



SATBAYEV
UNIVERSITY

APPROVED
Head of the Department

Name
« ____ » _____ 20

SYLLABUS

CODE « »
(Upper-Intermediate Business English)

6 Number of credits

Semester: spring, 2019-2020 academic year

Almaty, 2020

**Satbayev University
Institute of General Education
English Language Department**

1. Information about instructors:

Assistant professor
Saule A. Yeshengazina
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2. The purpose of the course is to broaden and expand the students' proficiency and knowledge in Business English.

3. Course description:

The course is focused on enhancing analytical reading, writing, listening and speaking skills, as well as encouraging learners to apply various approaches to deal with new vocabulary, further improve grammatical skills, critical thinking and independent study.

Learning Outcomes

Upon successful completion of the course, the student will be able to:

In Listening

- take notes from teacher lessons using a supplied written outline as a guide.
- identify general messages and specific details in a variety of oral presentations on a range of business topics and take notes using appropriate vocabulary;
- summarise extracts from news items, interviews or documentaries containing opinions, argument, and discussion;
- understand extended speech and complex lines of argument on the course-related topics;

In Reading

- scan long and complex texts for essential meanings and specific details;
- to interpret the text for inferences, attitudes and styles,
- to deduce meanings from the context;
- to differentiate main and minor points;
- summarize information from extended authentic business texts;
- acquire business lexis;

In Writing

- use the stages of the writing process (e.g. prewriting, drafting, revising, editing, and publishing) for writing reports and business letters;
- write straightforward, fact-based, well-argued texts (reports and business letters);
- write business letters with a higher degree of grammatical accuracy and using business vocabulary.
- To revise, consolidate and extend the students' command of English grammar and vocabulary

In Speaking

- make presentations on business-related topics using a diverse range of resources;

- account for and sustain an opinion in pair or group discussions, meetings and /or negotiations by providing relevant explanations and argument, explain a viewpoint on a topical issue, develop an argument providing reasons in support or against a particular point of view;
- interact with a degree of fluency and spontaneity with native speakers;

Integrated skills:

- to apply the knowledge of the language system, to develop social competence skills, to form behavioural stereotypes and professional skills necessary for successive social adaptation of graduates.

Research skills:

- use skills in independent research to gather and collate information (e.g. in the library and community);
- work on project tasks both independently and collaboratively

4. Course pre-requisites:

Academic English / Level B2/IELTS 6.0

5. Course post-requisites:

✓ Business English/ Level C1/ IELTS 7.0

6. Literature:

| Required | Supplementary |
|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| [1] Cotton D., Falvey D., Kent S. (2011) Upper-Intermediate Market leader. Business English Course book. 3 ed. Pearson Education Limited. | [3] Mascull B. (2010) Business English Vocabulary in Use. Intermediate. Cambridge University Press, 2 nd edition, 2010. |
| [2] Rogers J. (2011) Upper-Intermediate Market leader. Business English Practice file. 3 ed. Pearson Education Limited. | [4] Mann M., Taylore-Knowles S. (2007) Destination B2 Grammar and Vocabulary. Macmillan Education. |
| Business Correspondence http://www.business-in-box.org | Business Week. Weekly issues http://www.businessweek.com Business review weekly. http://www.brw.com.au |

7. COURSE CALENDAR

| Week | Unit ML UI Course book | In-class study | | | | Student independent study |
|------|---------------------------------|----------------------|-----------------------------------|----------|-------------------------------------------|---------------------------------|
| | | Listening | Reading | Speaking | Writing/Case study | SIS |
| 1 | | Orientati on week | In-company communication game. | | Business letter writing essentials. | Project overview |

| | Communication | | | | Handouts. | | |
|------|------------------------|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|--|
| 2-3 | | Listening to an interview about communication for jest and essential details. Unit 1 p.7-8 | Reading an authentic text for general and specific meanings, and vocabulary Unit 1 p.8-10. Post-reading: communication idioms p.11 | Talk about what makes a good communicator Unit 1p. 6. Case study The price of success p.12 | Case study. The price of success p. 13 Writing an e-mail | Project stage 1 PF Unit 1 | |
| 4-5 | Building Relationships | Note-taking practice: main and minor points in the interview Unit 3 p. 23-24 | Scanning the text for attitudes and style: How East is meeting West p.24-25 Post-reading: multiword verbs. | Talk about building relationships. Networking: pros and cons. p. 27 | Case study Improving customer satisfaction and loyalty p. 28-29 Writing a business letter | PF Unit 3 | |
| 6-7 | Success | Note-taking practice. Listening for numbers and names, facts. Unit 4 p. 37 -38 | Scanning the authentic text for specific information p. 38-40 Post-reading: tense review. | Language of Negotiations p. 41 Role play. Handouts. | Graph description. Company sales. Handouts. | Project stage 2 | |
| 8 | | Mid-term test | | | | | |
| 9-10 | Job Satisfaction | Listening for inferences, summarising opinions. Unit 5 p. 45-46 Handouts | Reading a success story for note-completion and short answers. p.46-47 Post-reading: synonyms, word-building p.48 | Dealing with the interviewing challenges: video presentation and discussion. Mock interviews. Handouts. | Designing a CV. Writing a cover letter. Handouts with samples. | Preparation for the mock interviews: questions and answers. Drafting a resume and writing a cover letter. | |

