Deal with appropriate language when beginning a telephone call, checking information, answering the phone, asking the caller to hold, and taking a message</li><li>✓ Make appointments via telephone</li><li>✓ Issue offers, instructions, orders, etc via telephone</li><li>✓ Issue requests and give the requested information</li><li>✓ Deliver apologies and regrets</li></ul>	<ul style="list-style-type: none"><li>✓ Deal with suppliers, deliveries and after sales</li><li>✓ Deal with delays and problems on the phone</li><li>✓ Make a good impression on the phone</li><li>✓ Deal with numbers and details and making notes</li><li>✓ Negotiate when dealing with problems on the phone</li><li>✓ Deal with the appropriate language when finishing a conversation</li></ul>
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**Module 2 Assessment:** The assessment will be as follows:

Ongoing assessments which will make up 10% of the total mark.

### Module 3 Learning Outcomes- **Writing e-mails, letters and reports**

<ul style="list-style-type: none"><li>✓ Understand the different types of business correspondence</li><li>✓ Comply with the different formats of business letters – styles, layout and content</li><li>✓ Deal with replies to different types of letters in the appropriate style and format</li><li>✓ Deal with sending and receiving email messages</li></ul>	<ul style="list-style-type: none"><li>✓ Deal with appropriately written email messages</li><li>✓ Deal with appropriately written reports, memos, minutes and summaries</li><li>✓ Deal with grammatically correct business correspondence that contains the correct spelling and punctuation</li></ul>
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**Module 3 Assessment:** The assessment will be as follows:

Written assessment which will make up 30% of the total mark.

## Module 4 Learning Outcomes- Meetings & Negotiations

<ul style="list-style-type: none"><li>✓ Carry out tasks for setting up, postponing or confirming different types of meetings</li><li>✓ Introduce a meeting and state the objectives</li><li>✓ Collaborate in one-to-one meetings as well as larger meetings with a chairperson and working with an agenda</li><li>✓ Deal with asking for comments and contributions as well as making a point in a meeting</li><li>✓ Report back to a meeting</li><li>✓ Produce appropriate language when carrying out interruptions, clarifying or asking for clarification</li><li>✓ Deal with interruptions</li></ul>	<ul style="list-style-type: none"><li>✓ State the problem and discuss possible effects</li><li>✓ Produce strong and tentative opinions/suggestions</li><li>✓ Deal with discussing ideas and exchanging opinions</li><li>✓ Collaborate in different styles of negotiations</li><li>✓ Deal with agreeing or disagreeing and talking about possibilities and looking at options</li><li>✓ Collaborate in reaching an agreement, confirming decisions and actions to be taken</li><li>✓ Deal with summarising, ending a meeting and thanking participants</li></ul>
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**Module 4 Assessment:** The assessment will be as follows:

Ongoing assessments which will make up 10% of the total mark.

## Module 5 Learning Outcomes- Meetings & Negotiations

<ul style="list-style-type: none"><li>✓ Carry out tasks related to the preparation for a successful presentation</li><li>✓ Guide the presentation through its different stages</li><li>✓ Introduce oneself, give a plan for the talk, set the scene, move on, invite questions, deal with questions, deal with the unexpected, recap, and come to an end</li><li>✓ Present new ideas</li></ul>	<ul style="list-style-type: none"><li>✓ Deal with predictions and describe trends (upwards/downwards) as well as report facts and figures to describe years, decimals, fractions, currencies and larger numbers</li><li>✓ Deal with linear graphs, pie charts and bar charts</li><li>✓ Deal with financial terms</li></ul>
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**Module 5 Assessment:** The assessment will be as follows:

Each learner will deliver a 10-minute presentation, in order to be assessed on his/her competence. The topic of the presentation will be chosen beforehand in agreement between the learner and the trainer. Marks will be allocated on basis of **Delivery** (body language, eye contact, clarity, tone of voice, communication skills); **Flow and Structure** (easy to follow, logical); **Content** (knowledge and relevance of subject, explains key terms); **Use of Visual Aids** (PowerPoint presentation, handouts, or other aids relevant to content).

This assessment will make up of 40% of the total mark.

The combined assessments contribute to the final mark. Learners will need to obtain a minimum of 45%.

The Malta Further and Higher Education Authority (MFHEA) deems this certificate to be at Level 4 of the Malta Qualifications Framework and the European Qualifications Framework for Lifelong Learning. This course comprises study modules to which a total of 5 ECTS point is assigned.