

Appendix 15: Examples of Business and Professional ESL Courses

Focus/Typology	Examples
Communication and Culture (ESL)	<p>SFU, Continuing Studies, Accent Canada</p> <p><i>English Language and Culture Program</i></p> <p>An interactive program for intermediate to advanced ESL learners assists in learning language and communication within Canadian and North American culture. Participants learn how to understand Canadian values and attitudes as part of interpreting messages. Participants also learn how to converse and write using the language and communication conventions that are recognized by native speakers through context, gestures and expressions.</p> <p><i>Customized In-House Programs for the Canadian Workplace</i></p> <p>Customized programs are available to companies to assist non-native English speaking employees in their transition to working in a new environment.</p> <p><i>Tri-English Business Stream</i></p> <p>Part-time courses are available for advanced learners on the following subjects: Canadian small talk, North American business culture and communication, English grammar and syntax, oral skills, and public speaking.</p> <p><i>Other Programs</i></p> <p>Other programs offered through Continuing Education include business writing, academic reading and writing, oral skills.</p> <p>www.sfu.ca/cstudies/accentcanada/index.htm</p> <p>UBC Centre for Intercultural Communication, International Relocation Program</p> <p><i>Adapting to Canada</i></p> <p>Seminars for immigrants are aimed at helping them adapt to a new environment. Topics include: Canadian business practices and management styles, communicating with co-workers, interacting in social and work situations, the education system, accessing community resources and services, and increasing confidence levels.</p> <p>http://cic.cstudies.ubc.ca</p>
Individualized ESL program	<p>Vancouver Community College, Professional and Career English Department</p> <p><i>Academic and Professional English - Self Paced</i></p> <p>ESL program designed for advanced English learners with university</p>

Focus/Typology	Examples
	<p>education who wish to function at a professional working level. The custom-designed program offers independent and classroom-based studies to meet specific skill needs in the areas of listening, speaking, reading, writing, grammar and vocabulary. Flexible schedules are developed for learners who need to juggle work and home responsibilities with their studies.</p> <p>http://eslprograms.vcc.ca/PACE/self-paced_esl.html</p>
ESL and Work Internship	<p>Vancouver English Centre <i>Business Internship Program</i></p> <p>The internship program is designed to help non-native speakers function in an English-speaking work environment. The program includes business language studies and a work experience term in the Vancouver area (normally a volunteer internship). Coursework includes communication for job search (e.g. interview, telephone, resume, and negotiation), North American business culture, and business writing and communication skills. The work experience component helps learners understand how business is conducted in Canada and efforts are made to match the internship with individual career interests.</p> <p>http://www.vec.ca/English/3/internship.cfm</p>
Technical Communication (ESL)	<p>BCIT, Pre-Entry Communication</p> <p>A variety of pre-entry communication and test preparatory courses are available to meet the grade 12 language requirement for entry into a BCIT full-time program. These courses are pre-requisites for others.</p> <p><i>Technical and Business English for ESL Speakers (COMM 0071)</i></p> <p>An introductory course with a focus on reading, writing, speaking and listening. Emphasis is on phrases and topics in relation to business, technology and trades. Pre-requisite: COMM 0009 assessment test</p> <p><i>Writing, Speaking, Listening, and Reading Skills for Technical Communication (COMM 0003)</i></p> <p>Emphasis is on grammar skills and language structures. Pre-requisite: COMM 0071 OR 0009</p> <p><i>Technical Communication Skills for Second Language Students (COMM 0004)</i></p> <p>Emphasis is on paragraph writing for technical communication, preparation and interpretation of graphics, and oral presentations. Pre-requisite: COMM 0003 OR 0009</p> <p><i>Technical English and Learning Skills for Second Language Students (COMM 0005)</i></p> <p>This course is for those who have good writing and speaking skills. Emphasis is on acquiring the level of proficiency required for full-time programs in writing, reading, speaking, listening and study skills. Pre-requisite: COMM</p>

Focus/Typology **Examples**

0004 OR 0009

Oral Fluency for Business and Technical Communication (COMM 0030)

Emphasis is on business and science/technology language, as well as less formal situations. Listening and speaking communication skills are the focus with subjects including group discussions and meetings, impromptu oral presentations, interviewing, pronunciation and note-taking. Pre-requisite: *English Language Training Support Course (COMM 0045)*

Guidance is given on improving individual oral, reading and writing skills for studies and work. Pre-requisite: COMM 0005

http://www.communication.bcit.ca/pre-entry/courses_offered.shtml

Technical Communication for Engineering Students (not ESL specific)

SFU, Faculty of Applied Science, Engineering Science

A variety of courses are included in the engineering program requirements. Prerequisites include language proficiency acceptable for entry into university. Course text: Stevenson, Susan and Steve Whitmore. 2002. Strategies for Engineering Communication. John Wiley & Sons, Inc. New York.³

Writing Process, Persuasion and Presentations (ENSC 101-1)

An introduction to the principles of effective communication. Emphasis is on the writing process, persuasive writing, research papers, and oral presentations. The course also explores current social and ethical issues in engineering.

Form and Style in Professional Genres (ENSC 102-1)

Style and format of technical writing, such as laboratory reports and project documentation, is the focus of this course. This course also examines resumes, cover letters, interview skills and formal reports, listening skills and group dynamics in the context of the team projects.

Project Documentation and Team Dynamics (ENSC 305-1)

This course provides practical experience in designing development projects. Topics include project management, team writing, project documentation (e.g. proposals, specifications, reports and users manuals), group dynamics and dispute resolution.

<http://www.ensc.sfu.ca/courses.html>

³ This text covers a wide variety of communication topics relevant to engineers, including: listening, team dynamics, workplace communication, team writing, persuasion, oral presentations, writing style and grammar, proposals, resumes, letters, memos, email correspondence and reports.

Focus/Typology **Examples**

UBC, Faculty of Applied Science

Technical Communication (APSC 201)

An introductory course for university students on all aspects of technical communication, including report preparation, business correspondence, and oral presentation. Prerequisites include language proficiency acceptable for entry into university and English 112. Course text: Stevenson, Susan and Steve Whitmore. 2002. Strategies for Engineering Communication. John Wiley & Sons, Inc. New York.

http://www.apsc.ubc.ca/student_info/Engineering/course_info/apsc201/201info.html

University of Victoria, Faculty of Engineering

Technical Writing (ENGR 240)

This second year course covers researching and referencing scientific and technical literature and technical/scientific writing. Writing formats include memoranda, letters, abstracts, reports, papers, theses, manuals, brochures, and specifications. A first year general English writing course is a pre-requisite.

<http://web.uvic.ca/calendar2003/CDs/ENGR/240.html>

**General
Business
Communication
(ESL)**

Immigrant Services Society of British Columbia (ISS), Adult and Continuing Education Program

Business English

Writing and speaking skills are the focus of this course (e.g. business memos and letters, public speaking, presentations and telephone use).

<http://www.issbc.org/ace/courses.html#BE>

Vancouver English Centre

Business English Courses

A variety of courses are available which cover the following topics: Marketing, International Economy, Grammar for Business Purposes, New Economy in BC, and Public Speaking.

<http://www.vec.ca/English/3/business-english.cfm>