| NAME OF THE COURSE | | BUSINESS ENGLISH 2 | | | | |
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| Code | EUA015 | Year of study | | 1 | | |
| Course teacher | **Sanja Radmilo Derado, MA; Magda Pašalić, PhD; Gorana Duplančić Rogošić, PhD** | Credits (ECTS) | | 4 | | |
| Associate teachers | | Type of instruction (number of hours) | L | S | E | F |
| | | | 13 | | 26 | |
| Status of the course | mandatory | Percentage of application of e-learning | 30% | | | |

| COURSE DESCRIPTION | |
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| Course objectives | The course contents aim at equipping students with theoretical knowledge and practical skills in English as a foreign language that should enable them to actively engage with the world of business. The study areas include mastering the key concepts of business logistics, talking about business environments and companies, using business decision-making strategies, discussing the roles and aims of business innovation, and mastering the terminology for talking about personal skills and competencies. |
| Course enrolment requirements and entry competences required for the course | <ul><li>Passing Business English 1.</li><li>English language proficiency level B2 (CEFR descriptors available here: https://goo.gl/ptJCjF)</li><li>Digital competence – familiarity with *Microsoft Office* tools, information processing, content creation and communication.</li></ul> |
| Learning outcomes expected at the level of the course (4 to 10 learning outcomes) | 1. Differentiate between lexical units typically used in the context of business logistics; discuss company organization and company performance.<br>2. Classify key ideas and information in companies' mission and vision.<br>3. Synthesize the initial stages of the negotiation process.<br>4. Apply key terminology for describing business processes.<br>5. Use the terminology necessary for describing skills and competencies. |

| Course content broken down in detail by weekly class schedule (syllabus) | **Lectures** | | **Practical work** | |
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| | Topics | Hrs | Topics | Hrs |
| | 1. Logistics | 1 | 1. Introducing logistics and supply chains<br>2. Communicating appropriately in the context of transport and logistics<br>3. Reporting problems | 2 |
| | 2. Business communication skills: Writing and Speaking | 1 | 1. Placing and confirming orders<br>2. Talking point (group work/pair work): Shadow work<br>3. Viewpoint 3 (video lesson): Cybercrime | 2 |
| | 3. Facilities | 1 | 1. Describing a place of work<br>2. Talking about work facilities<br>3. Discussing and analysing health and safety issues | 2 |
| | 4. Business communication skills: Speaking | 1 | 1. Making suggestions and recommendations<br>2. Talking point (group work/pair work): Motivation at work | 2 |
| | 5. Decisions | 1 | 1. Introducing the decision-making process | 2 |

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| | | | 2. Using the language of decision making<br>3. Group work: Participating in decision making | | |
| | 6. Business communication skills: Negotiating | 1 | 1. Using vocabulary for negotiations<br>2. Role play<br>3. Group work – performance assessment | 2 | |
| | 7. Innovation | 1 | 1. Discussing innovation<br>2. Presenting new ideas<br>3. Talking point: Responding to comments about innovative products | 2 | |
| | 8. 1st progress test | | 1st Progress test | | |
| | 9. Breakdowns | 1 | 1. Using key vocabulary for discussing breakdowns and faults<br>2. Discussing the cause-effect relationship<br>3. Commenting on mistakes in business | 2 | |
| | 10. Business communication skills: Speaking | 1 | 1. Discussing and solving problems<br>2. Group work/pair work: Talking point – A breakdown in public relations | 2 | |
| | 11. Processes | 1 | 1. Discussing various types of business processes<br>2. Analysing the stages of various types of processes<br>3. Making conclusions about the outcomes of business processes | 2 | |
| | 12. Business communication skills: Speaking and writing | 1 | 1. Dealing with questions during talks and presentations<br>2. Group work/pair work: Participating in meetings | 2 | |
| | 13. Performance | 1 | 1. Talking about personal qualities<br>2. Using appropriate language to discuss timelines<br>3. Introducing performance appraisals | 2 | |
| | 14. Business communication skills: Writing | 1 | 1. Handling performance reviews<br>2. Writing a performance review for an employee<br>3. Group work/pair work: Analysing personal qualities in relation to workplace demands | 2 | |
| | 15. 2nd Progress test | | 2nd Progeress test | | |

