OFFICIAL COURSE OUTLINE INFORMATION

Students are advised to keep course outlines in personal files for future use. Shaded headings are subject to change at the discretion of the department and the material will vary - see course syllabus available from instructor.

<table>
<thead>
<tr>
<th>FACULTY/DEPARTMENT:</th>
<th>Communications</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMNS 115</td>
<td></td>
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<tr>
<td>CMNS 371</td>
<td>3</td>
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<tr>
<td>COURSE NAME/NUMBER</td>
<td>Technical Communications for Trades</td>
</tr>
<tr>
<td>FORMER COURSE NUMBER</td>
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<tr>
<td>UCFV CREDITS</td>
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CALENDAR DESCRIPTION:

Communications 115 is an introduction to the general principles and techniques of effective communications in the work place. The course examines the barriers to effective communications and how these barriers can be reduced. Common written and oral communications on the job (including customer and co-worker relations) are the focus of course assignments. Employment applications (forms, letters of applications, and resumes) and interview preparation and skills are a major practical area of the course.

PREREQUISITES: One of the following:
- CPT score of 48 or better; CMNS 099 or ENGL 099 with a grade of C or better; ENGL 081 or 091 with a grade of C+ or better; ESL WGB4 with a grade of C+ or better; Completion of Level II of UCFV’s University Foundation Certificate Program; English 12 with a final grade of B; English Literature 12 with a final grade of B; Technical and Professional Communication 12 with a final grade of B; Any first year university-credit Communications or English course with a grade of C- or better; LPI score of 30/40 or level 5 or better in the essay section; TOEFL (Test of English as a Foreign Language) score of 570 or better (or 230 if computer-based score), plus a minimum TWE (Essay) score of 4.0; MELAB (Michigan English Language Assessment Battery) score of at least 85; CAEL (Canadian Academic English Language) score of at least 70; CanTEST score of at least 4.5 in Listening and Reading; a score of 4.0 in Writing; Cambridge Proficiency Examination – competence level of C; IELTS (International English Language Testing System) score of at least 6.5 with no band less than 6.0; UCFV’s University Foundation Certificate Program Level 2 compulsory ESL core courses; or articulated equivalent.

COREQUISITES: None

SYNONYMOUS COURSE(S)

(a) Replaces:
(b) Cannot take:

SERVICE COURSE TO:

TOTAL HOURS PER TERM: 45

TRAINING DAY-BASED INSTRUCTION

LENGTH OF COURSE: 25

HOURS PER DAY: 45

MAXIMUM ENROLLMENT: 25

EXPECTED FREQUENCY OF COURSE OFFERINGS:

WILL TRANSFER CREDIT BE REQUESTED? (lower-level courses only)

WILL TRANSFER CREDIT BE REQUESTED? (upper-level requested by department)

TRANSFER CREDIT EXISTS IN BCCAT TRANSFER GUIDE:

AUTHORIZATION SIGNATURES:

Course Designer(s): Ken Fernstrom / Raymond Welch

Department Head: Raymond Welch

Chairperson: Moria Gutteridge-Kloster (Curriculum Committee)

Dean: Dr. Eric Davis

PAC Approval in Principle Date: Nov. 23, 2007

PAC Final Approval Date: No. 23, 2007
LEARNING OBJECTIVES / GOALS / OUTCOMES / LEARNING OUTCOMES:

Students will learn the following:

- Review the importance of communication skills on the job.
- Elements of the communications process.
- Be able to describe and analyze factors influencing the sending and receiving of messages.
- Be able to identify barriers to effective communications.
- Demonstrate techniques to reduce these barriers.
- Understand the importance of audience analysis.
- Understand the importance of credibility in the communications process and the elements of credibility.
- Learn the requirements of organization and patterns for messages with different purposes.
- Principles of effective organization of messages.
- Understand the different requirements of written and oral communications.
- Develop an effective approach to the writing process including planning and revising.
- Form and purposes of commonly used trades oriented technical correspondence.
- Form and purposes of business letters.
- Understanding the importance of legibility and readability in written documents.
- Techniques of document design and format such as spacing, use of heading, listing, fonts, and placement of illustrations.
- Review and practice principles of summarizing and paraphrasing.
- Basic techniques of organization and presentation of material in speaking face to face, during job interviews, and when giving oral reports.
- Review and practice listening skills for information.
- Principles of effective co-worker and colleague relations.
- Principles of effective customer relations.
- Practice interviewing skills.
- Practice email methods and netiquette as well as how to search for information using Internet browsers and CD roms.
- Understand and employ a variety of proofreading, editing, revising, and document design techniques using a word processing program.

