

5901LAL

Language and Communication for Business and Commerce

Semester 1 2010

Academic Organisation:	School of Languages and Linguistics
Faculty:	Faculty of Humanities & Social Sciences
Credit point value:	10
Student Contribution Band:	Band 1
Course level:	Undergraduate
Campus/Location/Learning Mode:	Gold Coast / On Campus / In Person Nathan / On Campus / In Person
Convenor/s:	Dr Ian Walkinshaw (Gold Coast) Dr Rowan Michael (Nathan)
Enrolment Restrictions:	Nil
This document was last updated:	2 February 2010

BRIEF COURSE DESCRIPTION

Language and Communication for Business and Commerce is offered to students from a non-English speaking background. Students whose first language is English are not permitted to undertake this course. The aim of this course is to introduce you to the language, knowledge and communication skills required for study and practice in your discipline. A further aim is to develop and practice English language skills relevant to the academic culture of Australian universities. This course therefore involves intensive English language practice and language immersion activities, in the context of your own discipline. This course is part of the overall English Language Enhancement Strategy which Griffith University has implemented to enable students from non-English speaking backgrounds to develop academic English skills in their discipline.

Incompatible: 5902LAL, 5903LAL, 5904LAL, Or 1204LAL

SECTION A – TEACHING, LEARNING AND ASSESSMENT

COURSE AIMS

This course provides students who are from a non-English speaking background with the skills and knowledge necessary to meet the requirements of the Australian university context and to successfully manage the academic challenges of their degree program and beyond into the global workplace.

Specifically, the course aims to:

1. Further develop students' communicative competence (grammatical, sociolinguistic, discourse and strategic) in English;
2. Raise students' awareness of features and values that underpin English language practices in Australian universities by drawing students' attention to specific practices applicable to different modes of learning (cooperative/group-work and independent learning) and different assessment practices (oral and written);
3. Ensure students are aware of their responsibility to continue to develop and apply their English language skills throughout their degree program and are familiar with the various support systems in place through the English Language Enhancement Strategy (ELES).

The course addresses these aims through both **content** and **teaching** methods tailored to the needs of second language (L2) users of English.

First, the **content** of the course focuses on language and communication skills that students need to develop and practice in order to achieve success in their studies and careers. These include an intensive review of English language and discourse in the context of practical written and oral communication tasks in Business and Commerce.

As well as the content, the **teaching methods** have been designed specifically for L2 users of English. During the teaching sessions, there is time for practice of speaking and writing skills in a supportive learning environment. Students receive individual feedback from tutors to develop strategies to help them improve their English communication skills in the context of Business and Commerce.

This course is open to both international and domestic students whose first language is not English.

LEARNING OUTCOMES

Upon successful completion of this course students will attain the following outcomes:

Content based outcomes

1. Understanding of the various oral and written skills necessary to communicate in English-speaking university environments
2. Understanding of the structures and grammar underlying texts in Business and Commerce

Cognitive based outcomes

3. Ability to self-reflect on one's communication practices
4. Ability to critically analyse examples of texts in Business and Commerce

Application outcomes

5. Development of strategies for managing information in English effectively
6. Ability to adapt language to different learning contexts
7. Ability to make an extended oral presentation with appropriate English language and discourse strategies
8. Ability to research, plan and structure extended written text relevant to Business and Commerce

The course will also help you to gain an understanding of the key features and values of the Australian tertiary education system with regard to its English language practices. It will also give you an awareness of your responsibility to continue the development of your English language skills throughout your degree program, and will make you familiar with the resources available to support this.

CONTENT, ORGANISATION AND TEACHING STRATEGIES

This course consists of four hours of formal teaching and learning per week:

- two hour lecture
- two hour tutorial

The lectures focus on important skills and content knowledge designed to meet the learning outcomes. The lectures are designed to be interactive, allowing you the opportunity to raise questions as well as practice relevant skills where possible. The focus in tutorials is on providing communicative task-based activities that allow you sufficient opportunities to examine and practice the skills presented in the lecture and to extend their application to other areas of your study. Various activities in the tutorials will allow you to develop your language and communication skills in Business and Commerce. You are expected to actively participate in tutorials in order to develop critical thinking, listening, reading, speaking and writing skills.

CAMPUS-SPECIFIC ARRANGEMENTS: This course is taught on two campuses this semester (Gold Coast and Nathan). You are required to enrol and participate at one campus **ONLY**. All concerns will be dealt with on a local campus basis by your lecturer.

