



**ENGLISH FOR EFFECTIVE COMMUNICATION - Oues 016**  
*An introduction to Business English*

**Contents**

**Course duration:** 5 months

**Mode of learning:** self-learning, ODL

**For whom:** Secretaries in Business,  
English for Beginners etc.

**Introduction:**

**Unit 1**

**Unit 2**

**Unit 3**

**Unit 4**

**Unit 5**

**Unit 6**

**2 Tutorials:** 10 % of marks, **Exam:** 90 %

Clerical officers, professionals in Administration,

**English the global language for business**

Getting started

- Your essential language tools
- Other useful resources to help you improve

**The ABC of business communication**

- Understanding business communication
- The need for care
- How to write effectively
- The ABC of effective business communication

**Which English?**

- The varieties of English
- The main differences between British and American English
- The importance of being coherent

**Standard business letters**

- Standard business letters: common elements
- Asking for information
- Answering a request for information
- Making and handling a complaint

**Memos**

- The uses of memos
- The layout of formal standard memos
- Writing instructions

**Emails**

- Netiquette or using emails in a professional manner & Reader-friendly techniques for writing emails

## Unit 7

### Applications

- Different types of applications
  - The covering letter and the curriculum vitae (CV)
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- **Certification:** A certificate will be awarded on successful completion of the course.
  - **Note:**  
This course is meant for all those people who would like to improve their English mainly used in the Business Environment.

### Registration:

Contact: Admission Unit, Open University *of* Mauritius, Reduit.

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### ➤ More details:

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