


INTI INTERNATIONAL UNIVERSITY
COURSE STRUCTURE

PROGRAMME: DIPLOMA IN CIVIL ENGINEERING
DIPLOMA IN QUANTITY SURVEYING
DIPLOMA IN MECHANICAL ENGINEERING
DIPLOMA IN INFORMATION TECHNOLOGY AND COMMUNICATION

| | | | | | | | | |
|-----|---|--------------------|---|---|---------------|---|---|---|
| 1. | NAME OF COURSE/MODULE : ENGLISH COMMUNICATION SKILLS | | | | | | | |
| 2. | COURSE CODE: COM1110 | | | | | | | |
| 3. | RATIONALE FOR THE INCLUSION OF THE COURSE/MODULE IN THE PROGRAMME : This course is intended to develop the students' ability in writing formal letters, e-mails, memos and reports, emphasizing the use of appropriate format and language required in business writing. In addition, it enables the students to express their ideas coherently and logically in both oral and written work. | | | | | | | |
| 4. | STUDENT LEARNING TIME (SLT) | Total Face to Face | | | | | Total Student Independent Learning Time | |
| | | L | T | P | O | A | OL | IL |
| | L = Lecture T = Tutorial P = Practical(Lab) O= Others A= Assessment B/O=Blended /Online Learning IL= Independent Learning | 42 | | | | 6 | 14 | 58 |
| 5. | CREDIT VALUE: 3 | | | | | | | |
| 6. | PREREQUISITE (if any): NONE | | | | | | | |
| 7. | LEARNING OUTCOMES: On completion of the course, students will be able to: 1. Write effective business letters, e-mails, memos and reports with the appropriate format and language in terms of structure, tone, style, conciseness and diction. 2. Express main ideas and supporting details clearly and coherently in written business communication. 3. Analyse a business problem and present credible recommendations using appropriate language 4. Present salient information gathered from report clearly to an audience | | | | | | | |
| 8. | SYNOPSIS: Students will be exposed to techniques for business correspondence. Students are provided with ample practice in writing letters, memos and reports using clear, engaging and precise language. This would also include effective communication using technology aided correspondence such as emails, short messaging system (SMS) and social networking sites | | | | | | | |
| 9. | MODE OF DELIVERY: Lectures and presentations will be done face to face and online. | | | | | | | |
| 10. | ASSESSMENT METHODS AND TYPES: | | | | | | | |
| | METHOD | TYPES | | | WEIGHTAGE (%) | | | CERTIFIED TRUE COPY  Jaya Kumari Krishnan Senior Officer Admissions & Records |
| | Continuous Assessment | Assignment | | | 20 | | | |
| | | Test 1 | | | 10 | | | |
| | | Test 2 | | | 10 | | | |
| | | Project | | | 10 | | | |
| | | Presentation | | | 10 | | | |
| | Summative Assessment | Final Examination | | | 40 | | | |

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11. CONTENT OUTLINE OF THE COURSE/MODULE AND THE SLT PER TOPIC:

| Sessions | Topics | LO | L | T | P | OL | Total | | |
|--------------|---|---------|----|---|---|----|-------|---|----|
| | | | | | | | O | A | IL |
| 1 - 2 | Grammar – Recap on part of speech, subject verb agreement and tenses. | 1 | 3 | | | 1 | | | |
| 3-4 | Types of Sentence – Simple, Compound, Complex, Compound-Complex; Types of tone - appreciative, courteous, firm but courteous, thankful, regretful, | 1 | 3 | | | 1 | | | |
| 5-6 | Paragraph Writing – Topic sentence, supporting details and concluding sentence; coherence, cohesion and unity; appropriate use of transitional words. | 1 | 3 | | | 1 | | | |
| 7-8 | Introduction to Business Writing Letter of Complaints | 1,2 | 3 | | | 1 | | | |
| 9-10 | Writing Business Letters Letters of adjustment / reply to complaints | 1,2,3 | 3 | | | 1 | | | |
| 11-12 | Writing Business Letters Letters of inquiry/request and reply | 1,2,3 | 3 | | | 1 | | | |
| 13-14 | Writing Memos and Emails Parts of memo; format of memo; planning the content | 1,2, | 3 | | | 1 | | | |
| 15-16 | Writing Memos and Emails Type of memos: information, request, respond | 1,2,3 | 3 | | | 1 | | | |
| 17-18 | Technology-Enabled Communication Text messaging (SMS), Instant messaging and Social networking | 1,2, | 3 | | | 1 | | | |
| 19-20 | Technology-Enabled Communication Text messaging (SMS), Instant messaging and Social networking | 1,2, | 3 | | | 1 | | | |
| 21-22 | Introduction to Report Writing Parts of report; Format of report; Types and functions of report | 1, 2, 4 | 3 | | | 1 | | | |
| 23-24 | Data Collection for Report Writing Survey, interview/observation; Drawing tables and charts | 2, 4 | 3 | | | 1 | | | |
| 25-26 | Writing the analytical report Analyzing and interpreting information; Describing the information gathered; Forming conclusions and recommendations | 3, 4 | 3 | | | 1 | | | |
| 27-28 | Revision | | 3 | | | 1 | | | |
| TOTAL | | | 42 | | | 14 | | 6 | 58 |

Lecture (L), Tutorial (T), Practical (P), O (Other), Assessment (A), OL (Online learning); Independent Learning (IL); Learning Outcome (LO)

12. MAIN REFERENCE(S) SUPPORTING COURSE:

- Lougheed, L., 2013. *Business Correspondence: A Guide to Everyday Writing Intermediate*. 2nd ed. Pearson Education Inc, New York

ADDITIONAL REFERENCES (at least 2):

- A.Ashley, 2012. *Oxford Handbook of Commercial Correspondence*: Oxford University Press.
- S. Taylor, 2012. *Model Business Letters, E-mails & Other Business Documents*. 6th ed. Pearson Education Inc.

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13. **OTHER ADDITIONAL INFORMATION** (if any):

Final Examination Format:

Duration: 2 hours

Answer 4 questions out of 6. Each question may consist of several parts (e.g. a, b, c, or i, ii, iii etc).

Grading Scale:

A+ (90-100), A (80-89), A- (75-79), B+ (70-74), B (65-69), B- (60-64), C+ (55-59), C (50-54), C- (45-49), D (40-44), F (0-39)

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