Contact Summary

You are expected to attend **all** classes, including **both** lectures and tutorials, and to actively participate in discussions and activities. As tutorials involve a discussion of questions reviewing content covered in the lecture, language focus and application activities, it is expected that you will prepare yourself, as directed by your tutor, before every tutorial to ensure that you can actively participate. This will involve approximately 10 hours of study outside of class every week.

You are also expected to be punctual and remain for the entire class period. It is very distracting for students to make an abrupt entrance into, or exit from, the class. The lecturer/tutor must be notified if you need to leave class early and you will need a valid reason.

CONTENT SUMMARY

The following lecture and tutorial schedule lists the topics according to weeks and also refers to the relevant section of your textbook. You should pre-read the section of your text before attending the lecture.

Week	Lecture & Tutorial Topic
1.	Course introduction The local and global context of English language and communication (Text Section 1)
2.	Strategies for managing learning in English in Business and Commerce (Text Section 2)
3.	Language and interactional strategies for formal and informal learning environments in Business and Commerce (Text Section 3)
4.	Language and discourse strategies for oral presentations (Text Section 4)
5.	Key text types in Business and Commerce
6.	Assessment task analysis in Business and Commerce (Text Section 5)
7.	Identifying and analysing relevant texts in Business and Commerce (Text Section 6)
8.	Logical analysis in Business and Commerce (Text Section 7)
9.	Language and critical evaluation in the process of reviewing Business and Commerce texts (Text Section 8)
10.	Connecting data, graphics and text in Business and Commerce
11.	Summarising and synthesising text in Business and Commerce (Text Section 9)
12.	Discourse structure and organisation (Text Section 10)
13.	Exam revision and strategies

ASSESSMENT

Summary of Assessment

Item	Assessment Task	Length	Weighting	Due Day and Time
1.	Tutorial participation	NA	20%	Weeks 1-13
2.	Portfolio Includes Amber Risk Assessment Strategy in Week 3*	1 page for each task	25%	Weeks 3-11
3.	Oral presentation	15 minutes	20%	Weeks 12-13
4.	Written exam	3 hours	35%	Week 15 or 16

*The Amber Risk Assessment Strategy identifies students who have not submitted the assessment item or who perform poorly. These students will be contacted and referred to relevant support services in order to assist them to improve their performance.

Assessment Details

To qualify for a passing grade **all** assessment items must be attempted.

1. Tutorial participation (20%)

Attendance in tutorials is mandatory. You are required to complete assigned text readings before tutorials and be prepared to actively participate in tutorial discussions and activities. The aim of the tutorials is to encourage you to develop advanced oral and written communication skills in English in the context of Business (including programs offered in the Department of Tourism, Leisure, Hotel and Sport Management) and Commerce.

Your participation in tutorials will be marked according to the following criteria: evidence of critical reading of text; demonstrated development in oral and written skills; active participation in all tutorial activities, including individual and group activities.

2. Portfolio (25%)

You are required to develop a portfolio based on the weekly tasks assigned by the tutor. The aim of the portfolio is to give you the opportunity to experience a range of written communicative tasks and focus on particular language issues through formative assessment as well as encourage your participation throughout the course. Assessment criteria for the portfolio include: satisfactory completion of all assigned tasks; evidence of responsiveness to ongoing feedback; appropriate use of language.

The Amber Risk Assessment item is the Week 3 task from the portfolio. Students who do not complete this task satisfactorily will be contacted by the Program Services Officer and referred to relevant support services in order to assist them to improve their performance.

3. Oral presentation (20%)

This is a group-based 15 minute oral presentation based on one of the topics given by the tutor. The aim of the oral presentation is to give students practice in planning, structuring and presenting information in a clear manner that is intelligible to a wide audience. You are required to hand in a complete presentation summary with a reference list one week before their presentation. In addition, you are expected to contribute to discussion after other students' oral presentations, including peer assessment. Assessment criteria for the oral presentation include: organisation and style of your presentation; clarity and accuracy of the content of the presentation; communication style; responsiveness to questions from the audience, appropriateness of visual aids and other supporting material, including the quality of your written summary.

