

CCM 502: UPPER INTERMEDIATE WORKPLACE ENGLISH		
Competence Title : Maintain professional conversation in upper-intermediate English		
RTQF LEVEL: 5	CREDITS: 3	LEARNING HOURS: 30
SECTOR: ALL		SUB-SECTOR: ALL
ISSUE DATE: January 2017		REVIEW DATE:

PURPOSE STATEMENT

This core module describes the skills, knowledge and attitudes to be acquired for the trainee's. The trainee will be able to Prepare and deliver speeches at different social and professional occasions, Adaptation of speech messages to a particular audience, Ask questions to clarify, extend and follow up ideas, Produce medium compositions on different trade-related subjects, Identify and differentiate different business documents, Effective writing of different business documents, Identify and use of writing styles, read different trade-related texts, Apply reading techniques to selected trade-related texts, Explain key terms/words in their context, Answer reading comprehension questions precisely, Analyze different trade-related texts, Summarize trade-related texts (in own words), identify differences between common English accents, Listen and respond to users of common English their accents, Reporting information listened to from different common accents, Steps of speech preparation and delivery, Important tips on speech delivery, Requirements to properly articulate information, Analyse trade-related texts, Summarise texts

LEARNING ASSUMED TO BE IN PLACE

CCM 102: Oral Basic English Communication

CCM 202: Oral Basic English Communication

CCM 302: Intermediate Workplace English

CCM 402: Use intermediate English at the workplace

LEARNING UNITS AND PERFORMANCE CRITERIA

Performance criteria describe the required performance needed to demonstrate achievement of the learning unit

Learning units describe the essential outcomes of a competence

Elements of competence By the end of the module, the trainee will be able to :	Performance criteria	
Communicate orally in social and professional situations with ease	1.1 1.2 1.3	Acceptable preparation and delivery of speeches on different social and professional occasions Audible and clear articulation of messages addressed to an audience using pronunciation, segmental and Suprasegmental phonology Asking relevant questions to clarify, extend and follow up ideas according to question forms
Read correctly a range of materials	2.1 2.2 2.3	Adequate reading of different trade-related texts Clear analysis of trade-related texts (identification and description of characters, events and settings, as well as to express preferences by giving reasons) Effective summary of key ideas in trade-related texts Effective use of knowledge of events' sequence to describe a situation when rephrasing information from the texts
Listen to audio messages with different English accents to get the intended message	3.1 3.2 3.3	Appropriate listening and responding to others Clear identification of differences between common English accents Accurate reporting of information listened to in different accents

Produce a variety of medium texts on professional and general topics	4.1 4.2 4.3	Clear and detailed writing about a wide range of trade-related subjects. Effective differentiation of business documents (inventory, memos, letters, handovers, receipts, minutes) Appropriate writing of business documents Appropriate use of writing style applicable to each type of business document

COURSE STRUCTURE

The course structure describes the learning outcomes for each learning unit. These learning outcomes are the essential skills and knowledge to be acquired. The contents to be covered for each learning outcome are prescriptive. The Learning Activities contain a series of suggestions, usually with several options, that will guide the learner and the trainer.

Learning Unit 1: Communicate orally in social and professional situations with ease			Learning Hours:10
Learning outcomes	Contents	Learning activities	Resources
1.1. Prepare speeches for different social and professional occasions	<ul style="list-style-type: none"> • Steps for speech preparation and delivery <ul style="list-style-type: none"> ✓ Step 1: Research and Preparation ✓ Step 2: Writing Your Speech ✓ Step 3: Practicing ✓ Step 4: Putting Together Visual Aids ✓ Step 5: Handling the Q&A 	<ul style="list-style-type: none"> ○ Brainstorming ○ Documentary research ○ Practical exercise ○ Presentation ○ Role plays 	<ul style="list-style-type: none"> – Flip charts – White/chalk Board – Markers – Microphones – Reference