METHODS:

Lecture / discussion supplemented by lab/practical and workshop each week.

PRIOR LEARNING ASSESSMENT RECOGNITION (PLAR):

Credit can be awarded for this course through PLAR (Please check:) ☒ Yes ☐ No

METHODS OF OBTAINING PLAR:

Course may be challenged. Portfolio required.

TEXTBOOKS, REFERENCES, MATERIALS:

[Textbook selection varies by instructor. An example of texts for this course might be:]


SUPPLIES / MATERIALS:

None
**STUDENT EVALUATION:**

[An example of student evaluation for this course might be:]

<table>
<thead>
<tr>
<th>Assignments</th>
<th>Week</th>
<th>Value</th>
<th>Grade</th>
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</thead>
<tbody>
<tr>
<td>Analysis of Miscommunications Situation</td>
<td>01</td>
<td>00</td>
<td></td>
</tr>
<tr>
<td>Revision of Weak Document</td>
<td>03</td>
<td>25</td>
<td></td>
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<tr>
<td>Inquiry / Request Letter</td>
<td>04</td>
<td>25</td>
<td></td>
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<tr>
<td>Directive Memo</td>
<td>05</td>
<td>25</td>
<td></td>
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<tr>
<td>Summary Report / e-mail</td>
<td>06</td>
<td>25</td>
<td></td>
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<tr>
<td>Direct and Indirect Negative News</td>
<td>07</td>
<td>50</td>
<td></td>
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<tr>
<td>Adjustment Letter to Client</td>
<td>08</td>
<td>50</td>
<td></td>
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<tr>
<td>Incident / Accident Report</td>
<td>09</td>
<td>50</td>
<td></td>
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<tr>
<td>Progress Report</td>
<td>10</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>Oral Progress Report</td>
<td>10</td>
<td>50</td>
<td></td>
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<tr>
<td>Job Application Letter</td>
<td>13</td>
<td>50</td>
<td></td>
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<tr>
<td>Resume Portfolio</td>
<td>13</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>Simulated Job Interview</td>
<td>13</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Professionalism</td>
<td>1-13</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>Weekly quizzes</td>
<td>2-11</td>
<td>100</td>
<td></td>
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<tr>
<td><strong>Total</strong></td>
<td></td>
<td>600</td>
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</tbody>
</table>

**COURSE CONTENT:**

[Course content varies by instructor. An example of course content might be:]

- **Week One**: Intro. to course, objectives, methods, policies, et cetera / visits to Writing Ctr., Library, IMS, and PC Lab / CMNS at work / miscommunications and barriers.
- **Week Two**: CMNS at work cont’d / CMNS process / expectations of professional technical audiences / reading process / writing process / revising and testing documents
- **Week Three**: Communicating with professionalism and directness in technical correspondence / reader oriented style presentation / letter formats / style and completeness in routine messages / notations
- **Week Four**: Internal technical correspondence / memo format and design / routine internal messages / common sentence and clarity errors / issuing policy instruction
- **Week Five**: Internet and e-mail lab
- **Week Six**: Communicating negative news effectively / direct and indirect approaches / tone and diction
- **Week Seven**: Communicating with external audiences / client relations / adjustment letters / more on style, tone, and diction.
- **Week Eight**: Overview of report writing – typical brief to medium length reports in technical environments / accident and incident reports / organization and structure of information / bias and point of view / writing collaboratively.
- **Week Nine**: Progress reporting / Oral reporting techniques / organization of material – differences between oral and written reports / audience expectations / body language, use of voice, and preparation techniques
- **Week Ten**: Delivery of oral progress reports / the job search process / job posting information and how it can help you search for a position and develop a customized application portfolio.
- **Week Eleven**: Resumes and letters of application – methods, styles, content, organization, assumptions, transmission and follow-up
- **Week Twelve**: In-class editing session on job application portfolio / effective interviewing strategies / panel discussion of employer expectations
- **Week Thirteen**: Simulated job interviews