



## **BBSI University Foundation Courses in Management & Business Administration**

BBSI runs a range of specialised courses at Certificate, Higher-Certificate and Diploma levels. These courses are available in different formats, either as foundations leading to a first degree at a UK university, as Pre-Masters leading to a Postgraduate degree in the UK or for vocational purposes for those who wish to return to their countries with enhanced skills and knowledge. The BBSI scheduled courses in Management are available in these different formats as follows:

- \* Certificate in Management & Business Administration
- \* Higher-Certificate in Management & Business Administration
- \* Diploma in Management & Business Administration
- \* **University Foundation in Management & Business Administration**
- \* Pre-Masters in Management & Business Administration

The BBSI University Foundation Courses in Management & Business Administration are carefully designed to enable students with an Intermediate level in English or above to study the concepts and learn the communication skills required for careers in management and business, while acquiring the academic study skills required for undergraduate entry to a UK university degree course. The course comprises 30 lessons weekly, and the syllabus includes extensive IELTS<sup>†</sup> Examination Preparation. It is considered notionally at the National Qualifications Agency (NQA) Level 3 within the British Government's National Qualifications Framework. Students who therefore successfully complete the Higher-Certificate or Diploma courses will gain a BBSI award and NCFE awards. In addition, both Study Options include the full syllabus of the Chartered Management Institute (CMI) Level 3 Diploma in First Line Management. Consequently, all students have the option to gain an externally-accredited professional management qualification.

**UK University Placement.** While undertaking their university foundation course and acquiring the academic study skills necessary for university, students are provided with extensive counselling and guidance in all aspects of study at UK universities, and are given full assistance with the UK university application process. All Foundation students who successfully complete their course are assured of a university place prior to graduation from BBSI.

**Study Options.** There are 2 study options for this course. For those students with excellent High-School grades and a sound Upper-Intermediate level in English, we offer the 24-week Higher-Certificate, Study Option 1, programme that enables participants to develop their business, professional and academic skills to a more advanced level of proficiency in shorter time. However, for those students with a lower, Intermediate level in English, who require more emphasis initially on developing their academic English, business English and academic study skills prior to the introduction of more advanced management and business training, we offer a longer, 36-week Diploma programme, Study Option 2, that builds more gradually in professional intensity and specialisation.

### **Study Option 1**

Study Option 1, the Higher-Certificate course, is designed for those students with excellent High School grades and a sound Upper-Intermediate level in English or above.

#### **Course Outline**

**Minimum English Entry Level:** IELTS 5.5 (*Intermediate Plus*)

**Course Duration:** 24 weeks (2 terms)

**Course Designation:** UMB 24

**Lessons Weekly:** 30 (*each of 45 minutes duration*)



**Main Course Entry Dates:** September, January, March or June.

**Minimum Age:** 17 years

**Course Structure & Content:**

20 lessons weekly in Management & Business Administration

*(includes all 8 CMI management modules)*

10 lessons weekly in Academic Study Skills<sup>+</sup> & IELTS Examination Preparation

**Awards:**

BBSI Higher-Certificate in Management & Business Administration

*(continuous assessment)*

NCFE Certificate in Management & Business Administration

*(continuous assessment)*

**Optional External Examinations\*:**

CMI Diploma in First Line Management

*(course work standards, attendance, regular assignments)*

IELTS [Academic] *(examinations monthly)*

**Course Objectives:**

- \* to fully prepare students academically for entry to a first degree course related to management & business administration at a university in the UK
- \* to assist them in completing the university application process in order to secure a placement on the postgraduate degree course of their choice at a university in the UK
- \* to enable them to acquire the necessary academic study skills for undergraduate study at a UK university
- \* to provide preparation for the IELTS (Academic) examination
- \* to enable students to develop a sound understanding of current theory & practice in management
- \* to enable them to acquire a sound understanding of management concepts
- \* to facilitate the development of effective business English communication skills
- \* to ensure students build appropriate vocabulary related to management
- \* to provide preparation for an internationally recognised management qualification

