

STUDY GUIDE

ENGLISH FOR ADMINISTRATIVE STAFF 1

Poznań University of Technology

1. IDENTIFYING DATA.		
· Course Name.	English for Administrative Staff 1	
· Coordinating University.	Poznan University of Technology, Poznań, Poland	
· Partner Universities Involved.	N/A	
· Course Field(s).	English for Specific Purposes [ESP]	
· Related Study Programme.	N/A	
· ISCED Code.	<p>0031 Personal skills and development – the course aims at fostering skills and knowledge which are essential for personal development around effective communication</p> <p>0111 Education science – the course promotes innovation and creativity based on sound grounds of contemporary state-of-art educational principles</p> <p>0232 Literature and linguistics – the focus is on the development of communicative language skills via numerous interesting language tasks and activities</p> <p>The course also pays special attention to:</p> <p>0611 Computer use</p> <p>0415 Secretarial and office work</p> <p>0417 Work skills</p>	
· SDG.	<p>Goal 4: Quality Education</p> <p>Goal 16: Peace, Justice and Strong Institutions</p> <p>Goal 17: Partnerships for the Goals</p>	
· Study Level.	Open to English proficiency level B1 (CEFR)	
· EUNICE Key Competencies	<ul style="list-style-type: none"> • Green – strongly • Orange- moderately • Red – partially • Blank cell - not at all 	
	Problem solving	Green- strongly
	Teamworking	Green- strongly
	Communication	Green – strongly

	Self-management	Green- strongly
	Cognitive flexibility	Orange – moderately
	Digital competence	Orange – moderately
	Technical competence	Green – strongly
	Global intercultural competence	Green – strongly

· Number of ECTS credits allocated.	3 ECTS credits
· Mode of Delivery.	Synchronous
· Language of Instruction.	English
· Course Dates.	9.10.2026 – 23.01.2027
· Precise Schedule of the Lectures.	Every week on Friday, starting on 9 th Oct 2026, from 9.30 to 11.00 CET
· Key Words.	Effective communication, skills improvement, friendly atmosphere
· Catchy Phrase.	‘We suffer a lot from the few things we lack and we enjoy too little the many things we have’ William Shakespeare – you will truly enjoy our English course !

· Prerequisites and co-requisites.	University Administrative Staff, English level B1
· Number of EUNICE students that can attend the Course.	15-20
· Course inscription procedure(s).	Standard Eunice Procedure

2. CONTACT DETAILS.

· Department.	Center for Languages and Communications, University of Technology Poznań, Poland
---------------	--

· Name of Lecturer.	Iwona Łęska-Drajerczak, PhD, DipRSA
· E-mail.	iwona.leska-drajerczak@put.poznan.pl
· Other Lecturers.	N/A

3. COURSE CONTENT.

1. Professional Communication
2. Advanced e-mail writing
3. Administrative documentation
4. Regulations and Procedures
5. Meetings and Minute-Taking
6. Telephone and Online Communication
7. Problem-Solving and Complaints
8. International Cooperation
9. Data and Reports
10. Event and Project Coordination
11. Presentations in Administrative Contexts
12. Final Assessment

4. LEARNING OUTCOMES.

- Communicating confidently in extended workplace interactions
- Writing clear, well-structured, and professional emails and reports
- Handling complex student and staff enquiries
- Explaining regulations, policies, and procedures in detail
- Participating actively in meetings and discussions
- Collaborating effectively with international partners
- Managing challenging situations with diplomacy and professionalism

5. OBJECTIVES.

Level: B1 (Intermediate Threshold)

Target Group: University administrative staff

Course Length: 30 contact hours (1 hour = 45 minutes)

Main Goal: Enhancing independent and confident communication in international university environments.

Focus Skills: Professional correspondence, meetings, problem-solving, intercultural communication and administrative documentation.

6. COURSE ORGANISATION.

UNITS

Week	Topic	Language Focus	Key Activity
Week 1	Professional Communication Review	Revision of B1 structures	Workplace communication tasks
Week 2	Advanced Email Writing	Formal and semi-formal registers	Responding to complex enquiries
Week 3	Administrative Documentation	Passive voice, formal style	Drafting official documents
Week 4	Regulations and Procedures	Modal verbs for obligation	Explaining university policies
Week 5	Meetings and Minute-Taking	Functional meeting language	Writing meeting minutes
Week 6	Telephone and Online Communication	Clarification and diplomacy	Handling complex calls
Week 7	Problem-Solving and Complaints	Polite negotiation	Resolving student issues

Week 8	International Cooperation	Intercultural communication	Erasmus+ coordination role- play
Week 9	Data and Reports	Describing trends and statistics	Presenting administrative data
Week 10	Event and Project Coordination	Future forms and planning language	Planning an academic event
Week 11	Presentations in Administrative Contexts	Presentation skills	Department presentation
Week 12-15	Final Assessment	Integrated skills	Professional simulation tasks

LEARNING RESOURCES AND TOOLS.

Learning resources will be uploaded to Eunice Moodle Platform

PLANNED LEARNING ACTIVITIES AND TEACHING METHODS.

Masterclasses, guided discussions, role-play, group work, individual work, group and individual presentations and role-play

- Using authentic university documents such as regulations and reports
- Encouraging pair and group discussions to build fluency
- Integrating intercultural scenarios
- Providing structured feedback on accuracy and tone

7. ASSESSMENT METHODS, CRITERIA AND PERIOD.

Continuous Assessment:

- Email writing tasks
- Role-plays and simulations
- Participation and presentations

Final Assessment:

- Drafting a formal administrative email
- Participating in a simulated meeting

- Resolving a complex enquiry
- Delivering a short professional presentation

The course will be graded

OBSERVATIONS.

8. BIBLIOGRAPHY AND TEACHING MATERIALS.

Bibliography and teaching materials will be uploaded at Eunice Moodle Platform