

**COURSE OUTLINE**

**BUSC 200**

**BUSINESS ENGLISH**

**2** **CREDITS**

PREPARED BY: Christina Thomas, Instructor

DATE: December 9, 2019

APPROVED BY: Stephen Mooney, Dean

DATE: December 18, 2019

APPROVED BY ACADEMIC COUNCIL

RENEWED BY ACADEMIC COUNCIL





This work is licensed under the Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License. To view a copy of this license, visit http://creativecommons.org/licenses/by-nc-sa/4.0/.

Version 1.2 revised and approved by Academic Council: April 17, 2019

Academic Council, Governance Office

Academic Council MyYC: Policies, Procedures and Forms

**BUSINESS ENGLISH**

**INSTRUCTOR:** Christina Thomas  **OFFICE HOURS:** T/TH Noon – 1 p.m.

**OFFICE LOCATION:** A2410  **CLASSROOM:** A2406

**E-MAIL:** [cthomas@yukoncollege.yk.ca](mailto:cthomas@yukoncollege.yk.ca)  **TIME:** 1 to 2:30 p.m.

**TELEPHONE:** (867) 668-8755 **DATES:** Jan. 7 to Mar. 5, 2020

**FINAL EXAM: 8:30 a.m., March 10, 2020**

**COURSE DESCRIPTION**

This 51-hour credit course is an in-depth, practical course in writing everyday business email, letters, memorandums, and reports. Students will study the strategies of effective memo and letter writing and will then complete exercises practising those strategies. They will plan and write specific types of positive, negative, and persuasive communications.

This course requires that the grammar and proofreading skills learned in Business Communications 100 be applied.

**PREREQUISITES**

Business English 100 with a mark of 70% or higher.

**EQUIVALENCY OR TRANSFERABILITY**

None

**LEARNING OUTCOMES**

Upon completion of the course, students should be able to produce, within 45 minutes, a letter that meets acceptable business principles and mailability standards. Students should be able to plan, develop, organize, and write a variety of effective business memos, emails, letters and reports that achieve the following:

* Inform, request, and respond (direct strategy)
* Make routine requests (direct strategy)
* Respond positively (direct strategy)
* Carry negative news (indirect strategy)
* Persuade (logical and emotional appeals)
* Convey special messages (goodwill, sensitive)

Upon completion of the course, students should also be able to:

* Keep the reader in mind and present ideas positively
* Use appropriate tone, style, and writing technique
* Use precise verbs, concrete nouns, and vivid adjectives
* Write letters/memos that are concise and clear and that use advanced writing techniques including parallelism
* Make Strategic use of the active and passive voice
* Use word processing skills to produce mailable, effectively formatted documents that are free of grammar, spelling, and punctuation errors
* Analyze the “communications process”; evaluate the effect of cultural values; and assess nonverbal, listening, and speaking skills in the communication process

**COURSE FORMAT**

The course content is presented in a combined format. Students can expect lectures, group work, practical sessions on computers, as well as individual classroom exercises. Students will work through Chapters 1–9 in Essentials of Business Communication (Ninth Canadian Ed.).

There are 30 hours of scheduled class time, with the remaining 21 hours allocated to the daily 3:00 p.m. to 4:00 p.m. self-directed study period.

**ASSESSMENTS:**

**Attendance & Participation**

Regular attendance and participation are essential. Because the material covered in class is cumulative, missing classes will put you at a disadvantage.

*If you do miss a class*, please let the instructor know (in advance if possible), and the instructor will tell you how to make up for the missed class. Upon returning to class, you are responsible for checking with the instructor to get work or handouts missed during absence(s).

You are responsible for reading the text ahead of class as the classes are designed to highlight the content in the text. The instructor will base lectures and activities on the assumption that you have already reviewed or read the material for that day.

**Assignments**

**Your instructor maintains the discretion to treat each situation of late assignments and missed tests individually**.

All assignments must be handed in ***before the beginning of class*** on the day requested unless previous arrangements have been made ***in writing*** with the instructor.

|  |
| --- |
| **Late assignments will lose 10% per day penalty for each of the first three days. No assignment will be marked after the three-day penalty period.**  If you feel you have a valid reason why you should not be subject to the penalty, it is your responsibility, as soon as you return, to inform your instructor. All late assignments that are submitted for grading purposes must be accompanied by a written explanation that includes the following:   * Your name * Course name * Reason for late (doctor’s note if applicable) * Original due date * Date submitted   If you know ahead of time that you will be absent, it is your responsibility to provide a written explanation to your instructor. Arrangements can then be made with your instructor for your assignment due dates. |

**Tests**

There are three 1.5–hour term tests in this course. The course concludes with a three hour final exam. Reference materials such as The Gregg Reference Manual and a dictionary may be used during the exam. The instructor will specify, in class, various writing strategies handouts that may be used during the term tests and final exam.

If you are unable to write a term test for any reason, you must provide advance notice in order to have an opportunity to write at a later date. A doctor’s note should be obtained if the reason for missing the assessment is illness. The final exam must be written on the exam date. If you must miss the final exam due to medical reasons, a doctor’s note must be provided. If no valid reason is given for missing a test or the exam, your mark will be “0.”

In order to pass this course, students must obtain 60% or more in the course**.**

**Challenging the Final Exam**

Should you feel that you already know the material to be covered in Business Communications 200, you should speak to your instructor about challenging the final exam. You may challenge the exam ONCE and ONLY ONCE. The exam must be taken on or before January 24, 2019. The college course challenge administrative fee will apply.