**Course Elements.** In addition to providing students with a thorough and comprehensive grounding in academic English and academic study skills, the Higher-Certificate syllabus incorporates all the following specialist topics:

- |  |  |
|--|--|
| * <i>managing information</i>                | * <i>communicating for results</i>                 |
| * <i>strategic planning</i>                  | * <i>customer focus, planning &amp; change</i>     |
| * <i>identifying needs &amp; objectives</i>  | * <i>customer service management</i>               |
| * <i>introduction to quality management</i>  | * <i>best practice benchmarking, ISO9000</i>       |
| * <i>using &amp; controlling resources</i>   | * <i>HR planning &amp; knowledge management</i>    |
| * <i>performance management</i>              | * <i>developing as a supervisor</i>                |
| * <i>continual professional development</i>  | * <i>staffing &amp; selection</i>                  |
| * <i>interviewing</i>                        | * <i>personnel development &amp; work planning</i> |
| * <i>improving the performance of a team</i> | * <i>international &amp; current affairs</i>       |
| * <i>leadership &amp; management styles</i>  | * <i>time management</i>                           |
| * <i>health &amp; safety</i>                 | * <i>effective meetings/presentations</i>          |



### ***CMI Management Modules***

- \* *managing & communicating information*
- \* *maintaining quality standards*
- \* *personal development as a first line manager*
- \* *developing individuals & teams*
- \* *meeting stakeholder needs*
- \* *resource planning*
- \* *recruitment & selection*
- \* *improving team performance*

## **Study Option 2**

The longer, Diploma study option is designed for those students with sound High School grades and a lower, Intermediate level in English, who require more emphasis initially on developing their business English and professional communication skills to Upper-Intermediate Level prior to the introduction of more advanced business training. The course is of 36 weeks duration and builds more gradually in intensity and specialisation.

### **Course Outline**

**Minimum English Entry Level:** IELTS 5.0 (*Intermediate*)

**Course Duration:** 36 weeks (3 terms)

**Course Designation:** UMB 36

**Main Course Entry Dates:** September, January, March or June.

**Lessons Weekly:** 30 (*each of 45 minutes duration*)

**Minimum Age:** 17 years

### **Course Structure & Content:**

#### **Term 1**

- 20 weekly lessons in Communication & Business Skills
- 10 weekly lessons in Academic Study Skills & IELTS Examination Preparation

#### **Terms 2 & 3**

- 20 lessons weekly in Management, Business Administration  
(*includes all 8 CMI management modules*)
- 10 lessons weekly in Academic Study Skills & IELTS Examination Preparation

### **Awards:**

- BBSI Diploma in Management & Business Administration  
(*continuous assessment*)
- NCFE Certificate in Communication & Business Skills  
(*continuous assessment*)
- NCFE Certificate in Management & Business Administration  
(*continuous assessment*)

### **Optional External Examinations\*:**

- CMI Diploma in First Line Management  
(*course work standards, attendance, regular assignments*)
- IELTS [Academic] (*examinations monthly*)



## Course Objectives:

- \* to fully prepare students academically for entry to a first degree course related to management & business administration at a university in the UK
- \* to assist them in completing the university application process in order to secure a placement on the postgraduate degree course of their choice at a university in the UK
- \* to enable them to acquire the necessary academic study skills for undergraduate study at a UK university
- \* to provide preparation for the IELTS (Academic) examination
- \* to enable students to develop a sound understanding of current theory & practice in management
- \* to enable them to acquire a sound understanding of management concepts
- \* to facilitate the development of effective business English communication skills
- \* to ensure students build appropriate vocabulary related to management
- \* to provide preparation for an internationally recognised management qualification

**Course Elements.** In addition to providing students with an even more thorough and comprehensive grounding in academic English and academic study skills, the Diploma syllabus incorporates all the following specialist topics:

- \* *managing information*
- \* *strategic planning*
- \* *identifying needs & objectives*
- \* *introduction to quality management*
- \* *using & controlling resources*
- \* *performance management*
- \* *continual professional development*
- \* *interviewing*
- \* *improving the performance of a team*
- \* *leadership & management styles*
- \* *health & safety*
- \* *communicating for results*
- \* *customer focus, planning & change*
- \* *customer service management*
- \* *best practice benchmarking, ISO9000*
- \* *HR planning & knowledge management*
- \* *developing as a supervisor*
- \* *staffing & selection*
- \* *personnel development & work planning*
- \* *international & current affairs*
- \* *time management*
- \* *effective meetings/presentations*

### **CMI Management Modules**

- \* *managing & communicating information*
- \* *maintaining quality standards*
- \* *personal development as a first line manager*
- \* *developing individuals & teams*
- \* *meeting stakeholder needs*
- \* *resource planning*
- \* *recruitment & selection*
- \* *improving team performance*

A week-by-week syllabus of the entire 36-week University Foundation Diploma programme in Management & Business Administration is included below. However, the course content for those wishing to study the 24-week, Higher-Certificate study option would depend upon the precise time of year that students elect to study. For example, those seeking to commence their course in January or June would follow the syllabus outlined in weeks 13-36, whilst those commencing the course in either March or September, would study weeks 25-36 followed by weeks 13-24. Those students wishing to study the shorter, 24-week Higher-Certificate option at other times of the year and who require precise details of their course content, should contact BBSI for further clarification.

### † **Chartered Management Institute (CMI)**

The Chartered Management Institute is the largest professional management institute in Europe.

BBSI is an **Approved Training Centre** for CMI and, as such, offers the Qualification in First Line Management. Trainees can achieve the full Diploma, or the Certificate, which is available to students completing three units or more (9 weeks), or individual Awards for modules successfully completed. The CMI elements are externally accredited to the rigorous standards of the Chartered Institute, and are assessed by means of course work standards, attendance and regular assignments.



The 8 units required for the CMI Qualification in First Line Management are incorporated in modular format within the BBSI Management & Business Administration syllabus. Normally, a minimum study period of 24 weeks is required to complete all 8 CMI modules; however, students studying for lesser periods can achieve the Certificate or Awards depending upon the number of CMI assignments successfully completed. These qualifications are widely accepted by international employers and by major British universities.

#### **CMI Student Membership**

Participants of BBSI courses with management elements can apply for Student Membership of CMI. The advantages of CMI membership include the following:

- unlimited access to the CMI Management Information Centre
- on-Line access to databases offering more than one million constantly updated articles
- helpful researchers on hand for research assistance, with a 24-hour turnaround
- complimentary copies of the magazine 'Professional Manager'
- support for 'smart' Continuing Professional Development
  - free career and CV fact sheets and guidance
  - preferential rates on CMI publications

#### **‡ IELTS**

IELTS is the International English Language Testing System. It measures ability to communicate in English across all 4 language skills – listening, reading, writing and speaking – for people who intend to study or work where English is the language of communication. IELTS is the preferred English language assessment for universities in English-speaking countries worldwide. Examinations take place monthly in Bournemouth and a place can be secured at the time of booking your course with BBSI. Candidates must book for the examination at least 6 weeks before each examination sitting.

#### **+ Academic Study Skills**

Students require sound academic study skills in preparation for their university degree course:

- effective writing ability
- listening comprehension & note-taking
- ability to transfer information in note form to essay format
- understanding the conventions of bibliographies, footnotes & quotations
  - classroom, self-study & personal organisational skills
  - effective reading-comprehension
  - effective time-management
  - research techniques

*\* Examination fees for those seeking to undertake external examinations are not included in the BBSI course fees.*

***The following university foundation courses are also available at BBSI:***

- \* Marketing, Advertising & Public Relations
- \* Finance & Financial Services
- \* Hospitality Management & Tourism
- \* Legal Studies, International & Commercial Law
- \* Science, Technology, Computers & IT



BBSI courses are carefully designed and structured at different language levels to enable international students to develop all 4 English language skills simultaneously, while developing their professional communication skills and professional knowledge in academic, vocational or professional context, in the specialised subject of their choice. Students therefore have the flexibility to focus on either academic or vocational progression, depending on their personal training needs and particular learning objectives.