<p>1.2. Deliver speeches to an audience</p>	<ul style="list-style-type: none"> • Important tips for speech delivery • Dos and Don'ts on speech delivery • Requirements to articulate message <ul style="list-style-type: none"> ✓ Pronunciation ✓ Speed ✓ Tone • Identification of categories of audience <ul style="list-style-type: none"> ✓ Familiar audience ✓ Non-familiar audience ✓ Adaptation of the message to the audience 		<ul style="list-style-type: none"> books – Scenarios – Stationeries – Scenarios – Projector – Lesson plan – Trainee manual – Reference books
<p>1.3. Ask questions to clarify, extend and follow up ideas according to question forms</p>	<ul style="list-style-type: none"> • Question forms <ul style="list-style-type: none"> ✓ Yes/No questions ✓ Wh-questions ✓ Choice questions ✓ Hypothetical questions ✓ Embedded questions ✓ Leading questions 	<ul style="list-style-type: none"> ○ Practical exercise ○ Presentation ○ Role plays ○ Group work 	<ul style="list-style-type: none"> – Scenarios – White/blackboard – Reference books – Markers – Flip charts – Paper – Stationeries

Learning Unit 2: Read correctly a range of materials			Learning Hours:5
Learning outcomes	Contents	Learning activities	Resources
2.1. Read different trade-related texts adequately	<ul style="list-style-type: none"> • Types of texts <ul style="list-style-type: none"> ✓ Expository ✓ Narrative ✓ Descriptive ✓ Directive ✓ Argumentative • Application of reading techniques on selected texts <ul style="list-style-type: none"> ✓ Reading for details ✓ Reading for specific information • Explanation of key terms/words in the text • Provision of answers to reading comprehension questions 	<ul style="list-style-type: none"> ○ Brainstorming ○ Documentary research ○ Practical exercise ○ Group work ○ Presentation 	<ul style="list-style-type: none"> - Flip charts - White/chalk Board - Markers - Reference books - Stationeries - Projector - Lesson plan - Trainee manual
2.2. Analyse trade-related texts	<ul style="list-style-type: none"> • Identification and description <ul style="list-style-type: none"> ✓ Text Structure ✓ Purpose of the text ✓ Style <ul style="list-style-type: none"> ✚ Technicality 	<ul style="list-style-type: none"> ○ Practical exercise ○ Presentation ○ Roleplay ○ Group discussion 	<ul style="list-style-type: none"> - Scenarios - White/blackboard - Reference books

	<ul style="list-style-type: none"> ✚ Illustration ✚ Prose or verse ✓ Writer's stance 		<ul style="list-style-type: none"> – Markers – Flip charts – Paper – Stationeries – Lesson plan – Trainee manual
2.3. Summarize key ideas in trade-related texts	<ul style="list-style-type: none"> • Steps to summarize: <ul style="list-style-type: none"> ○ Keep the most important ideas ○ Get rid of the less important details ○ Write in own words 	<ul style="list-style-type: none"> ○ Practical exercise ○ Presentation ○ Group work 	<ul style="list-style-type: none"> ▪ White/blackboard ▪ Reference books ▪ Markers ▪ Flip charts ▪ Paper ▪ Stationeries ▪ Trainee manual ▪ Lesson plan

Learning Unit 3: Listen to audio messages with different English accents to get the intended message			Learning Hours :10
Learning outcomes	Contents	Learning activities	Resources
3.1 Listen and respond to others correctly	<ul style="list-style-type: none"> • Application of active listening strategies to different accents <ul style="list-style-type: none"> ✓ Listening for General information ✓ Listening for Specific information • Responding to different accents <ul style="list-style-type: none"> ✓ Responding through Interactions <ul style="list-style-type: none"> ✚ Asking for clarification ✚ Expressing satisfaction 	<ul style="list-style-type: none"> ○ Modelling ○ Practical exercise ○ Presentation ○ Role plays 	<ul style="list-style-type: none"> – Flip charts – White/chalk Board – Audiovisual materials – Scenarios – Stationeries – Projector – Computer – Lesson plan – Trainee manual – Recordings
3.2 Identify differences between common English accents clearly	<ul style="list-style-type: none"> • Introduction to English accents <ul style="list-style-type: none"> ✓ Defining an English accent 	<ul style="list-style-type: none"> ○ Practical exercise 	<ul style="list-style-type: none"> ▪ Scenarios ▪ White/blackbo

