

## Module: English Communication 171

<b>Module name:</b>	English Communication 171
<b>Code:</b>	ENG171
<b>NQF level:</b>	5
<b>Type:</b>	Core – Bachelor of Information Technology
<b>Contact Time:</b>	30 hours
<b>Structured time:</b>	6 hours
<b>Self-directed time:</b>	34 hours
<b>Notional hours:</b>	70 hours
<b>Credits:</b>	7
<b>Prerequisites:</b>	None

### Purpose

This module encompasses the skills required to communicate professionally in the working environment. These skills cover verbal and non-verbal communication as well as standardised processes and procedures typical of the business and working environment. The student will also acquire the skills necessary to market themselves during the job seeking process.

### Outcomes

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

- Demonstrate an informed understanding of the communication principles required in a business-oriented setting and an informed understanding of the key terms, concepts, facts, general principles, rules and theories that surround English communication within an office environment.
- Select and apply standardised methods, procedures and techniques as they pertain to the office environment as well as the job-seeking process and plan, manage and implement these processes within the specified context.
- Demonstrate the ability to take account of, and act in accordance with, prescribed organisational and professional ethical codes of conduct, values and practices of the office environment as well as follow general etiquette standards.
- Produce and communicate information reliably, accurately and coherently, abiding by the conventions as they have been established within the professional environment.

### Assessment

- Continuous evaluation of theoretical work through written assignments, a formative, and a summative test.
- Final assessment through a written examination.

### Teaching and Learning

#### Learning materials

##### *Prescribed Book*

English Communication (2017). IT Without Frontiers series.

### Additional Material

- 📖 Guffey, M., Seefer, C. (2016). *Business English*. Cengage Learning. [ISBN: 9781305499867]
- 📖 Adler, R., Rodman, G., Du Pré, A. (2015). *Essential Communication*. Oxford University Press. [ISBN: 9780199342365]

### Learning activities

The teaching and learning activities consist of several pedagogical methodologies to stimulate self-reflection and critical thinking. Students will be exposed to theoretical discussions, practical implementation of concepts and a gradual understanding of their potential impact on a social system. Two mandatory assignments must be completed during this module with each assignment ameliorating their knowledge around communication in this context.

### Notional learning hours

Activity	Units	Contact Time	Structured Time	Self-Directed Time
Lecture		27.0		13.0
Formative feedback		3.0		
Project				
Assignment	2			6.0
Test	2		4.0	8.0
Exam	1		2.0	7.0
		<b>30.0</b>	<b>6.0</b>	<b>34.0</b>

### Syllabus

- A review of English grammar and grammatical structures.
- Verbal English communication – listening, feedback, communication barriers
- Non-Verbal English communication
- Processes involved in applying for a job – writing a CV and cover letter
- Sending professional emails
- Etiquette in the office
- Coping with office politics
- Effectively communicate with your boss
- Meetings – meeting documents and procedures
- Presentations
- Reports and Proposals