BASIC INFORMATION

Title
Online English Language Course for Administrative Staff (level B1/B2)

Objectives
The course aims to integrate the University of Gdańsk's administration into the internationalization process, improve the quality of service for international clients, build an open and inclusive organizational culture, and increase the university's attractiveness in the international market. The curriculum will focus on administrative terminology, client service, business correspondence, organizing meetings, and document management, as well as enhancing formal communication skills.

Course Location and Duration
The course will be conducted ONLINE via the MS Teams platform [Tuesdays and Thursdays], from **15.05–17.06.2025**.

Duration: **20 teaching hours** (10 sessions of 2 x 45 minutes each).

Detailed Program
A link to the detailed schedule with dates is available.

Set of Learning Outcomes (Competencies):

1. Administrative support for English-speaking students and staff

2. Handling formal and informal correspondence in English

3. Cooperation with the international academic community

Learning Outcomes

• Knowledge
1.1 Understands and can use terminology related to specialized administrative English
1.2 Understands lexical and grammatical structures used in university administration
1.3 Knows the principles of writing formal business correspondence in English
1.4 Understands cultural differences and rules of communication in an international environment

• Skills
2.1 Can formulate formal business correspondence in English using appropriate vocabulary
2.2 Can communicate on general topics related to administration, higher education, study programs, and the work environment
2.3 Understands and applies vocabulary and grammatical structures typical of formal English
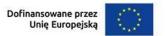
• Social Competencies
3.1 Confident in communicating in English
3.2 Oriented toward constructive communication in an international environment, avoiding or resolving conflicts and misunderstandings
3.3 Strives to establish professional cooperation in an international environment

Assessment Criteria for Learning Outcomes

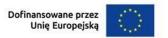| Learning Outcome	Verification Criteria	Form of Verification
1.1 Knows and understands terminology in the field of specialized administrative English	1.1.1 Names administrative units of a higher education institution 1.1.2 Names documents and administrative letters	Test
1.2 Knows and understands lexical-grammatical structures related to work in administrative units of higher education institutions	1.4.1 Knows lexical-grammatical structures related to administrative work in higher education (e.g., expressions of suggestion, passive voice, modal verbs in formal contexts)	Test
1.3 Knows the principles of writing formal business correspondence in English	1.3.1 Knows the rules for writing formal business correspondence in English (emails, official letters)	Test
1.4 Knows cultural differences and communication principles in an international environment	1.4.1 Knows cultural differences and communication rules in an international environment and applies them when communicating with foreign contacts	Test
2.1 Has the ability to create formal business correspondence in English, using appropriate vocabulary for each communication form	2.1.1 Can write a formal letter, e.g., a conference invitation 2.1.2 Can write a formal email, e.g., to a foreign university staff member about a joint project, or to a student regarding enrollment	Test
2.2 Can communicate on general topics related to administration and higher education, study programs, and the work environment	2.3.1 Can conduct a phone conversation 2.3.2 Can actively participate in a meeting/video conference	Test
2.3 Understands and uses phrases and grammatical/lexical structures characteristic of formal language	2.3.1 Can explain the recruitment procedure to a student 2.3.2 Can explain the rules for submitting applications (for scholarships/accommodation in a dormitory)	Test
3.1 Is confident in communicating in English	3.1.1 Participates in discussions 3.1.2 Conducts telephone conversations 3.1.3 Writes emails to international students and staff	Test
3.2 Is focused on constructive communication in an international environment, avoids conflicts and misunderstandings or resolves them effectively	3.2.1 Verifies the accuracy of their statements 3.2.1 Explains misunderstandings by providing additional information 3.2.2 Ensures that the interlocutor understands their message	Test
3.3 Aims to establish professional cooperation in an international work environment	3.3.1 Sends invitations to conferences and events organized by the university	Test

COURSE REQUIREMENTS

Participants

The course is open to individuals who have **current employment status as administrative staff** at the University of Gdańsk as of the recruitment process and course start date.

The **declared English proficiency level must be at least B1**, confirmed by a placement test included in the registration form.

Priority will be given to those **who have not previously participated** in SEA-EU language courses.

Recruitment

Each applicant must complete a special registration form:

https://forms.office.com/e/XAq09qwszg

The form includes a **letter of motivation** and a **placement test**. The form must be submitted by **May 4, 2025**.

Funding will be awarded based on **total points** – applicants with higher scores will be prioritized according to a ranking list. Only applicants who **submit all required documents and meet course requirements** can be admitted.

To ensure clarity and transparency in the recruitment process, the form will automatically close once the number of submissions reaches 25.

Recruitment is conducted with respect for horizontal principles. If you need support in the process, please contact the task coordinator seaenergy@ug.edu.pl

Recruitment Criteria

1. Formal Criteria	MET
Administrative staff status	YES/NO
Minimum B1 English level	YES/NO
Complete application	YES/NO
2. Content-Based Criteria	**POINTS**
Quality of motivation letter (justification for course aimed at skill enhancement)	0–5
Relevance of the course to the applicant's current job	0–5
No prior participation in SEA-EU language courses	0 or 5

Recruitment Results

The evaluation committee will prepare a **ranking list** divided into admitted, reserve, and ineligible applicants.
All candidates will be **individually informed by email** by **May 7, 2025**.
The final list will also be published at: https://sea-eu.ug.edu.pl/aktualnosci/

SUPPORT TERMS

Participation in the course is **free of charge** for administrative staff who meet the criteria.

Pre-course Documentation
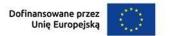Selected participants must:

- Register on the NAWA platform to confirm eligibility

- Complete an **online pre-test** assessing current knowledge and skills

Post-course Documentation

Upon completing the course, participants must:

- Complete an **online post-test** evaluating knowledge and skills acquired during the course

Course Completion

Participants who attend **at least 80%** of the course will receive a **certificate of attendance**.

Those who show progress based on the test will also receive a **competency certificate**.

Coordinator Contact

✉ seaenergy@ug.edu.pl

The project "Support for European University Alliances" is implemented by NAWA under the European Funds for Social Development program.