

LC2905: PUTONGHUA FOR OFFICE ADMINISTRATION

Effective Term

Semester A 2022/23

Part I Course Overview

Course Title

Putonghua for Office Administration

Subject Code

LC - CFML CSL Language Centre

Course Number

2905

Academic Unit

CFML CSL Language Centre (LC)

College/School

College of Liberal Arts and Social Sciences (CH)

Course Duration

One Semester

Credit Units

3

Level

B1, B2, B3, B4 - Bachelor's Degree

Medium of Instruction

Chinese

Medium of Assessment

Chinese

Prerequisites

Nil

Precursors

A pass in a Putonghua course (no less than 40 hours) offered by our university (either by the CAH Dept., the previous CTL Dept., Division of Language Studies or SCOPE).

Equivalent Courses

CAH2905/CTL2905 Putonghua for Office Administration

Exclusive Courses

Nil

Part II Course Details

Abstract

This course aims to enrich students' knowledge of vocabulary and help them to master a command of modern and professional language used in business communication when dealing with both internal and external affairs. It also aims at helping students to use appropriate discourse for office administration; facilitate more familiar with situational conversations; and discover the importance of Putonghua in nowadays application and the advantage of meeting future challenge.

Course Intended Learning Outcomes (CILOs)

CILOs		Weighting (if DEC-A1 DEC-A2 DEC-A3 app.)		
1	Apply a range of common vocabulary and basic expressions for general office routines and daily affairs;		x	
2	Use appropriate discourse for office administration; and give appropriate responses in different situations;		x	
3	Use appropriate language in communication with superordinates, coordinates and subordinates when dealing with internal and external affairs;		x	
4	Apply relevant knowledge of social interaction and discourse to communicate practically and creatively.		x	

A1: Attitude

Develop an attitude of discovery/innovation/creativity, as demonstrated by students possessing a strong sense of curiosity, asking questions actively, challenging assumptions or engaging in inquiry together with teachers.

A2: Ability

Develop the ability/skill needed to discover/innovate/create, as demonstrated by students possessing critical thinking skills to assess ideas, acquiring research skills, synthesizing knowledge across disciplines or applying academic knowledge to real-life problems.

A3: Accomplishments

Demonstrate accomplishment of discovery/innovation/creativity through producing /constructing creative works/new artefacts, effective solutions to real-life problems or new processes.

Teaching and Learning Activities (TLAs)

TLAs		Brief Description	CILO No.	Hours/week (if applicable)
1	Tutorial	In the tutorials, the teacher, playing a guiding role, will first explain and demonstrate the language skills to students. Students will then take part in class activities, allowing them to apply the knowledge learned; New modes of communication and innovative situational conversation practices; and Repartee practice for multi-purpose interpersonal communication.	1, 2, 3, 4	3 hours tutorial
2	Presentation	Presentation with visual learning materials in the form of debate, report etc.	1, 2, 3, 4	

Assessment Tasks / Activities (ATs)

ATs		CILO No.	Weighting (%)	Remarks (e.g. Parameter for GenAI use)
1	Recitation	1, 2, 3, 4	20	
2	Topic presentation	1, 2, 3, 4	20	
3	Comprehensive Test	1, 2, 3, 4	60	

Continuous Assessment (%)

100

Examination (%)

0

Assessment Rubrics (AR)**Assessment Task**

Recitation

Criterion

Students are required to give a recitation of excerpt from textbook to assess their pronunciation and linguistic knowledge

Excellent (A+, A, A-)

1. Excellent command of linguistic knowledge in the area of general office and daily affairs.
2. Excellent understanding and practice of discourse used in office administration and various situations.
3. Excellent Putonghua pronunciation and presentation skills with competent knowledge of social interaction applied.

Good (B+, B, B-)

1. Good command of linguistic knowledge in the area of general office and daily affairs.
2. Good understanding and practice of discourse used in office administration and various situations.
3. Good Putonghua pronunciation and presentation skills with competent knowledge of social interaction applied.

Fair (C+, C, C-)

1. Adequate command of linguistic knowledge in the area of general office and daily affairs.
2. A certain degree of understanding and practice of discourses used in office and respective situations.
3. Acceptable Putonghua pronunciation and presentation skills with competent knowledge of social interaction applied.

Marginal (D)

1. Marginal familiarity with linguistic knowledge in the area of general office and daily affairs.
2. Marginal understanding and practice of discourses used in office and respective situations.
3. Marginal Putonghua pronunciation and presentation skills with competent knowledge of social interaction applied.

