SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

SAULT
COLLEGE

COURSE OUTLINE

COURSE TITLE: Practical Communication I

CODE NO. :   CMM149   **SEMESTER**: 16F / 17W

PROGRAM: Various

AUTHOR: Language and Communication Department

DATE: June 2016   **PREVIOUS OUTLINE DATED:** June 2015

APPROVED: "Angelique Lemay"   June 2016
     _____   _____
                            DEAN   **DATE**

TOTAL CREDITS: 3

PREREQUISITE(S):   None

HOURS/WEEK: 3

I. COURSE DESCRIPTION:

This course helps students develop reading, writing, speaking, and listening skills required for various apprenticeship and certificate programs. Written and verbal assignments utilize program-related materials and focus on program expectations. As well, students develop effective job search documents. Listening skills are developed throughout the course through the sharing and clarification of information.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:
Upon successful completion of this course, students will demonstrate the following:

1. **Reading Skills**: Research and read various career-related materials for various purposes.

   Potential Elements of the Performance:

   - Research program-related material
   - Comprehend post-secondary vocabulary
   - Determine writer's purpose and audience
   - Identify stated or implied main ideas
   - Distinguish supporting details
   - Make logical inferences and draw conclusions
   - Determine reliability of reading material (distinguish fact from opinion)
   - Reflect upon and assess strengths and needs of personal reading skills

2. **Writing Skills:** Plan, develop, and produce clear, concise, and accurate work-related documents.

   Potential elements of the performance:

   - Plan and organize communications according to the purpose and audience
   - Employ the writing process to produce written products
   - Incorporate content that is meaningful, relevant, and complete
   - Employ the six Cs (conciseness, clarity, cohesiveness, correctness, completeness, and courtesy) in all written submissions
   - Identify and use appropriately different types of writing formats (email, memos, letters, summaries, short reports, etc.)
   - Recognize and use elements and techniques for technical writing (defining, classifying, describing, summarizing, instructing, explaining cause and effect, etc.)
   - Enhance document design by using software features
   - Evaluate, proofread, and edit documents using appropriate tools
   - Recognize various techniques for effective resumes
   - Prepare and write an effective cover letter and resume
   - Reflect upon and assess strengths and needs of personal writing skills

3. **Listening and Speaking Skills:** Demonstrate interpersonal communication skills needed in a work environment and/or present ideas individually or collaboratively.

   Potential elements of the performance:

   - Define and explain the communication process
   - Identify and explain barriers to effective communication
   - Practice the behaviours of active listeners by selecting and using appropriate strategies and language cues to construct meaning before, during, and after listening
   - Organize ideas coherently
   - Role-play effective interpersonal skills in workplace scenarios
   - Present ideas orally, individually and/or collaboratively
   - Use clear speech, concise language, correct grammar and sentence structure
   - Present materials effectively for audience and purpose
   - Produce and use visual aids effectively and appropriately
   - Reflect upon and assess strengths and needs of personal interpersonal communication and presentation skills

III. TOPICS:

Note: These topics sometimes overlap several areas of skill development and are not necessarily intended to be explored in isolated learning units or in the order below.

1. Language and mechanics - grammar
2. Workplace writing – email, memo, letter, summary, short reports, etc.
3. Researching and reading program-related material
4. Document design and production
5. Resume and cover letter writing
6. Listening skills
7. Interpersonal communication skills
8. Presentation skills

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Language and Communication Guidelines provided by professor.

LMS resources provided by professor.

V. EVALUATION PROCESS/GRADING SYSTEM:

Reading and Writing: Work-related Documents (minimum of 5)

- ➤ Students will be evaluated on a minimum of two reading comprehension assignments (incorporated into work-related documents).
- ➤ Students may be required to hand-write one or more assignments. Legibility is a requirement.
- ➤ A minimum of 20% of work-related documents will be completed in class under test conditions.

- Email
- Memo
- Letter
- Summary **65%**
- Informal Report(s)
- Instructions or Description
- Cover letter and resume **15%**

Listening and Speaking: Interpersonal Communication/Presentation Skills (1-3)

- Telephone techniques
- Workplace role play
- Seminar discussion **20%**
- Individual or collaborative presentation

NOTES

1. Professors will deduct marks for any grammar and fundamental errors in final submissions.
2. The evaluation process/grading system and marking schemes for assignments may vary from professor to professor and from assignment to assignment. This flexibility recognizes that professors need to vary their approaches in order to assist students of differing skill levels meet the learning outcomes of the course and in response to program areas.
3. Some of the assignments may be in conjunction with program-related assignments, as specified by the professor.
4. All submissions must be the student's individual work. Collaboration is not allowed unless pre-approved or requested by the professor. Unauthorized collaboration constitutes academic dishonesty and will be treated as such.

The following semester grades will be assigned to students:

Grade	Definition	Grade Point Equivalent
A+	90 – 100%	4.00
A	80 – 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

If a faculty member determines that a student is at risk of not being academically successful, the faculty member may confidentially provide that student's name to Student Services in an effort to help with the student's success. Students wishing to restrict the sharing of such information should make their wishes known to the coordinator or faculty member.

VI. SPECIAL NOTES:

Attendance:
Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

Academic Dishonesty:
Students should refer to the definition of "academic dishonesty" in *Student Code of Conduct*. The professor/instructor may impose one or more of the following College sanctions: letter of warning, temporary dismissal, letter of probation/sanction, restitution, and/or failing grade. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Prior Learning Assessment:
Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from Kelly Grant in Student Services. Students will be required to provide an unofficial transcript and course outline related to the course. Please refer to the Student Academic Calendar of Events for the deadline to apply. Credit for prior learning may also be given upon successful completion of a challenge exam or portfolio. Substitute course information is available in the Registrar's office.

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located in LMS and on the Portal form part of this course outline.