If you successfully challenge and pass the Final Exam (the passing standard is 80%), you will receive the mark “CC” (Course Challenge) on your transcript. If you do not meet the passing standard, you are required to complete the whole course in the usual manner. You may use reference materials when challenging the final exam.

**EVALUATION:**

A final grade for the course will be assigned on the following basis:

Assignments 30%

Term Tests 30%

Final Exam 40%

Final Mark 100%

**Grades on Transcript**

For transcript purposes, percentage marks are converted into letter grades according to the following system:

A = 90–100

B = 80–89

C = 70–79

D = 60–69

F = under 60 Fail

**REQUIRED TEXTBOOKS AND MATERIAL**

1. **Textbook**: Gufey, Loewy, and Almonte - *Essentials of Business Communication (Canadian Ed.), 9th Edition*, Nelson, Canada, 2019

2. A suitable **college-level dictionary,** such as the *Gage Canadian Dictionary or Merriam Webster’s Collegiate Dictionary (Tenth Edition)*

3. **Reference manual**: *The Gregg Reference Manual (Ninth Canadian Edition),* McGraw-Hill Ryerson, Toronto, ON, 2006

4. Six folders, paper, pens, pencils, one flash stick

**ACADEMIC AND STUDENT CONDUCT**

Information on academic standing and student rights and responsibilities can be found in the current Academic Regulations that are posted on the Student Services/ Admissions & Registration web page.

**PLAGIARISM**

Plagiarism is a serious academic offence. Plagiarism occurs when a student submits work for credit that includes the words, ideas, or data of others, without citing the source from which the material is taken. Plagiarism can be the deliberate use of a whole piece of work, but more frequently it occurs when students fail to acknowledge and document sources from which they have taken material according to an accepted manuscript style (e.g., APA, CSE, MLA, etc.). Students may use sources which are public domain or licensed under Creative Commons; however, academic documentation standards must still be followed. Except with explicit permission of the instructor, resubmitting work which has previously received credit is also considered plagiarism. Students who plagiarize material for assignments will receive a mark of zero (F) on the assignment and may fail the course. Plagiarism may also result in dismissal from a program of study or the College.

**YUKON FIRST NATIONS CORE COMPETENCY**

Yukon College recognizes that a greater understanding and awareness of Yukon First Nations history, culture and journey towards self-determination will help to build positive relationships among all Yukon citizens. As a result, to graduate from ANY Yukon College program, you will be required to achieve core competency in knowledge of Yukon First Nations. For details, please see [www.yukoncollege.yk.ca/yfnccr](http://www.yukoncollege.yk.ca/yfnccr).

**ACADEMIC ACCOMMODATION**

Reasonable accommodations are available for students requiring an academic accommodation to fully participate in this class. These accommodations are available for students with a documented disability, chronic condition or any other grounds specified in section 8.0 of the Yukon College Academic Regulations (available on the Yukon College website). It is the student’s responsibility to seek these accommodations. If a student requires an academic accommodation, he/she should contact the Learning Assistance Centre (LAC): lac@yukoncollege.yk.ca.

SYLLABUS SUBJECT TO CHANGE – PLEASE BE FLEXIBLE!

| **Class** | **2020** | **Chapter** | **Chapter Topic** | **Assignment Due** |
| --- | --- | --- | --- | --- |
| 1 | Jan 7 | 1 | Orientation, Course Outline, Chapter 1: Communicating in the Digital-Age Workplace |  |
| 2 | Jan 9 | 2 | Chapter 2: Planning Your Message |  |
| 3 | Jan 14 | 3 | Chapter 3: Organizing and Drafting Your Message | Ch. 1 Assignment |
| 4 | Jan 16 | 4 | Chapter 4: Revising Your Message |  |
| 5 | Jan 21 |  | Chapter 1-4 Lab Class |  |
| 6 | Jan 23 | **TERM TEST #1** | **Term Test #1** |  |
| 7 | Jan 28 | 5 | Chapter 5: Daily Workplace Writing Channels |  |
| 8 | Jan 30 | 5 | Chapter 5: Daily Workplace Writing Channels continued |  |
| 9 | Feb 4 |  | Chapter 5 Lab Class |  |
| 10 | Feb 6 | 6 | Chapter 6: Persuasive Writing Situations | Ch. 5 Assignment |
| 11 | Feb 11 | **TERM TEST #2** | **TERM TEST #2**  **(Computer Lab 2702)** |  |
| 12 | Feb 13 | 7 | Chapter 7: Negative Writing Situations |  |
| 13 | Feb 18 |  | Chapter 6 & 7 Lab Class |  |
| 14 | Feb 20 | REVIEW | Review of Chapters 6 & 7 |  |
| 15 | Feb 25 | 8 | Chapter 8: Informal Reports | Ch. 6 & Ch. 7 Assignment |
| 16 | Feb 27 | **TERM TEST #3** | **TERM TEST #3**  **(Computer Lab 2408)** |  |
| 17 | March 3 | 9 | Proposals and Formal Reports |  |
| 18 | Mar 5 | **FINAL EXAM** | Meet in Computer Lab 2702 | Final Letter Assignment |
| 19 | **Mar 10**  **8:30 – 11:30 a.m.** |  |  |  |