SYLLABUS FOR BOARD OF STUDIES ADOPTION — generated from the live catalogue record

Professional Communication and Workplace English

C-09 · 3 days (configurable 1–5 days) · Informatics · Career & Communication · Years: 1st, 2nd

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OVERVIEW

Email and report writing, presentation delivery, listening, workplace etiquette, and a recorded presentation.

Sits naturally alongside the bridge work you already do for first years, and takes it from spoken fluency to workplace writing and delivery.

HOURS AND CREDIT POSITION

Contact hours: 24 Guided project: 6 Self-study: 0 Notional total: 30

Credit claim: 1
30 notional hours ÷ 30 hours per credit (NSQF track, UGC Micro-credentials Guidelines §5.3.3) = 1 credits.

COURSE OUTCOMES

CO1. Write workplace emails that state their ask clearly and carry the right tone (K3)
CO2. Construct a one-page status report from unstructured notes (K3)
CO3. Demonstrate active listening by producing accurate meeting minutes (K3)
CO4. Deliver a structured presentation with a clear opening, argument and close (K3)
CO5. Critique a recording of their own presentation and name two concrete improvements (K5)

COURSE CONTENT — MODULES

Hours shown are the recommended format; module time scales proportionally when the engagement runs 1–5 days.

Module 1 — Workplace writing I — email (4h recommended)
Theory: Subject lines, structure, tone, asking clearly, replying and escalating
Lab: Rewrite ten bad emails into good ones
Output: Email portfolio

Module 2 — Workplace writing II — reports (4h recommended)
Theory: Summaries, status updates, structuring longer documents
Lab: Draft a one-page status report from raw notes
Output: Polished status report

Module 3 — Listening and meetings (4h recommended)
Theory: Active listening, note-taking, clarifying questions, minutes
Lab: Simulated meeting with rotating minute-takers
Output: Circulated meeting minutes

Module 4 — Speaking up (4h recommended)
Theory: Structuring a point, voice, pace, handling nerves
Lab: Two-minute impromptu talks with peer rubric
Output: Rubric-scored talks

Module 5 — Presentation craft (4h recommended)
Theory: Slide discipline, narrative arc, openings and closings
Lab: Build the final presentation
Output: Presentation deck

Module 6 — The recorded presentation (4h recommended)
Theory: Delivery, Q&A handling, reviewing your own recording
Lab: Deliver and record the final presentation
Output: Recording + self-review note

ASSESSMENT SCHEME (100 MARKS)

Writing portfolio — 40 marks
Recorded final presentation — 40 marks
Participation & minutes — 20 marks

CO–PO MAPPING

CO1 !’ PO10 (strength 2)
Email is the workplace's default written channel.

CO2 !’ PO10 (strength 2)
Reports are how work becomes visible.
CO3 !’ PO10 (strength 2)
Minutes prove listening happened.
CO4 !’ PO10 (strength 2)
Presentation is assessed spoken communication.
CO5 !’ PO12 (strength 2)
Self-critique on recordings builds lasting improvement.

EVERY PARTICIPANT RECEIVES

- Certificate of completion
- Course material
- LMS access
- Interview question bank
- Mock interview & viva practice
- Optional nasscom NSQF assessment (priced per candidate on your quotation)

FEE

[1]600 per student, incl. GST
Excludes the optional nasscom assessment where offered. Final pricing on your college's quotation.

DESIGNED BY

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