	<ul style="list-style-type: none"> ✓ Common English accents • Differences between American and British English <ul style="list-style-type: none"> ✓ Vowel Pronunciation ✓ Consonant pronunciation ✓ Rhotic accent ✓ Change of stress ✓ Changes in articulation 	<ul style="list-style-type: none"> ○ Drilling/ ○ Modeling ○ Presentation ○ Roleplay 	<ul style="list-style-type: none"> ard ▪ Reference books ▪ Markers ▪ Flip charts ▪ Stationeries ▪ Audiovisual material ▪ Recordings ▪ Trainee manual ▪ Lesson plan
<p>3.3. Report information listened to in different accents accurately</p>	<ul style="list-style-type: none"> • Types of listening <ul style="list-style-type: none"> ✓ Informative listening ✓ Discriminative listening ✓ Relationship listening ✓ Appreciative listening • Reporting information <ul style="list-style-type: none"> ✓ General information ✓ Specific information 	<ul style="list-style-type: none"> ○ Practical exercise ○ Presentation ○ Drilling/ ○ Modelling 	<ul style="list-style-type: none"> ▪ Scenarios ▪ White/blackboard ▪ Reference books ▪ Markers ▪ Flip charts ▪ Audiovisual materials ▪ Recordings ▪ Stationeries

Learning Unit 4: Produce a variety of medium texts on professional and general topics			Learning Hours:5
Learning outcomes	Contents	Learning activities	Resources
4.1. Write about a wide range of trade-related subjects clearly	<ul style="list-style-type: none"> • Varieties of writing <ul style="list-style-type: none"> ✓ Chronological writing ✓ Analytical writing ✓ Descriptive writing ✓ Compare and contrast writing ✓ Evaluative writing ✓ Summary writing • The Writing processes <ul style="list-style-type: none"> ✓ Exploring and planning ✓ Drafting ✓ Making global revisions and revising sentences ✓ Building effective paragraphs 	<ul style="list-style-type: none"> ○ Brainstorming ○ Documentary research ○ Practical exercise ○ Group work 	<ul style="list-style-type: none"> ▪ Flip charts ▪ White/chalk Board ▪ Markers ▪ Reference books ▪ Stationeries ▪ Projector ▪ Lesson plan ▪ Trainee manual
4.2. Differentiate business documents effectively	<ul style="list-style-type: none"> • Identification and differentiation of business documents 	<ul style="list-style-type: none"> ○ Practical exercise ○ Brainstorming 	<ul style="list-style-type: none"> ▪ Scenarios ▪ White/black

	<ul style="list-style-type: none"> ✓ Business plans and Goals <ul style="list-style-type: none"> + Business proposals + Concept notes ✓ Accounting Documents <ul style="list-style-type: none"> + Financial reports + Financial statements + Goods received note + Purchase order + Goods delivery note + Requisition ✓ Customer service documents ✓ Business reports <ul style="list-style-type: none"> + Annual reports + Term reports + Quarterly report + Activity/Operation reports ✓ Operational documents <ul style="list-style-type: none"> + Contracts + Business letters + Memorandum of Understanding 	<ul style="list-style-type: none"> ○ Presentation ○ Documentary research ○ Group work ○ Roleplay 	<ul style="list-style-type: none"> board ▪ Reference books ▪ Markers ▪ Flip charts ▪ Stationeries ▪ Lesson plan ▪ Trainee manual
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<p>4.3. Write business documents perfectly</p>	<ul style="list-style-type: none"> • Steps to write business documents <ul style="list-style-type: none"> ✓ Identifying the audience ✓ Identifying the document's purpose ✓ Organizing your writing ✓ Proofreading the business document ✓ Editing the business document 	<ul style="list-style-type: none"> ○ Practical exercise ○ Documentary research ○ Presentation ○ Group work 	<ul style="list-style-type: none"> ▪ White/black board ▪ Reference books ▪ Markers ▪ Flip charts ▪ Paper ▪ Stationeries ▪ Trainee manual ▪ Lesson plan
<p>4.4. Use writing style applicable to each type of business document</p>	<ul style="list-style-type: none"> • Tips to business writing style • Formatting a business document 	<ul style="list-style-type: none"> ○ Practical writing exercises ○ Group work ○ Documentary research ○ Presentation 	<ul style="list-style-type: none"> ▪ White/black board ▪ Reference books ▪ Markers ▪ Flip charts ▪ Stationeries ▪ Trainee manual ▪ Lesson plan

