



## Course syllabus

### Business correspondence

The degree of higher education is a master's degree  
Field of knowledge - 29 International relations  
Specialty - 293 International Law  
Educational and professional program - "International Law"

**Year of study:** 1

**Semester:** 2

**Number of credits:** 4

**Teaching language:** English

### Head of the course

Candidate of Philology, Assoc. **Vergun Larisa Ivanovna**

### Contact Information

I . verhun @ tneu . edu . u.a

### Description of the discipline

The goal of the discipline is the formation of the necessary communicative competence of students for professional situational communication in written and oral forms. The purpose of the course is to ensure the level of knowledge of the business English language, as well as to develop students' abilities and skills related to the use of modern means of communication, writing business papers and establishing business contacts. The introduction of lexical and grammatical material is provided in authentic contexts close to professional-situational ones. The educational material of the course is presented consistently and is clearly linked to the previous one, interactive teaching methods are widely used.

### Course structure

hours (physician/p ractitioner)	Topic	Learning outcomes	Task
3/1	Topic 1. Written and oral forms of business communication, their role in the business environment and other areas of professional activity	Know the peculiarities of verbal and non-verbal forms of communication and space, distance and time in business English-language communication; to know about the features of emotional saturation of business communication and ways to increase its effectiveness	Exercises, tests, cases
3/1	Topic 2. Written forms of business communications	Have the skills of written business style in English; be able to plan and write business messages, determine the goals of formulating the main idea, agree on the content, style, choose the format, prepare a draft version of	Training exercises, tests, cases

		writing paragraphs, make final and edits (choice of lexical items, check for grammatical correctness and compliance with standards)	
3/2	Topic 3. Notification by e-mail	Know the features of modern means of communication; know and be able to apply in practice the rules of drafting a business letter/message in the electronic version, standards for writing a reply to a business letter/message, conventional abbreviations, attachments to the letter; be able to write e-mails; order hotel services, set dates for business meetings, write confirmation letters, letters of congratulations and letters of gratitude, invitations and expressions of sympathy; know the relevant terms in English	Exercises, tests, cases, role-playing games
3/1	Topic 4. Requests: design rules and verbalization	Be able to submit proposals, requests to send catalogs, samples, photos, other additional information in English, to respond to requests; know the structure of the written form of requests (beginning, under the statement of readiness to help, offering alternatives, references to other places/people) and features of sending catalogs, price lists, samples; be able to detail requests in verbal form: discussing prices, payment methods, product delivery options, etc.	
3/1	Topic 5. Issuance of payment documents	Know the rules for writing invoices, invoices and invoices in English, features of writing a cover letter, basic bank documents and their reading, writing checks, orders, postal transfers, letters of guarantee, topping up and withdrawing from accounts, credit transfer, responding to delays in payment for services (goods), three options for writing a reminder letter; to be able to apply this knowledge in practice	Exercises, tests, cases, group presentation
3/2	Topic 6. Complaints and reclamations	Know the peculiarities of the language of the complaint letter, types of complaints and complaints, methods of written resolution of conflicts; to be able to write a response to a complaint, reminder and warning, to search for commercial options in English	Exercises, tests, cases, role-playing games
3/2	Topic 7. Basic banking services and documents (short form)	Know the English terminology related to the types of banking services (opening and closing accounts, using credit cards, notifying the bank about a change of signature, taking out a loan, currency transactions) and use it in writing and in oral speech to solve debatable issues	Exercises, tests, cases, role-playing and

			stimulation games
3/2	Topic 8 Accompanying documents	Know and be able to use English terminology in practical activities regarding preliminary agreements and permits for delivery, invoices, certificates for goods and the appointment of a responsible person (agent). Be able to write a confirmation letter about the receipt of goods, describe procedural issues of product insurance, insurance policies	Exercises, tests, cases, role-playing and simulation games
3/2	Topic 9. Messages, reports and short reports	Be able to carry out internal English-language correspondence in the organization, know its features and structural components; know and learn the structure of the report (title, introduction, main part, conclusions, recommendations); be able to write reports in English	Exercises, tests, cases, simulation games
3/1	Topic 10. Criteria for writing successful reports and proposals	Know the stylistic features of writing informative reports, analytical reports and business proposals; be able to write reports in English and effectively use tables, diagrams, and other visual aids.	Exercises, tests, cases, simulation games

