

## Award in English for Business

### Applying for this course:

Individuals who completed compulsory schooling up to 65 years of age and who possess at least an MQF Level 2 qualification in English. Individuals who do not possess this qualification but have at least 3 years work experience are also eligible to attend this course. For further information, kindly contact us on [ga.jobsplus@gov.mt](mailto:ga.jobsplus@gov.mt) stating your ID card number, attaching copies of your qualifications and a copy of your CV highlighting your work experience.

### Course Duration

This course is of 78 hours duration (including 3 hours assessment) and consists of five Modules:

- Module 1 is of 16 hours duration
- Module 2 is of 16 hours duration
- Module 3 is of 15 hours duration - (including 1 hour of assessment)
- Module 4 is of 18 hours duration
- Module 5 is of 10 hours duration - (including 2 hours of 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 Ongoing Assessments (which will be held during the class sessions), a written assessment at the end of Module 3 and at the end of the course learners will be required to deliver a 10-minute presentation on a topic chosen beforehand.

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

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>✓ Deal with making contact, welcoming and getting acquainted with visitors to the company;</li><li>✓ Show visitors around the premises and introduce them to colleagues;</li><li>✓ Carry out tasks related to basic socialising activities e.g. issuing invitations;</li></ul> | <ul style="list-style-type: none"><li>✓ Deal with apologies and regrets;</li><li>✓ Carry out accommodation bookings for visiting clients;</li><li>✓ Represent the company and network at Trade Fairs;</li><li>✓ Talk about the company, its activities, organisation and history with confidence.</li></ul> |
|--|---|

✓ Deal with requests, advice and recommendations.	
---	--

**Module Assessment:** Assessment for this module consists of ongoing assessments which make up 10% of the total assessment.

### Module 2 Learning Outcomes – Telephoning and Exchanging Information

<ul style="list-style-type: none"> <li>✓ Deal with the appropriate language when beginning a telephone call, checking information, answering the phone, asking the caller to hold and other related tasks such as taking a message when dealing on the phone;</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 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> <li>✓ Deal with suppliers, deliveries and after sales.</li> </ul>
---	---

**Module Assessment:** Assessment for this module consists of ongoing assessments which make up 10% of the total assessment.

### 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 – style, layout and content;</li> <li>✓ Deal with replies to different types of letters in the appropriate style and format;</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> </ul>
--	---

✓ Deal with sending and receiving e-mail messages.	✓ Deal with grammatically correct business correspondence that contains correct spelling and punctuation.
--	---

**Module Assessment:** Assessment for this module will consist of a written exam which constitutes 30% of the total marks.

#### Module 4 Learning Outcomes – Meetings and 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>
--	--

**Module Assessment:** Assessment for this module consists of ongoing assessments which make up 10% of the total assessment.

#### Module 5 Learning Outcomes – Presentations

<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> </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> <li>✓ Present new ideas.</li> </ul>
---	---

**Module Assessment:** The assessment for this module consists of a 10-minute presentation where learners will demonstrate their ability to produce the required language, structures and sequences and consolidate the learning that would have been covered. The topic of the presentation will be chosen beforehand in agreement between the trainee and the trainer.

This assessment constitutes 40% of the total assessment.

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 is comprised of one study module to which 5 ECTS point is assigned.