



Award in English for Professional Self-Presentation in Tourism and Hospitality

★ MQF/EQF Level 5

★ **Course Dates (full-time):**
10th June – 21st June 2024

★ **Course Dates (part-time):**
19th August – 13th September 2024

Our Mission & Values

EXCELLENCE

Excellence is the hallmark of all Ascencia Malta's educational programmes. Our programmes are homegrown, officially accredited by the Malta Further and Higher Education Authority, and designed to put our learners at the centre of their learning. We recruit from among the most talented professionals on the island to give our learners the benefit of first-hand industry experience combined with leading-edge pedagogies.

ACCESSIBILITY

We strive to ensure that Ascencia Malta is an open to youths from all walks of life who might aspire to take their academic or professional careers to the next level. We prioritise dedication and ambition far above background or origins, as we believe these qualities drive personal growth and shape the leaders of the future.

LEARNER-CENTREDNESS

To ensure that the ambitions of each individual are not only recognised but celebrated, we are proud to afford our learners individual attention in the classroom. Here, they will find training courses founded on participatory pedagogies and based on the value of concrete examples, real-world engagement, and constant exchange between learners and practitioners. Outside the classroom, we follow learners' progress closely and they know that our doors are open at any time for them to come and present their dream projects or to seek our practical advice.

Why Malta as a Study Destination

1. **Cultural Immersion** in a vibrant Mediterranean context
2. **Proficiency in the English language**, one of Malta's two native languages
3. **Globally Recognised Quality Education** with unbeatable affordability
4. **Travel and Leisure**, an ideal staycation and a base for exploring the rest of Europe
5. **International Networking** inside a truly global community of students, professionals, and entrepreneurs
6. **Business-Friendly Environment** in a country that actively promotes innovation, entrepreneurship, and emerging industries
7. **Career Prospects** thanks to employers who value versatility and agility
8. **Personal Growth**, self-discovery and independence as the side-effects of the study-abroad experience

AWARD TITLE	STUDY-UNITS COVERED	NUMBER OF ECTS	TOTAL DURATION OF AWARD	TOTAL HOURS OF LESSONS	TOTAL HOURS OF TUTORIALS/ WORKSHOPS	TOTAL SELF-STUDY HOURS
Award in English for Professional Self-Presentation in Tourism and Hospitality	<ul style="list-style-type: none"> • Speak and Write Like You Work Here • The Job Hunt 	2 ECTS	2 weeks (full-time, consecutive) OR 4 weeks (part-time, consecutive)	34 Hours	5 Hours	5 Hours

Description

Elevate your skills to real-world prowess with this pair of study-units offering immersive scenarios including authentic work settings. Cover professional communication skills for over the phone, face-to-face customer care and payment management scenarios, and forms of formal written correspondence. Engage in role-plays, handle customer complaints, and dramatise billing dialogues. The emphasis on practical language use in authentic work settings extends to the preparation of various business and employment documents. CV preparation, job-seeking vocabulary, and strategic language for interviews are just some of the ways you will learn to ameliorate your self-presentation as a professional. Analyse CVs, job ads, and covering letters, learn to express your opinions about them, model and respond to them, justify your writing choices and edit them to any employer's satisfaction.

What will I be able to do after this Award?

SPEAKING

- Identify conversational phrases in phone call transcripts.
- Engage in role-play for reception and/ or front desk scenarios.
- Handle emergency situations as a receptionist/ front desk officer.
- Use conversation flow-charts to practice telephone conversations.
- Recount personal experiences with customer service.
- Practise handling customer complaints through dialogue, roleplay scenarios and presentations.

LISTENING

- Listen to various phone conversations for topic, context, and details.
- Analyse difficult calls to infer feelings and model responses accordingly.
- Listen to voicemail messages and respond in writing using prompts.

READING

- Read various forms of business and tourism correspondence, including advertising texts for specific information on numerous destinations.
- Read e-mails, memos, and reports related to billing and reservations.
- Skim and scan e-mails for detailed comprehension and sequence completion.

VOCABULARY & ACCURACY

- Expand vocabulary related to ecotourism and relevant industry practices.
- Utilise language for customer service, billing, and reservations.
- Apply conditionals in tourism contexts for polite communication.
- Practise language associated with work experience, job applications, and interviews.
- Practice past simple vs. present perfect tenses and future simple to handle speaking about self during job interviews.
- Use comparative and superlative structures for job qualifications and comparisons.

WRITING

- Complete forms, write memos, and compose business letters.
- Participate in an e-mail/business letter chain story for formal communication.
- Compose follow-up e-mails with attachments based on notes.
- Write a memo to convey changes, problems, solutions, or requests.
- Develop impromptu presentations and captions for professional scenarios.