4. Written exam (35%)

The exam consists of short answer questions, multiple choice questions, and short writing tasks. It is aimed at allowing students to demonstrate their understanding of the course content and their skills in reading and writing in the context of Business (including programs offered in the Department of Tourism,

Leisure, Hotel and Sport Management) and Commerce.

Return of Assessment Items and Notification of Availability of Feedback on Assessment

The convenor/tutor will return all marked assessment items during tutorials within two weeks of the assessment deadline apart from those assessment items due in Week 13, which will be made available at a place to be confirmed..

GRADUATE SKILLS

The [Griffith Graduate Statement](#) states the characteristics that the University seeks to engender in its graduates through its degree programs.

Graduate Skills	Taught	Practised	Assessed
Effective communication (written)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Effective communication (oral)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Effective communication (interpersonal)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Information literacy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Problem solving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Critical evaluation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Work autonomously	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Work in teams	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Creativity and innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ethical behaviour in social / professional / work environments	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Responsible, effective citizenship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TEACHING TEAM

Course Convenor: Dr. Rowan Michael

Convenor Details	Nathan
Campus Convenor	Dr. Rowan Michael
Email	r.michael@griffith.edu.au
Office Location	N56_0.19 or G30_4.19
Phone	61 7 37355132
Fax	61 7 37356766
Consultation times	Nathan: Wednesday 3:30-4:30 pm; Gold Coast: Tuesday 2-3 pm

While the Course Convenor is in overall charge of 5901LAL, your lecturer is the first person you should contact about all matters relating to this course. Please write your lecturer's contact details below in the first lecture.

Lecturer Details	Nathan/Gold Coast
Campus Convenor	Dr Ian Walkinshaw
Email	i.walkinshaw@griffith.edu.au
Office Location	N56_1.05 or G30_4.19
Phone	61 7 37357074
Fax	61 7 37356766
Consultation times	

COURSE COMMUNICATIONS

The course convenor and your Lecturer can be contacted by email or phone (see contact information above), and individual appointments can be arranged during the prescribed consultation time.

Students should regularly check the course noticeboard available through the Learning@Griffith site, and their **university** email account for any communications from the course convenor.

Who to contact:

Contact your tutor in the first instance about any aspect of assignments or tutorials. On all matters relating to the course overall, or for clarification of any aspect of the lectures, contact your lecturer. For general administrative concerns (submission of medical certificates, letters requesting leave, assignment collection etc.) please contact Ms. Tanya Tabolkina in N56_1.36 on 37354181 or by email: t.tabolkina@griffith.edu.au.

TEXTS AND SUPPORTING MATERIALS

Haugh, M. & Johnson, I. S. (Eds.) (2009) *Language and Communication for University: 5901LAL Language and communication for business and commerce*. Sydney: Pearson.

SECTION B – ADDITIONAL COURSE INFORMATION

Course Evaluation

This course will be evaluated through surveys run by the University in accordance with University policy.

Submission of Assessment Items

All assessment items should be submitted to your tutor. **All assessment items must be presented on or before the due date.** Securely attach a *OC&AHS Assignment Cover Sheet* to the front of your assignment which can be obtained from OC&AHS or via the web (<http://www.gu.edu.au/ins/forms>). Do not submit assessment items in plastic folders, as we cannot guarantee that the folder will be returned to you. **You should also keep a copy of your assessment item in case the original is lost and you are requested to resubmit the item.**

Late Submission of Assignments

Requests for an extension of time for submission of an assessment item must be lodged before the due date for the assessment item. Requests received on or after the due date will only be considered in exceptional circumstances. Extension requests must be made in writing to the course convenor, and be accompanied by appropriate supporting documentation.

Where an extension has not been granted, an assessment item submitted after the due date will be penalised as follows: the mark awarded to the item will be reduced by 10% of the maximum possible mark for each day that the assessment item is late. Each weekend (from Saturday and Sunday) will count as one day.

Students should refer to the Learning@Griffith website for further information about this course.

SECTION C – KEY UNIVERSITY INFORMATION

ACADEMIC MISCONDUCT

Students must conduct their studies at the University honestly, ethically and in accordance with accepted standards of academic conduct. Any form of academic conduct that is contrary to these standards is academic misconduct and is unacceptable.

Some students engage deliberately in academic misconduct, with intent to deceive. This conscious, pre-mediated form of cheating is one of the worst forms of fraudulent academic behaviour, for which the University has zero tolerance and for which penalties, including exclusion from the University, will be applied.