| | | | | | | |
|-------|-------------------|---------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|-------------------------------------------------------|-----------------|
| 11-12 | Management styles | Understanding viewpoints and styles. Sentence completion Unit 7 p.67-68 | Reading longer texts. Identifying text reference. p. 68-69 p | Talk about management styles. How to make a good presentation: structure, opening, signposting p. 71 | Planning and drafting a presentation speech. | Project stage 3 |
| 13-14 | Team building | Identifying essential information and details. Unit 8 p. 75. Video presentation : taking notes of important advice. | Reading long and complex text for summary writing. p. 77-78 Post-reading: modal verbs p.79 | Discussion: What makes a good team? p.74 Delivery: Making short presentations on course topics. | Case study: Motivating a sales team. Writing a letter | Project stage 4 |
| 15 | | | End-of-term (Speaking/presentations) | | | |
| 16 | | Final exam | | | | |

8. SIS Business English course guidelines:

There are two types of SIS (Student Independent Study) tasks that will demand self-study effort from the students.

1) In every unit there are Practice File assignments to be done by students on the independent basis. To fulfil them students are supposed to use knowledge and skills acquired in class. These assignments comprise reading, listening and writing tasks.

The guidelines for SIS performance and evaluation are provided in the respective assignment handouts and are available on the portal. If some problems arise, students are recommended to consult their instructors during office hours.

2) To foster the students' interest in learning, **SIS Mock Company Project** tasks are offered for the students to complete on a team basis. The guidelines for SIS Project stages and evaluation are provided in the respective assignment handouts and are available on the portal. The students are advised to consult their instructors on the project-related matters during the office hours.

SIS assignments will help students consolidate and expand their language knowledge and skills.

In reading the main objectives are:

- To skim and scan longer and more complex texts
- To enrich and apply the key vocabulary in a diverse range of situations
- To develop intensive and extensive reading skills
- To foster critical thinking skills

In listening the main objectives are:

- To develop students' understanding of authentic speech
- To improve the students' ability to listen for the gist, for specific information

- demonstrate critical thinking, to select and analyze source material
- Take notes of main points and important details of an authentic near-native speech

In speaking the main objectives are:

- To develop speaking skills at a higher fluency rate;
- To increase the students' awareness of the role of business culture;
- To develop the students' presentation and negotiating skills;
- To improve the students' ability to conduct research through identifying and analyzing source material

In writing the main objectives are:

- To develop business letter writing skills
- To develop the students' ability to organize a business letter/report as required (layout, tone, target language, style)
- To develop the students' ability to apply appropriate language means for writing analytically.

9. COURSE EVALUATION

| <i>Attestation period I (30%)</i> | | <i>Attestation period II (30%)</i> | | <i>Examination (40%)</i> | | |
|-----------------------------------|------------|------------------------------------|------------|--------------------------|-----------------|------------|
| In-class assessment | 10% | In-class assessment | 10% | Listening | 10% | |
| Homework (T/SIS) | 10% | Homework (T/SIS) | 10% | | Reading | 10% |
| Mid-term assessment | 10% | End-of-term assessment | 10% | | Writing | 10% |
| | | | | | Speaking | 10% |
| Total | 30% | Total | 30% | | | |
| Gross Total | 100 | | | | | |

**Students who get more points than the required maximum for in-class, SIS, mid-term and final testing are awarded bonus points in the amount exceeded.*

2. Formal paper submission policy:

All formal papers must be submitted at the beginning of class on the day they are due. PAPERS THAT DO NOT MEET THE DEADLINES ARE NOT ACCEPTED!!!

3. Attendance policy:

- ✓ Attendance is mandatory. Students will be penalized for missing more than 10% of classes. 20% of classes missed without good reason will result in course failure. Students must participate fully in every class.
- ✓ Students must participate fully in every class. While attendance is crucial, merely being in class does not constitute "participation". Participation means coming to class prepared to learn, ask questions and interact, practise with the exercises provided by the course book, take part in discussions and debates.
- ✓ Students must come to class on time.

4. Academic Policy:

- ✓ Cheating, duplication, falsification of data, plagiarism are not permitted under any circumstances.
- ✓ Students are to take responsibility for making up any work missed.
- ✓ Mobile phones must always be switched off in class.
- ✓ Students should always be appropriately dressed (in a formal/semi-formal style).

- ✓ A student must earn not less than 30 points in the two attestation periods. If the sum of the two attestation scores is less than 30 points, the student gets the unsatisfactory mark “Fail” (F) and will not be admitted to the final examination.
- ✓ The final exam score must be not less than 20 points. If the student earns less than 20 points, the student gets the unsatisfactory mark “Fail” (F).

Course / syllabus designer: Assistant professor Saule Yeshengazina