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| Format of instruction | ☑ lectures<br>☑ seminars and workshops<br>☐ exercises<br>☐ *on line* in entirety<br>☑ partial e-learning<br>☐ field work | ☑ independent assignments<br>☑ multimedia<br>☐ laboratory<br>☐ work with mentor<br>☐　　　(other) |
| Student responsibilities | **Signature requirements:**<br>Students must meet both requirements to get the signature<br>1. Regular class attendance (at least 70% of practice lessons for full-time students and 50% of practice lessons for part-time students) which includes preparation for classes as instructed in class.<br>2. Regular submission of correctly completed assignments on Moodle or to the | |

| | teacher (content of the assignments is included in the tests/final exam) which is done according by an agreed deadline.<br>**Exam requirement:**<br>Getting the teacher's signature in the EFST intranet system. | | | | |
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| Screening student work *(name the proportion of ECTS credits for each activity so that the total number of ECTS credits is equal to the ECTS value of the course)* | Class attendance | 1 | Research | | Individual assignments | 1 |
| --- | --- | --- | --- | --- | --- | --- |
| | Experimental work | | Report | | Moodle course activity (Forums; Chat) | 1 |
| | Essay | | Seminar essay | | (Other) | |
| | Tests | 1* | Oral exam | | (Other) | |
| | Written exam | 1 | Project | | (Other) | |

| Grading and evaluating student work in class and at the final exam | *Passing two tests can replace the final written exam.<br><br>PROGRESS TESTS:<br>Students pass the course by taking written tests only.<br>Students can pass the course by successfully passing two progress tests (week 8 and week 15). Students who pass the 1st test can take the 2nd test. Alternatively, students sit for the the final comprehensive exam during examination periods.<br>**NOTE: Some lecturers will administer progress tests/exams in digital format on Moodle platform.**<br>WRITTEN EXAM:<br>Students who do not pass the tests sit for the final exam during the official exam sessions. The positive result is achieved by gaining at least 50% of correct answers.<br><br>ORAL EXAM:<br>Students can request an oral exam to improve the final grade obtained after the progress tests/final comprehensive exam. The contents of the oral exam are set forth by the course tutor. Oral exam can be held during examination periods only.<br><br>EXAM IN FRONT OF THE EXAMINATION PANEL: Both oral and written. Student has to achieve a minimum of 30% of correct answers at the writing exam to be allowed to take the exam in front of the examination panel.. |
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| | Title | Number of copies in the library | Availability via other media |
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| Required literature (available in the library and via other media) | Hughes, J. & Naunton, J. (2017). *Business Result Intermediate Student's Book with Online Practice*. Oxford: University Press. | 1 | No |
| | Online workbook for revision and self-study. | No | Yes |
| | Oxford Business English Dictionary for Learners of English with CD-ROM (recommended; alternatively – any Business English Dictionary downloaded as an app) | | Yes |
| | E-material produced by the course tutor | | Yes |
| | Online resources | | Yes |
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| Optional literature (at the time of submission of study programme proposal) | 1. Dubicka, I. et al. 2018. Business Partner, B2, Coursebook. Harlow: Pearson Education Limited.<br>2. Dubicka, I. & Lansford, L. 2018. Business Partner, B2. Workbook. Harlow: Pearson Education Limited.<br>3. Mascull, B., *Business Vocabulary in Use*, Cambridge University Press, Cambridge, 2010.<br>4. Mascull, B., *Natural Business English*, DELTA Publishing, Peaslake, 2013.<br>5. Špiljak, V. (ur.) *Englesko-hrvatski poslovni rječnik*, Masmedia, Zagreb, 2000.<br>6. Špiljak, V. (ur.) *Hrvatsko-engleski poslovni rječnik*, Masmedia, Zagreb, 2008.<br>7. Walter, E. & Woodford, K., Using Collocations for Natural English, DELTA Publishing, Peaslake, 2010.<br>8. Oxford English Dictionary, Oxford University Press. https://www.oed.com<br>9. Cambridge Advanced Learner's Dictionary, Cambridge University Press. Dictionary.cambridge.org<br>10. Longman Business English Dictionary, Pearson Longman. https://www.ldoceonline.com<br>   • |
| Quality assurance methods that ensure the acquisition of exit competences | • Registering students' attendance and success in carrying out their duties (lecturer)<br>• Monitoring lectures and practice hours (Vice Dean for Academic Affairs)<br>• Students' performance analysis in each course (Vice Dean for Academic Affairs)<br>• Students' questionnaire on the quality of lecturer and classes for each course (University of Split, Quality Assurance Centre)<br>• Examination is the instrument used to evaluate individual course outcomes by the course lecturer. The exam contents may be assessed periodically by the Vice Dean for Academic Affairs in order to establish the adequacy of the testing methods. |
| Other (as the proposer wishes to add) | Language of instruction is English. |