

Kompetenzzuordnung**Wissensvertiefung**

Kompetenzziel

Fachspezifische Englischkenntnisse für IT-Spezialisten, um branchentypische kommunikative Situationen erfolgreich zu meistern. Sichere Anwendung der englischen Grundgrammatik beim Schreiben und Sprechen. Kenntnis des fachspezifischen Vokabulars im IT- und kaufmännischen Bereich.

Inhalt

EXPLORING THE IT INDUSTRY, DEALING WITH CUSTOMERS, ORDERING, NETWORKING A SMALL BUSINESS:

EXPLORING THE IT INDUSTRY

- structure of a company
- profile of an IT company

DEALING WITH CUSTOMERS

- telephone communications between companies
- planning a computer system for a company
- E-commerce,
- answering the telephone
- making appointments
- advising a customer

ORDERING

- sales enquiries
- product specifications
- telephone orders
- order confirmations
- customer service

CASE STUDY: NETWORKING A SMALL BUSINESS

- analysing requirements
- network design
- quotations,
- describing past projects

USING THE INTERNET, INSTALLING HARDWARE AND SOFTWARE, TROUBLESHOOTING

USING THE INTERNET

- searching for information online
- software downloads
- free software
- the Deep Web

INSTALLING HARDWARE

- system configurations
 - installation instructions
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- installing upgrade cards

INSTALLING SOFTWARE

- software categories
- installing instructions
- software registration
- error messages
- upgrade difficulties

TROUBLESHOOTING

- problems with hardware and software
- a troubleshooting flowchart
- telephone hotlines
- service and maintenance contracts

INTERNATIONAL CONTRACTS, TRADE FAIRS, PROJECT MANAGEMENT, APPLYING FOR A JOB:

INTERNATIONAL CONTRACTS

- travel problems
- making reservations
- intercultural communication

TRADE FAIRS

- trade fair participation
- trade fair planning
- trade fair representation
- product innovation

PROJECT MANAGEMENT

- project meetings
- project management software
- project quality

APPLYING FOR A JOB

- job advertisements
- IT jobs
- job applications
- job interviews
- the structure of a business letter

Grammar: the present, question forms, the will-future, modal verbs, the passive, relative pronouns, the present perfect, talking about the future, adjectives and adverbs, the -ing form of the verb, past simple and past perfect

Voraussetzung

Englischkenntnisse auf Niveau B2 (z.B. ENB21 English B2).

Fernstudium

Bearbeitung der drei Lerneinheiten EIT101-103 mit Audio-CD
individuelles Selbststudium

Vorbereitung Seminar und Klausur
Beteiligung an themenbezogenem Forum

= gesamt 89 Stunden

Präsenzstudium Seminar (14 Stunden)

Kompetenznachweis Klausur (2 Stunden)

Workload 105 Stunden = 3,5 Credits

Sprache Englisch

Verantwortlich Prof. Dr. Torsten Bügner

Literatur Glendinning, E. H.; McEwan, J.: Oxford English for Information Technology. Oxford, neueste Auflage.
Remacha, E. S.: Infotech. Cambridge, neueste Auflage.
Schulze, H. H.: Computer-Englisch. Reinbek, neueste Auflage.