Courses can be booked on-Line @ [www.bbsi.co.uk](http://www.bbsi.co.uk)

Alternatively, contact BBSI by e-mail at [info@bbsi.co.uk](mailto:info@bbsi.co.uk)



# BBSI University Foundation Courses in Management & Business Administration



## Weekly Syllabus

	<b>Professional Course Content</b> <i>(20 lessons)</i>	<b>Academic Study Skills &amp; IELTS Examination Preparation</b> <i>Typical 12 week programme</i> <i>(10 lessons)</i>
Week 1 <i>(First week of Term)</i>	<p style="text-align: center;"><b>Topic: organisational structure</b> <i>(includes introduction to BBSI, CBS induction, SWOT analysis)</i> Skills: introductions &amp; networking, structuring effective presentations, formal business report writing formats Case Study: outsourcing Assessed Tasks: presenting yourself, business recommendation for a bank</p>	<p>reading strategies for IELTS comparing &amp; contrasting language, cohesive devices logical &amp; grammatical links</p>
Week 2	<p style="text-align: center;"><b>Topic: brands &amp; brand management</b> Skills: taking part in meetings, discussion language Case Study: developing a brand Assessed Task: analysing a company logo</p>	<p>listening skills for IELTS multiple choice &amp; note completion IELTS writing: interpreting data in graphs &amp; charts</p>
Week 3	<p style="text-align: center;"><b>Topic: managing change</b> Skills: conducting a meeting, the language of meetings Case Study: a takeover Assessed Task: meeting simulation</p>	<p>reading for IELTS matching &amp; sentence completion tasks language for describing places further note completion skills</p>
Week 4	<p style="text-align: center;"><b>Topic: money, finance, banking &amp; investment</b> Skills: writing an agenda and action minutes for a meeting, investment Case Study: an investment company Assessed Tasks: progress test, banking &amp; insurance services for a small business</p>	<p>interpreting &amp; comparing data reading skills – skimming &amp; scanning techniques writing skills including presenting solutions to problems</p>





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Week 5	<p><b>Topic: promotions &amp; promotional literature, trade fairs &amp; advertising</b>  <i>Skills: effective presentations</i>  <i>Case Study: creating a promotional campaign</i>  <i>Assessed Tasks: banking &amp; insurance services for a small business</i></p>	<p><i>IELTS listening skills for labeling a diagram, table completion &amp; short answers</i></p>
Week 6	<p><b>Topic: recruitment</b>  <i>(including the recruitment process, headhunting, hiring &amp; retaining staff)</i>  <i>Skills: preparing a CV &amp; covering letter</i>  <i>Case Study: choosing the best candidate for the job</i>  <i>Assessed Task: a job application</i></p>	<p><i>speaking for IELTS part 3 – general discussion</i>  <i>IELTS reading skills for multiple choice &amp; summary completion</i></p>
Week 7	<p><b>Topic: international trade</b>  <i>(including visible/invisible trade, export documents, Incoterms, payment, customs)</i>  <i>Skills: negotiation techniques &amp; styles, negotiation language</i>  <i>Case Study: a negotiation</i>  <i>Assessed Task: negotiation role-play</i></p>	<p><i>analysing IELTS writing questions</i>  <i>writing skills for structuring an argument, providing evidence &amp; supporting points in an argument-led essay</i></p>
Week 8	<p><b>Topic: innovation</b>  <i>(including describing innovations, new product launch)</i>  <i>Skills: presentation skills</i>  <i>Case Study: innovative products</i>  <i>Assessed Task: summarising a document</i></p>	<p><i>IELTS listening practice for note completion</i>  <i>speaking for IELTS part 2 &amp; 3: long turn &amp; discussion</i></p>





