

職業英語（閱讀及寫作）III 證書（兼讀制）

Certificate in Workplace English (Reading & Writing) III (Part-time)

- Target Trainees:** Trainees who wish to enhance their competitiveness and employment sustainability through training on foundation skills in English Communication
- Course Objectives:** This course aims at further developing reading and writing skills of English learners of intermediate level to handle written correspondence in the workplace.
- Entry Requirements:**
- Form Six ; or Form Five with at least two years' working experience ; and pass entry test ; or
 - Holder of “Foundation Certificate in Workplace English (Reading & Writing) II (Part-time)” of ERB, or equivalent
- Course Duration:** 60 hours
- Teaching and Learning Activities:** Lecture and discussion
- Graduation Criteria:** Trainees will be awarded the certificate if they have fulfilled the following course requirements:
- (i) Attain an attendance of 80% or above; and
 - (ii) Pass the overall assessment; and
 - (iii) Pass the final examination

Training Content:

Module	Content	Training Hours
(A) Skills Training (58 hours)		
I. Skills of understanding and responding to written correspondence	<ol style="list-style-type: none">1. Identify the writer's viewpoints or purposes, and analyse how they are conveyed in the context, and shape the content and style of correspondence2. Identify the main ideas and specific details, and analyse how they distinguish from that of others, and respond to conflicting evidence or viewpoints3. Understand and use appropriate organisation and structure of written correspondences, including time order, list, compare and contrast, cause and effect, and facts and opinions4. Organise information, ideas and supporting evidences logically, by developing the lines of reasoning, contrasting with different viewpoints and avoiding common logical flaws in writing (such as false comparison, digressive writing, oversimplification, circle reasoning, etc)5. Use appropriate format, tone, expressions of goodwill and language, and analyse the impact of specific word and phrase choices on meaning and tone, how the language evokes a sense of attitude; how it sets a formal or informal tone6. Shorten sentences and paragraphs, and avoid clichés and jargon in writing for clarity	28
II. Handle written correspondence for different communicative functions	<ol style="list-style-type: none">1. Requests and replies<ul style="list-style-type: none">- Emails and letters for responding to the request of business partners and customers2. Invitation and thanks<ul style="list-style-type: none">- Invitations for conferences and functions- Thank you letters for invitations3. Suggestions and offers<ul style="list-style-type: none">- Sales and marketing letters for promotion4. Complaints, explanation and apologies<ul style="list-style-type: none">- Customer service letters for replying complaints on goods and services5. Argument and evaluation<ul style="list-style-type: none">- Letters for evaluation and remedial actions of problems and	30

Module	Content	Training Hours
	faults 6. Description and narrative - Emails for announcement of work-related procedures 7. Expressions of goodwill - Formulaic expression of goodwill (e.g. health, previous/anticipated contact)	
(B) Course Assessment (2 hours)		
III. Course assessment	Final written examination	2
Total :		60

Assessment: Continuous assessment (40%) and final examination (60%)

1. Continuous Assessment (40%): Class assignments
2. Final Examination (60%): Written examination

Remarks:

1. Training materials are provided in English only.

[The content of this course outline would be updated in accordance with the comments received from HKCAAVQ, amendments made in relevant legislation, license or industry certification requirements. The latest version of the course outline published by Employees Retraining Board shall prevail.]