

VOCATIONAL FOREIGN LANGUAGE I (ENGLISH)

1	Course Title:	VOCATIONAL FOREIGN LANGUAGE I (ENGLISH)
2	Course Code:	OSPZ003
3	Type of Course:	Compulsory
4	Level of Course:	Short Cycle
5	Year of Study:	2
6	Semester:	3
7	ECTS Credits Allocated:	4.00
8	Theoretical (hour/week):	3.00
9	Practice (hour/week):	0.00
10	Laboratory (hour/week):	0
11	Prerequisites:	None
12	Language:	Turkish
13	Mode of Delivery:	Face to face
14	Course Coordinator:	Dr. EMEL ADAMIŞ
15	Course Lecturers:	
16	Contact information of the Course Coordinator:	Tel.:0.224.2615540/60539 Fax:0.224.2615543 e-mail: emeladamis@uludag.edu.tr
17	Website:	
18	Objective of the Course:	The aim of the course is to enable Office Management and Personal Assistance Program students to be aware of their vocational terminology in English language, to improve their capability in expressing themselves in business environment, and to achieve self-confidence in language use in international activities. The course also includes the most important original course contents that the students are already receiving during their usual training.
19	Contribution of the Course to Professional Development:	
20	Learning Outcomes:	
	1	Be able to introduce oneself and workplace s/he is working for
	2	Be able to use office management-related topics and terms
	3	Be able to use trade-related terms and conceptions.
	4	Be able to use the conceptions and terms related to personal assistance and meetings
	5	Be able to do international correspondence and to communicate in writing with customers
	6	Be able to use the terms about customer/guest relations
	7	Be able to communicate orally in a foreign language
	8	Be able to use and explain the concepts related to information management
	9	
	10	
21	Course Content:	
	Course Content:	
Week	Theoretical	Practice
1	Company jobs and duties	

2	Telephone English and preparing and acting telephone talks out of the students	
3	The parts of a business letter and writing a simple inquiry letter	
4	Receiving visitors to the office	
5	Booking a hotel room	
6	Learning to say holding the line and connecting the line.	
7	Writing a reply to the inquiry letters	
8	Mid-term and Course review	
9	Letters of complaints	
10	Writing a reply to the letters of complaints	
11	Computer skills- Working with computers	
12	Filing Types	
13	Office Duties	
14	Office Equipments	
22	Textbooks, References and/or Other Materials:	English for Secretaries and Administrative Personnel – Mc Graw Hill Press – Author: Marisela Toselli & Ana Maria Millan Student's Book and Workbook and Audio CD
23	Assesment	
TERM LEARNING ACTIVITIES		NUMBER
		WEIGHT
Midterm Exam		1
Quiz		0
Home work-project		0
Final Exam		1
Total		2
Contribution of Term (Year) Learning Activities to Success Grade		40.00
Contribution of Final Exam to Success Grade		60.00
Total		100.00
Measurement and Evaluation Techniques Used in the Course		
24	ECTS / WORK LOAD TABLE	

Activites	Number	Duration (hour)	Total Work Load (hour)
Theoretical	14	3.00	42.00
Practicals/Labs	0	0.00	0.00
Self study and preperation	14	2.00	28.00
Homeworks	0	0.00	0.00
Projects	2	10.00	20.00
Field Studies	0	0.00	0.00
Midterm exams	1	10.00	10.00
Others	0	0.00	0.00
Final Exams	1	15.00	15.00
Total Work Load			115.00
Total work load/ 30 hr			3.83
ECTS Credit of the Course			4.00

25	CONTRIBUTION OF LEARNING OUTCOMES TO PROGRAMME QUALIFICATIONS															
	PQ1	PQ2	PQ3	PQ4	PQ5	PQ6	PQ7	PQ8	PQ9	PQ10	PQ11	PQ12	PQ13	PQ14	PQ15	PQ16
ÖK1	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0
ÖK2	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0
ÖK3	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0
ÖK4	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0
ÖK5	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0
ÖK6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ÖK7	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0
ÖK8	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0
LO: Learning Objectives PQ: Program Qualifications																
Contribution Level:	1 very low		2 low		3 Medium		4 High		5 Very High							