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Week 9	<p style="text-align: center;"><b>Topic: leadership skills</b> <i>(including character &amp; qualities of leaders)</i> <i>Skills: decision-making</i> <i>Case Study: providing leadership to a failing company</i> <i>Assessed Task: action plan for a business</i></p>	<p><i>IELTS reading skills: differentiating false &amp; not given answers</i> <i>sentence completion &amp; matching tasks reading practice</i></p>
Week 10	<p style="text-align: center;"><b>Topic: business ethics</b> <i>(honesty &amp; dishonesty, responsible business)</i> <i>Skills: problem-solving</i> <i>Case Study: dealing with employee problems</i> <i>Assessed Task: portfolio (of work to date)</i></p>	<p><i>writing skills: practice in interpreting data,</i> <i>expressing disagreement &amp; discussing implications</i></p>
Week 11	<p style="text-align: center;"><b>Topic: travel &amp; tourism</b> <i>Skills: US/UK English, making arrangements,</i> <i>writing business letters, writing business memos</i> <i>Case Study: planning a conference</i> <i>Assessed Task: final progress test</i></p>	<p><i>further writing skills development, including describing a process,</i> <i>introductory sentences &amp; marking stages</i></p>
Week 12	<p style="text-align: center;"><b>Topic: business cultures, cultural do's &amp; don'ts</b> <i>Skills: cultural language &amp; idioms, social English</i> <i>Case Study: writing an itinerary</i> <i>Assessed Task: marketing a country or region,</i></p>	<p><i>further speaking development skills, including sequencing,</i> <i>expressing reasons &amp; giving options for parts 2 &amp; 3 of IELTS</i></p>

\*Please note that presentation subject order may vary in weeks 7 to 12





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### Weekly Syllabus

	<b>Management and Business Administration</b> <i>(20 lessons)</i>	<b>Academic Study Skills &amp; IELTS Examination Preparation</b> <i>Typical 12 week programme</i> <i>(10 lessons)</i>
Week 13 <i>(First week of Second Term)</i>	<i>Induction</i> <b>Managing &amp; Communicating Information 1</b> <i>the nature of information, sourcing &amp; researching information, recording &amp; storing information, report writing, types of information, assignment 3004: written report, current issues in managing information</i>	<i>reading strategies for IELTS</i> <i>comparing &amp; contrasting language, cohesive devices</i> <i>logical &amp; grammatical links</i>
Week 14	<b>Managing &amp; Communicating Information 2</b> <i>analysing &amp; evaluating information, effective meetings, presentation &amp; interpretation of data, forecasting trends using information for decision-making, assignment 3004: meeting/business report, current issues in managing information</i>	<i>listening skills for IELTS multiple choice &amp; note completion</i> <i>IELTS writing: interpreting data in graphs &amp; charts</i>
Week 15	<b>Managing &amp; Communicating Information 3</b> <i>effective presentations, using MS PowerPoint decision analysis, decision making models, presenting information, targeting communication assignment 3004: presentation, current issues in managing information</i>	<i>reading for IELTS matching &amp; sentence completion tasks</i> <i>language for describing places</i> <i>further note completion skills</i>
Week 16	<b>Meeting Stakeholder Needs 1</b> <i>defining 'stakeholder', the stakeholder concept vs the shareholder concept, stakeholder analysis &amp; mapping, stakeholder evaluation, key stakeholder groups, assignment 3003-1: stakeholder analysis, assignment 3003-2: case study meeting, current issues in stakeholder management</i>	<i>interpreting &amp; comparing data</i> <i>reading skills – skimming &amp; scanning techniques</i> <i>writing skills including presenting solutions to problems</i>