However the University recognises many students commit academic misconduct without intent to deceive. These students may be required to undertake additional educational activities to remediate their behaviour.

Specifically it is academic misconduct for a student to:

- **Cheat in examinations and tests** by communicating, or attempting to communicate, with a fellow individual who is neither an invigilator or member of staff; by copying, or attempting to copy from a fellow candidate; attempting to introduce or consult during the examination, any unauthorised printed or written material, or electronic calculating or information storage device; or mobile phones or other communication device, or impersonates another.
- **Fabricate results** by claiming to have carried out tests, experiments or observations that have not taken place or by presenting results not supported by the evidence with the object of obtaining an unfair advantage.
- **Misrepresent themselves** by presenting an untrue statement or not disclosing where there is a duty to disclose in order to create a false appearance or identity.
- **Plagiarise** by representing the work of another as their own original work, without appropriate acknowledgement of the author or the source. This category of cheating includes the following:
 1. collusion, where a piece of work prepared by a group is represented as if it were the student's own;
 1. acquiring or commissioning a piece of work, which is not his/her own and representing it as if it were, by
 - purchasing a paper from a commercial service, including internet sites, whether pre-written or specially prepared for the student concerned
 - submitting a paper written by another person, either by a fellow student or a person who is not a member of the University;
 2. duplication of the same or almost identical work for more than one assessment item;
 3. copying ideas, concepts, research data, images, sounds or text;
 4. paraphrasing a paper from a source text, whether in manuscript, printed or electronic form, without appropriate acknowledgement;
 5. cutting or pasting statements from multiple sources or piecing together work of others and representing them as original work;
 6. submitting, as one own work, all or part of another student's work, even with the student's knowledge or consent.

A student who willingly assists another student to plagiarise (for example by willingly giving them their own work to copy from) is also breaching academic integrity, and may be subject to disciplinary action.

Visit the following web sites for further details:

[Institutional Framework for Promoting Academic Integrity among Students](#)
[Academic integrity for students](#)

PLAGIARISM DETECTION SOFTWARE

The University uses plagiarism detection software. Students should be aware that your Course Convenor may use this software to check submitted assignments. If this is the case your Course Convenor will provide more detailed information about how the detection software will be used for individual assessment items.

HEALTH AND SAFETY

Griffith University is committed to providing a safe work and study environment, however all students, staff and visitors have an obligation to ensure the safety of themselves and those whose safety may be affected by their actions. Staff in control of learning activities will ensure as far as reasonably practical, that those activities are safe and that all safety obligations are being met. Students are required to comply with all safety instructions and are requested to report safety concerns to the University.

General health and safety information can be obtained from http://www.griffith.edu.au/hrm/health_and_safety/

Information about Laboratory safety can be obtained from http://www.griffith.edu.au/ots/secure/health/content_labsafety.html

KEY STUDENT-RELATED POLICIES

All University policy documents are accessible to students via the University's Policy Library website at: www.griffith.edu.au/policylibrary. Links to key policy documents are included below for easy reference:

[Academic Calendar](#)

[Academic Standing, Progression and Exclusion Policy](#)

[Assessment Policy](#)

[Examinations Timetabling Policy and Procedures](#)

[Guideline on Student E-Mail](#)

[Health and Safety Policy](#)

[Institutional Framework for Promoting Academic Integrity Among Students](#)

[Policy on Student Grievances and Appeals](#)

[Student Administration Policy](#)

[Student Charter](#)

UNIVERSITY SUPPORT RESOURCES

The University provides many facilities and support services to assist students in their studies. Links to information about University support resources available to students are included below for easy reference:

[Learning Centres](#) - the University provides access to common use computing facilities for educational purposes. For details visit <https://intranet.secure.griffith.edu.au/computing/student-computing/finding-available-computers>

[Learning@Griffith](#) - there is a dedicated website for this course via the Learning@Griffith student portal.

[Student Services](#) facilitate student access to and success at their academic studies. Student Services includes: Careers and Employment Service; Chaplaincy; Counselling Service; Health Service; Student Equity Services (incorporating the Disabilities Service); and the Welfare Office.

[Learning Services](#) within the Division of Information Services provides learning support in three skill areas: computing skills; library skills; and academic skills. The study skills resources on the website include self-help tasks focusing on critical thinking, exam skills, note taking, preparing presentations, referencing, writing, proof reading, and time management.