### Literary sources

1. Ashley A. Commercial Correspondence . New edition. Oxford Handbook. 2021. 299 p. URL: <https://staff-old.najah.edu/sites/default/files/Oxford%20Handbook%20of%20Commercial%20Correspondence.pdf>
2. Courtland L. Bovee, John V. Thill. Business Communication Today. Prentice Hall. 2012.
3. Deborah Britt Roebuck. Improving Business Communication Skills. - Prentice Hall. 2017.
4. Taunee Besson. Cover Letters. John Wiley & Sons, Inc. 2015
5. Dorda S. V., Sokolova I. V., Gnapovska L. V., Bokun I. A.. Business correspondence: recommendations for writing and evaluation = Business Correspondence : Tips he Writing and Assessment : study guide / State higher educational institution "Ukrainian Banking Academy of the National Bank of Ukraine". Sumy: DVNZ "UABS NBU", 2014. 158 p.
6. Zhuchenya K. How to write so that they respond to you: rules of business correspondence. 22.07.2020. URL: <https://happymonday.ua/pravyla-dilovogo-lystuvannya>
7. Kaplunov, D. How to write a commercial proposal / D. Kaplunov ; trans. R. Trifonov. Kh.: Ranok: Fabula, 2019. 352 p .
8. A letter to a colleague and partner: how to properly greet, address, apologize, refuse and say goodbye in Ukrainian. 31.10.2018. URL: <https://budni.rabota.ua/ua/career/lyst-dokolehy-i-partnera-yak-pravylno-vitatysya-zvertatysya-vybachatysya-vidmovlyaty-ta-proschatysya-ukrayinskoyu-movoyu>
9. Rules of business correspondence: 11 mandatory points. 17.09.2019. URL: <https://budni.rabota.ua/ua/career/pravyla-dilovoho-lystuvannya>
10. Ferrazzi, K. Never eat alone and other secrets of success thanks to a wide circle of acquaintances / K. Ferrazzi; trans. I. Flu. 2nd edition Kh.: Family Leisure Club, 2018. 350 p.

## Evaluation policy

- **Deadlines and rescheduling policy** : Papers that are submitted late without good reason will receive a lower grade (-20 points). Rearranging modules takes place with the permission of the dean's office if there are good reasons (for example, sick leave).

- **Academic Integrity Policy** : All written work is checked for plagiarism and accepted for defense with correct textual borrowings of no more than 20%. Write-offs during control work are prohibited (including using mobile devices). Mobile devices are allowed to be used only during online testing (for example, the Kahoot program).

- **Attendance Policy** : Attendance is a mandatory component of the grade for which points are awarded. For objective reasons (for example, illness, international internship), training can take place online upon agreement with the head of the course.

## Assessment

The final grade for the course is calculated as follows :

Credit module 1	Credit module 2	Credit module 3
<b>30%</b>	<b>40%</b>	<b>30%</b>
Oral survey during classes (1-5 topics) - 6 points per topic - max. 30 points Modular control work (topics 1-4) - max. 70 points	Oral survey during classes (5-10 topics) 6 points per topic - max. 30 points Modular control work (topics 5-10) - max. 70 points	Preparation of KPIZ - max. 40 points Protection of KPIZ - max. 40 points Participation in trainings - max. 20 points

Student evaluation scale:

ECTS	Points	Content
A	90-100	perfectly
B	85-89	fine
C	75-84	fine
D	65-74	satisfactorily
E	60-64	enough
FX	35-59	unsatisfactory with the possibility of reassembly
F	1-34	unsatisfactory with a mandatory repeat course