## UNIVERSITI TEKNOLOGI MARA
### BEL312: ENGLISH FOR OCCUPATIONAL PURPOSES

| Course Name (English) | ENGLISH FOR OCCUPATIONAL PURPOSES APPROVED |
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| Course Code | BEL312 |

| MQF Credit | 3 |
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| Course Description | This course develops students' ability to use English with greater confidence and fluency in a range of job-related situations. Tasks and activities suggested for each situation are discipline-based with emphasis on the four language skills of reading, writing, listening and speaking. |
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| Transferable Skills | -Demonstrate ability to identify and articulate self skills, knowledge and understanding confidently and in a variety of contexts. <br> -Demonstrate ability to manage personal performance to meet expectations and demonstrate drive, determination, and accountability. <br> -Demonstrate ability to communicate clearly and confidently, and listen critically <br> -Demonstrate ability to socialize with people from different walks of life. <br> -Demonstrate enthusiasm, leadership and the ability to positively influence others. <br> -Demonstrate maturity of thoughts when responding to multiple inputs and contexts. <br> -Demonstrate ability to work professionally and contribute positively in a team. |
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| Teaching Methodologies | Lectures, Small Group Sessions , Role Play |
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| CLO | CLO1 Communicate effectively in job-related situations <br> CLO2 Gather and present job-related information effectively <br> CLO3 Participate effectively in discussions <br> CLO4 Describe and explain processes and procedures accurately |
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| Pre-Requisite Courses | No course recommendations |
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### Topics

**1. Introductions and Greetings at the Workplace**
1.1) Social Norms of Introduction: Informal and Formal Contexts
1.2) Polite Forms of Introduction

**2. Making and Receiving Calls**
2.1) Making Calls
2.2) Receiving Calls

**3. Social Interaction in the Workplace**
3.1) Aspects of Conversation: Opening, Holding and Closing
3.2) Appropriate Topics of Conversation

**4. Introduction to an Organization**
4.1) Organizational Structure, personnel, job, product and service

**5. Handling Job-related Situations**
5.1) Complaints
5.2) Problems and Solutions
5.3) Recommendations
5.4) Proposals

**6. Participating in Job Related Discussions**
6.1) Discussions
6.2) Role Play

**7. Gathering Job-related Information**
7.1) Printed Materials, interviews, surveys, opinion polls, talks, electronic media

**8. Presenting Job-related Information**
8.1) Non-language Forms
8.2) Language Forms

**9. Describing/Explaining Processes and Procedures, and Writing Instructions and Proposal**
9.1) Preparing a Proposal
9.2) Writing a Proposal Outline

| Assessment Breakdown | % |
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| Continuous Assessment | 100.00% |

| Details of Continuous Assessment | Assessment Type | Assessment Description | % of Total Mark | CLO |
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| | Assignment | Assessment 4 (b) : Writing and preparing proposal | 20% | CLO2 , CLO4 |
| | Attendance | n/a | 10% | CLO3 |
| | Presentation | Assessment 4 (a) : Proposal Outline | 10% | CLO2 , CLO4 |
| | Presentation | Assessment 1: Presentation on background of company and organizational structure (management team) or products or services | 20% | CLO1 , CLO2 |
| | Presentation | Assessment 3: Oral presentation | 20% | CLO2 , CLO4 |
| | Presentation | Assessment 2: Presentations of complaints, problems, solutions, recommendations and proposals | 20% | CLO1 , CLO2 , CLO3 |

| Reading List | Recommended Text | • Badger, Ian 2003, *Everyday Business English*, Essex: Pearson Ed. Ltd. |
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| | | • 2005, *Longman Dictionary of Contemporary*, 4 Ed. |
| | | • Angeline, Ramesh, Sujata 2004, *Workplace English*, Pearson Prentice Hall |
| | | • Wan Norliza , Haliza, Rosiah , Abu Yamin 2005, *Communication in the Workplace*, Kuala Lumpur: Prinsip |
| | Reference Book Resources | • Saslow, Joan & Collins, Tim 2003, *Workplace Plus: Living and Working in English*, New York: Pearson Education Inc |
| | | • Wood, Neil 2003, *Business and Commerce Workshop*, Oxford: Oxford University Press. |
| | | • White, Lindsay 2003, *Engineering Workshop*, Oxford: Oxford University Press. |
| | | • Workplace Plus: Living and Working in English 2003, *Workplace Plus: Living and Working in English*, NY: Pearson Ed. Inc. |
| | | • Demetriades, Dinos 2003, *Information Technology Workshop*, Oxford: Oxford University Press |
| | | • Dubicka, Iwonna & OKeefe Margaret 2003, *English for International Tourism*, Essex: Pearson Ed. Ltd |
| | | • Saslow, Joan & Collins, Tim 2003, *Workplace Plus: Living and Working in English*, New York: Pearson Education Inc |
| | | • *www.eslcafe.com* |
| | | • Saslow, Joan & Collins, Tim 2003, *Workplace Plus: Living and Working in English*, New York: Pearson Education Inc |
| | | • Saslow, Joan & Collins, Tim 2003, *Living and Working in English 1 and 2: Food S*, New York: Pearson Education Inc. |
| | | • Saslow, Joan & Collins, Tim 2005, *Workplace Plus with Grammar Booster 1 : Livin*, NY: Addison Wesley Longman Inc. |
| Article/Paper List | This Course does not have any article/paper resources | |
| Other References | This Course does not have any other resources | |