Failure (F)

1. Extremely limited command of linguistic knowledge in the area of general office and daily affairs.
2. Extremely limited understanding and practice of discourses used in office and respective situations.
3. Extremely limited Putonghua pronunciation and presentation skills with competent knowledge of social interaction applied.

Assessment Task

Topic presentation

Criterion

Through various presentations to assess students' command and their application ability in dealing with daily office issues at workplace.

Excellent (A+, A, A-)

1. Excellent command of linguistic knowledge in the area of general office and daily affairs.
2. Excellent understanding and practice of discourse used in office administration and various situations.
3. Excellent Putonghua pronunciation and presentation skills with competent knowledge of social interaction applied.

Good (B+, B, B-)

1. Good command of linguistic knowledge in the area of general office and daily affairs.
2. Good understanding and practice of discourse used in office administration and various situations.
3. Good Putonghua pronunciation and presentation skills with competent knowledge of social interaction applied.

Fair (C+, C, C-)

1. Adequate command of linguistic knowledge in the area of general office and daily affairs.
2. A certain degree of understanding and practice of discourses used in office and respective situations.
3. Acceptable Putonghua pronunciation and presentation skills with competent knowledge of social interaction applied.

Marginal (D)

1. Marginal familiarity with linguistic knowledge in the area of general office and daily affairs.
2. Marginal understanding and practice of discourses used in office and respective situations.
3. Marginal Putonghua pronunciation and presentation skills with competent knowledge of social interaction applied.

Failure (F)

1. Extremely limited command of linguistic knowledge in the area of general office and daily affairs.
2. Extremely limited understanding and practice of discourses used in office and respective situations.
3. Extremely limited Putonghua pronunciation and presentation skills with competent knowledge of social interaction applied.

Assessment Task

Comprehensive Test

Criterion

To assess students' overall language ability in pronunciation, vocabulary, language skills and prompt response for various situations in office administration and daily affairs."

Excellent (A+, A, A-)

1. Excellent command of linguistic knowledge in the area of general office and daily affairs.
2. Excellent understanding and practice of discourse used in office administration and various situations.
3. Excellent Putonghua pronunciation and presentation skills with competent knowledge of social interaction applied.

Good (B+, B, B-)

1. Good command of linguistic knowledge in the area of general office and daily affairs.
2. Good understanding and practice of discourse used in office administration and various situations.
3. Good Putonghua pronunciation and presentation skills with competent knowledge of social interaction applied.

Fair (C+, C, C-)

1. Adequate command of linguistic knowledge in the area of general office and daily affairs.
2. A certain degree of understanding and practice of discourses used in office and respective situations.
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Marginal (D)

1. Marginal familiarity with linguistic knowledge in the area of general office and daily affairs.
2. Marginal understanding and practice of discourses used in office and respective situations.
3. Marginal Putonghua pronunciation and presentation skills with competent knowledge of social interaction applied.

Failure (F)

- "1. Extremely limited command of linguistic knowledge in the area of general office and daily affairs.
 2. Extremely limited understanding and practice of discourses used in office and respective situations.
 3. Extremely limited Putonghua pronunciation and presentation skills with competent knowledge of social interaction applied."
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Part III Other Information

Keyword Syllabus

1. Social interaction knowledge and its application:
 - Language norms governing the relationship between givers and receivers.
 - Language politeness for different role relationships, such as between subordinates and superordinates, among coordinators, and in external-internal relations.
2. Knowledge of discourse and its application:
 - Discourse for different role-relationships in office administration.
 - Turn-taking patterns.
 - Responses to different speech acts.
 - Structure of utterances.
3. Communication modes for office administration:
 - Acceptance, persuasion, satire, debate etc.
4. Differences between Cantonese and Putonghua colloquial expressions related to office administration :
 - Address forms.
 - Euphemistic expressions.
 - Polite expressions.

Reading List

Compulsory Readings

Title	
1	Nil

Additional Readings

Title	
1	陳建民，《普通話常用口語和句子》香港：香港普通話研習社，1998.
2	香港管理專業協會，《辦公室行政策略》，香港：勤+緣出版社，1993.
3	史涓，《辦公室普通話口語傳意888》，香港：香港明報出版社，1997.
4	徐盛桓，《會話含義理論的新發展》，河南：河南大學出版社，1996.
5	國家語委，《普通話水平測試實施綱要》，北京：商務印書館，2005
6	林崗，《職場普通話特訓班》，萬里機構，萬里書店，2010
7	商務印書館編輯部編寫，2009年，《商業普通話應用大全》，商務印書館。