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### Weekly Syllabus

	<b>Management and Business Administration</b> <i>(20 lessons)</i>	<b>Academic Study Skills &amp; IELTS Examination Preparation</b> <i>Typical 12 week programme</i> <i>(10 lessons)</i>
Week 17	<b>Meeting Stakeholder Needs 2</b> <i>organisation case study, customer service management, superior service, outsourcing customer service, dealing with customer complaints, assignment 3003-3: business report, current issues in customer service</i>	<i>IELTS listening skills for labeling a diagram, table completion &amp; short answers</i>
Week 18	<b>Meeting Stakeholder Needs 3</b> <i>making a case for change, managing change, monitoring &amp; controlling change, resistance to change, assignment 3003-4: individual presentation, current issues in change management</i>	<i>speaking for IELTS part 3 – general discussion</i> <i>IELTS reading skills for multiple choice &amp; summary completion</i>
Week 19	<b>Maintaining Quality Standards 1</b> <i>definitions, quality management systems, quality interventions, , assignment 3007-1: written report, current affairs in quality management</i>	<i>analysing IELTS writing questions</i> <i>writing skills for structuring an argument, providing evidence &amp; supporting points in an argument-led essay</i>
Week 20	<b>Maintaining Quality Standards 2</b> <i>best practice bench marking, quality culture, total quality, TQM &amp; ISO 9001, quality improvement programmes, quality control, assignment 3007-2: case study, current issues in quality management</i>	<i>IELTS listening practice for note completion</i> <i>speaking for IELTS part 2 &amp; 3: long turn &amp; discussion</i>





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### Weekly Syllabus

	<b>Management and Business Administration</b> <i>(20 lessons)</i>	<b>Academic Study Skills &amp; IELTS Examination Preparation</b> <i>Typical 12 week programme</i> <i>(10 lessons)</i>
Week 21	<b>Maintaining Quality Standards 3</b> <i>quality audit, six sigma quality, business process re-engineering, quality improvement, assignment 3007-3: quality audit, current issues in quality management</i>	<i>IELTS reading skills: differentiating false &amp; not given answers sentence completion &amp; matching tasks reading practice</i>
Week 22	<b>Resource Planning 1</b> <i>planning theory &amp; techniques, introduction to production, added value &amp; production decisions, assignment 3002-1: written report, current issues in resource management</i>	<i>writing skills: practice in interpreting data, expressing disagreement &amp; discussing implications</i>
Week 23	<b>Resource Planning 2</b> <i>lean production methods, JIT, kanban, time-based management, empowerment, MRP, MRPII, ERP, SAP assignment 3002-2: case study, current issues in resource management</i>	<i>further writing skills development, including describing a process, introductory sentences &amp; marking stages</i>
Week 24	<b>Resource Planning 3</b> <i>competencies, knowledge management, feedback &amp; evaluation, programme review, assignment 3002-3: presentation, current issues in knowledge management</i>	<i>further speaking development skills, including sequencing, expressing reasons &amp; giving options for parts 2 &amp; 3 of IELTS</i>





## BBSI University Foundation Courses in Management & Business Administration



### Weekly Syllabus

	<b>Management and Business Administration</b> <i>(20 lessons)</i>	<b>Academic Study Skills &amp; IELTS Examination Preparation</b> <i>Typical 12 week programme</i> <i>(10 lessons)</i>
Week 25 <b>(First week of Third Term)</b>	<i>Induction</i> <b>Personal Development as a First Line Manager (1)</b> <i>management vs leadership, functions of management, the management process, qualities of a leader, assignment 3001, current issues in first line management</i>	<i>reading strategies for IELTS</i> <i>comparing &amp; contrasting language, cohesive devices</i> <i>logical &amp; grammatical links</i>
Week 26	<b>Personal Development as a First Line Manager (2)</b> <i>time management, people styles at work, identifying your management style, communicating with your team, assignment 3001 (continued), current issues in first line management</i>	<i>listening skills for IELTS multiple choice &amp; note completion</i> <i>IELTS writing: interpreting data in graphs &amp; charts</i>
Week 27	<b>Personal Development as a First Line Manager (3)</b> <i>health &amp; safety &amp; the environment, work related stress, UK &amp; international legislation, assignment 3001 (continued), current issues in health &amp; safety</i>	<i>reading for IELTS matching &amp; sentence completion tasks</i> <i>language for describing places</i> <i>further note completion skills</i>
Week 28	<b>Recruitment &amp; Selection (1)</b> <i>human resource planning, the recruitment process, job descriptions &amp; person specifications, sources &amp; cost of recruitment, advertising, assignment 3006, current issues in recruitment and selection</i>	<i>interpreting &amp; comparing data</i> <i>reading skills – skimming &amp; scanning techniques</i> <i>writing skills including presenting solutions to problems</i>