Required Knowledge, Skills and Attitudes

1. Required skills

Required skills include:

Speaking skills

- Preparation and delivery of speeches at different social and professional occasions
- Adaptation of speech messages to a particular audience
- Asking questions to clarify, extend and follow up ideas

Writing skills

- Producing medium compositions on different trade-related subjects
 - Identification and differentiation of different business documents
 - Effective writing of different business documents
- Identification and use of writing styles

Reading skills

- Adequate reading different trade-related texts
- Application of reading techniques to selected trade-related texts
- Explanation of key terms/words in their context
- Answering reading comprehension questions precisely
- Analyzing different trade-related texts
- Summarizing trade-related texts (in own words)

Listening skills

- Clear identification of differences between common English accents
- Listening and responding to users of common English their accents
- Reporting information listened to from different common accents

2. Required knowledge

Required knowledge includes:

- Steps of speech preparation and delivery
- Important tips on speech delivery
- Requirements to properly articulate information
- Types of texts
- Analysis of trade-related texts
- Summary of texts
- Awareness of Common English accents
- Types of listening (according to their purpose)
- Types of writing composition
- Writing processes
- Format of, steps to, writing Business documents

3. Required Attitudes:

Having successfully completed the module, students should be:

- Fluent
- Active listener
- Quick thinker

- Eye contact keeper
- confident
- Professional
- Decisive
- Flexible
- Resourceful
- Patient
- Teamwork skilled
- Respectful
- Proactive
- Independent worker
- Diligent on work
- Dynamic
- Self-motivated
- Creative
- Innovative
- Punctual
- Responsible
- Watching and hearing
- Critical

ASSESSMENT GUIDELINES

Section A: Portfolio/ formative assessment

Elements of competence	Assessment Indicators	Type of evidence	Description of activities	Checklist	Score		Observation
					Yes	No	
Communicate orally in social and professional situations with ease	Prepare speeches for different social and professional occasions	<ul style="list-style-type: none"> ❖ Written ❖ Performance <p>Task: Write a 5 minutes' speech on a topic of choice to be presented to the class.</p>	<ul style="list-style-type: none"> ❖ Writing practice 	<ul style="list-style-type: none"> - Understanding steps for speech preparation - Language use 			
	Deliver speeches to an audience	<ul style="list-style-type: none"> ❖ Oral ❖ Performance <p>Task: Deliver a 5 minutes' speech on a topic of choice to the class.</p>	<ul style="list-style-type: none"> ❖ Presentation 	<ul style="list-style-type: none"> - Understanding steps for speech preparation - Language use - Tips for speech delivery 			
	Ask questions to clarify, extend and follow up ideas according to question forms	<ul style="list-style-type: none"> ❖ Oral ❖ Performance <p>Task: Answer at least 3 questions from the audience on your 5-</p>	<ul style="list-style-type: none"> ❖ Discussions ❖ Presentations 	<ul style="list-style-type: none"> - Question formulation - Understanding the audience - Message articulation 			

