

SYLLABUS

Basic data of the subject			
University	University of Applied Sciences in Ferizaj		
Academic unit	Faculty of Engineering and Informatics		
Program	Industrial Engineering with Informatics		
Title of the subject:	Communication Skills		
Level:	Bachelor		
Course Status:	Core		
Year of studies:	I, Semester I		
Number of hours per week:	3		
Value of Credits - ECTS:	5		
Time / location:			
Course lecturer:			
Contact details:			
Course Description			
	<i>This course offers basic communication skills written and verbal, reading and analyzing students' works.</i>		
Objectives of the course:			
	<i>The objective of the course is to acquaint students with the culture of writing and communication, develop written and verbal communication skills and group work related to their professional activity.</i>		
Expected learning outcomes:			
	<p><i>Upon successful completion of this course, student will be able to:</i></p> <ul style="list-style-type: none"> • <i>know the basic concepts of communication in business,</i> • <i>demonstrate skills in the writing process; know the process of research work (generating ideas, preparing drafts, revising and reworking papers and presentations),</i> • <i>write different official and business letters,</i> • <i>write formal and informal emails,</i> • <i>write a five-paragraph essay,</i> • <i>use the Internet to find specific information,</i> • <i>write CVs and applications for work,</i> • <i>hold oral presentations,</i> • <i>respond to job interviews.</i> 		
Prerequisites			
	N/A		
Contribution to the student load (which must correspond with learning outcomes)			
Activity	Hour	Day/Week	In total
Lectures	3	15	45
Internship			
Contacts with teacher / consultations	1	5	5
Field exercises			
Midterm, seminars and projects.	2	2	4
Homework			
Self-learning time student (at the library or at home)	3	15	45

Final preparation for the exam	3	8	24
Time spent on evaluation (tests, quiz and final exam)	1	2	2
Projects and presentations			
Total			125
Teaching methodology:			
	<p>Depending on the topics explained and the students' prior knowledge of certain topics, different methods will be used. In most lectures, due to the nature of the subject, the interactive method prevails.</p> <p>Through questions, answers, discussions, the students' argumentative and communication skills will be developed. For certain topics, the content-centered method is used.</p> <p>In the exercises, through the interpretation, comparison, analysis and presentation of works, the student-centered method is predominant.</p>		
Assessment methods:			
	<p>The student can choose to be assessed one of the two forms of assessment, given below:</p> <ol style="list-style-type: none"> 1. Form 1: Assessment with colloquia and project 2. Form 2: Evaluation with the final exam. <p>Form 1:</p> <p>In the first form of assessment "Assessment with colloquiums and project" the student is assessed in four activities that are carried out during the lectures:</p> <ol style="list-style-type: none"> 1. Test 1 (35%), individual assessment 2. Test 2 (35%), individual evaluation 3. Class activity (10%), individual assessment 4. Project (20%), group assessment. <p>If the student is not satisfied with the assessment achieved according to form 1, then he can undergo the assessment according to form 2 to obtain a higher assessment.</p> <p>Form 2:</p> <p>Through the final exam, the student can achieve a maximum of 70% of the points from the total of 100 points.</p> <p>The rest of the 20% points must be completed by group work in the Project, an activity carried out during the lectures and class activity (10%).</p> <p>Rating:</p> <p>91-100 points - evaluated with a grade of 10 (ten) 81-90 points - evaluated with a grade of 9 (nine) 71-80 points - evaluated with a grade of 8 (eight) 61-70 points - evaluated with grade 7 (seven) 51-60 points - evaluated with grade 6 (six) 0-50 points - The student repeats the exam.</p>		
Literature			
Basic Literature:	<ol style="list-style-type: none"> 1. Bovee, Courtland, Thill, John, 2021, <i>Business Communication Today, Global Edition</i>, Pearson 2. Mike Markel, <i>Technical Communication</i>, ISBN 978-1-39-08808-8, March 2017 		
Additional Literature:	<ol style="list-style-type: none"> 1. Andri Koxhaj, Florian Tomini, "Manaxhimi i komunikimit", Tiranë, 2006. 		

Designed learning plan	
Week:	Lectures and exercises to be held
Week one:	Introduction with course, methods, assessment, resources and literature.
Week two:	Essay Writing
Week three:	Writing Technical Documents
Week four:	<i>Research paper process (choosing the topic; selecting literature and using sources; drafting the topic First assessment: results of the thematic essay)</i>
Week five:	<i>Research paper structure (seminar, diploma, master's degree, doctorate): Entry; topic (division into chapters), conclusion, sources and literature, Presentations of works</i>
Week six:	Researching Your Subject
Week seven:	<i>Test I</i>
Week eight:	Writing Correct and Effective Sentences
Week nine:	Corresponding in Print and Online
Week ten:	Citimi (llojet, mënyrat, format) Fusnota (llojet, format)
Week eleven:	Communicating Persuasively
Week twelve:	Applying for a Job
Week thirteen:	Writing Lab Reports
Week fourteen:	Making Oral Presentations;
Week fifteen:	Test II

Academic policies and rules of conduct

Regular attendance of lectures and exercises is necessary, as well as active participation with discussion and solution of tasks. Not impeding the progress required for learning using mobile phones turned off or in silent mode.