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### Weekly Syllabus

	<b>Management and Business Administration</b> <i>(20 lessons)</i>	<b>Academic Study Skills &amp; IELTS Examination Preparation</b> <i>Typical 12 week programme</i> <i>(10 lessons)</i>
Week 29	<b>Recruitment &amp; Selection (2)</b> <i>the selection process, selection criteria, CVs, covering letters &amp; application forms, shortlisting, selection interviews, testing system, assignment 3006 (continued), current issues in recruitment &amp; selection</i>	<i>IELTS listening skills for labeling a diagram, table completion &amp; short answers</i>
Week 30	<b>Recruitment &amp; Selection (3)</b> <i>mock interviews, appointment and induction, appraisal interviews, assignment 3006 (continued), current issues in recruitment &amp; selection</i>	<i>speaking for IELTS part 3 – general discussion</i> <i>IELTS reading skills for multiple choice &amp; summary completion</i>
Week 31	<b>Developing Individuals &amp; Teams (1)</b> <i>groups &amp; teams in business, MBO, creating &amp; communicating objectives, group presentations, assignment 3005, current issues in staff development</i>	<i>analysing IELTS writing questions</i> <i>writing skills for structuring an argument, providing evidence &amp; supporting points in an argument-led essay</i>
Week 32	<b>Developing Individuals &amp; Teams (2)</b> <i>training &amp; development, the training process, assessing competence, continuous professional development, assignment 3005 (continued), current issues in staff development</i>	<i>IELTS listening practice for note completion</i> <i>speaking for IELTS part 2 &amp; 3: long turn &amp; discussion</i>





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### Weekly Syllabus

	<b>Management and Business Administration</b> <i>(20 lessons)</i>	<b>Academic Study Skills &amp; IELTS Examination Preparation</b> <i>Typical 12 week programme</i> <i>(10 lessons)</i>
Week 33	<b><i>Developing Individuals &amp; Teams (3)</i></b> <i>administering training &amp; development, evaluating training &amp; development, group presentations, assignment 3005 (continued), current issues in training &amp; development</i>	<i>IELTS reading skills: differentiating false &amp; not given answers sentence completion &amp; matching tasks reading practice</i>
Week 34	<b><i>Improving Team Performance 1</i></b> <i>performance management, managing capabilities, dealing with poor performance, confidentiality, assignment 3008, current issues in performance management</i>	<i>writing skills: practice in interpreting data, expressing disagreement &amp; discussing implications</i>
Week 35	<b><i>Improving Team Performance 2</i></b> <i>workplace counselling, mock counselling interviews, the disciplinary procedure, assignment 3008 (continued), current issues in managing poor performance</i>	<i>further writing skills development, including describing a process, introductory sentences &amp; marking stages</i>
Week 36	<b><i>Improving Team Performance 3</i></b> <i>the grievance procedure, mock disciplinary hearings, redundancy &amp; contract termination, assignment 3005 (continued.), programme review, current issues in human resource management</i>	<i>further speaking development skills, including sequencing, expressing reasons &amp; giving options for parts 2 &amp; 3 of IELTS</i>