		minute speech.					
Read correctly a range of materials	Read different trade-related texts adequately	<ul style="list-style-type: none"> ❖ Written ❖ Oral ❖ Performance <p>Task: Using an appropriate reading strategy, read the text provided to you and answer its comprehension questions</p>	<ul style="list-style-type: none"> ❖ Reading practice ❖ Presentations ❖ Matching ❖ Multiple choice 	<ul style="list-style-type: none"> - Types of texts - Application of reading texts - Answering comprehension questions 			
	Analyse trade-related texts	<ul style="list-style-type: none"> ❖ Written ❖ Performance <p>Task: Read the text provided by the teacher and explain its purpose</p>	<ul style="list-style-type: none"> ❖ Reading practice ❖ Presentations ❖ Multiple choice 	<ul style="list-style-type: none"> - Types of texts - Application of reading texts - Answering comprehension questions - Identification of text purpose 			

	Summarize key ideas in trade-related texts	<ul style="list-style-type: none"> ❖ Written ❖ Oral ❖ Performance <p>Task: Summarize the text given by the teacher</p>	<ul style="list-style-type: none"> ❖ Reading practice ❖ Writing practice ❖ Presentations 	<ul style="list-style-type: none"> - Understanding of summary writing steps - 			
Listen to audio messages with different English accents to get the intended message	Listen and respond to others correctly	<ul style="list-style-type: none"> ❖ Oral ❖ Performance <p>Task: Following your teacher's instructions, listen and respond to what you hear.</p>	<ul style="list-style-type: none"> ❖ Listening practice ❖ Discussions ❖ True or false questions 	<ul style="list-style-type: none"> - Application of active listening strategies - Responding to audio messages 			
	Identify differences between common English accents clearly	<ul style="list-style-type: none"> ❖ Oral ❖ Performance <p>Task: Listen to two different recordings played by the teacher and identify the differences between the accents of both speakers</p>	<ul style="list-style-type: none"> ❖ Listening practice ❖ Discussions ❖ True or false questions ❖ Note taking 	<ul style="list-style-type: none"> - Understanding of Differences between American and British accents 			

	Report information listened to in different accents accurately	<ul style="list-style-type: none"> ❖ Oral ❖ Writing ❖ Performance <p>Task:</p> <p>Listen and report to the information you hear from each recording played to you by the teacher</p>	<ul style="list-style-type: none"> ❖ practice ❖ s ❖ ons 	<p>Listening</p> <p>Discussion</p> <p>Presentati</p>	<ul style="list-style-type: none"> - Listening strategies - Understanding of Differences between American and British accents - Types of listening - Reporting information accurately 			
Produce a variety of medium texts on professional and general topics	Write about a wide range of trade-related subjects clearly	<ul style="list-style-type: none"> ❖ Written ❖ Performance <p>Task:</p> <p>Write a short text analysing an important issue affecting your career</p>	<ul style="list-style-type: none"> ❖ Writing practice ❖ Presentations 		<ul style="list-style-type: none"> - Understanding of varieties of writing - Writing processes 			
	Differentiate business documents effectively	<ul style="list-style-type: none"> ❖ Written ❖ Oral ❖ Performance <p>Task:</p> <p>Name at least 4 different types of business documents and specify their differences</p>	<ul style="list-style-type: none"> ❖ Writing practice ❖ Discussions ❖ Presentations ❖ Multiple choice ❖ Matching 		<ul style="list-style-type: none"> ❖ Identification of business documents ❖ Awareness of characteristics of business documents 			
	Write business	<ul style="list-style-type: none"> ❖ Written ❖ Performance 	<ul style="list-style-type: none"> ❖ Writing practice ❖ Presentation 		<ul style="list-style-type: none"> - Awareness of steps to write a 			

	documents perfectly	Task: Write a business of a project you would implements upon graduation		business documents – Structure of business documents			
	Use writing style applicable to each type of business document	<ul style="list-style-type: none"> ❖ Written ❖ Performance Task: Using the appropriate writing style for each business document, write a memo and business letter on a topic of your choice.	<ul style="list-style-type: none"> ❖ Writing practice ❖ Presentation ❖ Matching 	<ul style="list-style-type: none"> – Application business document writing styles – Layout of business documents by type – Language use 			
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