



## Vocational Language Courses in Management, Leadership, HR & Business Communications

The MLS range of Vocational Language Courses come from the Bournemouth Business School International (BBSI) suite of courses, following the merger of BBSI into MLS in 2016.

These career-relevant English language courses are designed for students or young professionals, who are either studying or starting out on their careers. Students are typically aged 18-30 and these courses are a great way to build your CV and provide a solid introduction to the concepts and communication skills associated with careers in management and business.

The minimum age is 18, but MLS can accept 16 and 17-year-olds at its discretion, and the study options are:

**Certificate:** 2-5 weeks. Entry level Intermediate (equivalent to IELTS 4.5/CEFR B1). The Certificate course includes part study Units in specialised management, leadership and HR topics, international business communications and English language.

**Vocational Certificate:** 6-11 weeks. Entry level Intermediate (equivalent to IELTS 4.5/CEFR B1). The Certificate course includes one full study Unit in specialised management, leadership and HR topics, international business communications and English language.

**Vocational Higher Certificate:** 12-23 weeks. Entry level Intermediate (equivalent to IELTS 4.5/CEFR B1). The Vocational Higher Certificate course includes two or three full study Units in specialised management, leadership and HR topics, international business communications and English language.

**Vocational Diploma:** 24 weeks. Entry level Intermediate (equivalent to IELTS 4.5/CEFR B1). The Diploma course includes four full study Units in specialised management, leadership and HR topics, international business communications and English language.

### Course Objectives.

- \* to provide students with specialised language for management & leadership
- \* to enable students to communicate more effectively in the context of international management & HR
- \* to enable students to explore current theory & practice in management, leadership & HR in the medium of English
- \* to develop students' English communication skills
- \* to develop students' business communication skills

**Main Course Entry Dates.** The course entry dates for the specialised Units of the above courses are at the start of each term and mid-term annually (ie every six weeks). However, MLS operates a flexible entry system for the BBSI courses, enabling students to start the international business communications element of the course on most Mondays throughout the year, and then join the specialised Units on the next available entry date.

*Note: the Vocational Management course will be available in its current format until 22 June 2018. New Format Vocational courses will be available after this date ... full details will follow.*

**Main Course Content.** All the study options include specialised management, leadership and HR topics, international business communications and English language. The number of topics covered will depend on the duration of the course and the dates selected. Details of the course content are provided below.

**External Accreditation.** The national awarding body NCFE is one of the oldest providers of vocational qualifications in the UK. MLS/BBSI is accredited with the *NCFE Investing in Quality (IIQ) Licence*. This licence gives formal recognition to the MLS range of BBSI specialised courses which meet the required standards of course design, delivery and monitoring. Students who pass one or more full Units of study will receive certification from NCFE (*each full study module is 6 weeks*).

<b>Certificate</b>	
<b>Minimum Entry Level</b>	Intermediate (equivalent to IELTS 4.5/CEFR B1)
<b>Course Duration</b>	2-5 weeks
<b>Course Code</b>	VMB
<b>Course Level</b>	CEFR B1+ and specialised content Units at QCF 3/4 equivalent
<b>Course Award</b>	Academic achievement is assessed by means of continuous assessment. On successful completion, students will achieve the following certification:  <b>MLS/BBSI Certificate</b> in Management, Leadership, HR & Business Communications
<b>Course Structure</b>	10 lessons (7.5 hours) weekly in Management, Leadership & HR 10 lessons (7.5 hours) weekly in International Business Communications 10 lessons (7.5 hours) weekly in English Language <b>TOTAL: 30 lessons (22.5 hours) weekly</b>
<b>Course Content</b>	The full course syllabus is detailed in the tables below at Pages 6-7. This includes the entry date for each specialised Unit.
<b>Class Size</b>	Typically 12 – maximum 14 for the English language based elements and 16 for the specialised content Units.

<b>Vocational Certificate</b>	
<b>Minimum Entry Level</b>	Intermediate (equivalent to IELTS 4.5/CEFR B1)
<b>Course Duration</b>	6-11 weeks
<b>Course Code</b>	VMB
<b>Course Level</b>	CEFR B1+ and specialised content Units at QCF 3/4 equivalent
<b>Course Awards</b>	Academic achievement is assessed by means of continuous assessment. On successful completion, students will achieve the following certification:  <b>MLS/BBSI Vocational Certificate</b> in Management, Leadership, HR & Business Communications <b>NCFE Certificate.</b> <i>NCFE award with one Unit credit; for full 6-week module successfully completed</i>
<b>Course Structure</b>	10 lessons (7.5 hours) weekly in Management, Leadership & HR 10 lessons (7.5 hours) weekly in International Business Communications 10 lessons (7.5 hours) weekly in English Language <b>TOTAL: 30 lessons (22.5 hours) weekly</b>
<b>Course Sequence</b>	The full course syllabus is detailed in the tables below at Pages 6-7. This includes the entry date for each specialised Unit.
<b>Class Size</b>	Typically 12 – maximum 14 for the English language based elements and 16 for the specialised content Units.

<b>Vocational Higher Certificate</b>	
<b>Minimum Entry Level</b>	Intermediate (equivalent to IELTS 4.5/CEFR B1)
<b>Course Duration</b>	12-23 weeks
<b>Course Code</b>	VMB
<b>Course Level</b>	CEFR B1+ and specialised content Units at QCF 3/4 equivalent
<b>Course Awards</b>	<p>Academic achievement is assessed by means of continuous assessment. On successful completion, students will achieve the following certification:</p> <p><b>MLS/BBSI Vocational Higher Certificate</b> in Management, Leadership, HR &amp; Business Communications  <b>NCFE Certificates.</b> <i>NCFE award with two or three Unit credits; one for each full 6-week module successfully completed</i></p>
<b>Course Structure</b>	<p>10 lessons (7.5 hours) weekly in Management, Leadership &amp; HR                      10 lessons (7.5 hours) weekly in International Business Communications                      10 lessons (7.5 hours) weekly in English Language  <b>TOTAL: 30 lessons (22.5 hours) weekly</b></p>
<b>Course Sequence</b>	The full course syllabus is detailed in the tables below at Pages 6-7. This includes the entry date for each specialised Unit.
<b>Class Size</b>	Typically 12 – maximum 14 for the English language based elements and 16 for the specialised content Units.

<b>Vocational Diploma</b>	
<b>Minimum Entry Level</b>	Intermediate (equivalent to IELTS 4.5/CEFR B1)
<b>Course Duration</b>	24 weeks ( <i>students must study for the full 24 weeks</i> )
<b>Course Code</b>	VMB
<b>Course Level</b>	CEFR B1+ and specialised content Units at QCF 3/4 equivalent
<b>Course Awards</b>	<p>Academic achievement is assessed by means of continuous assessment. On successful completion students will achieve the following certification:</p> <p><b>MLS/BBSI Vocational Diploma</b> in Management, Leadership, HR &amp; Business Communications  <b>NCFE Certificates.</b> <i>NCFE award with up to four Unit credits; one for each full 6-week module successfully completed</i></p>
<b>Course Structure</b>	<p>10 lessons (7.5 hours) weekly in Management, Leadership &amp; HR                      10 lessons (7.5 hours) weekly in International Business Communications                      10 lessons (7.5 hours) weekly in English Language  <b>TOTAL: 30 lessons (22.5 hours) weekly</b></p>
<b>Course Sequence</b>	The full course syllabus is detailed in the tables below at Pages 6-7. This includes the entry date for each specialised Unit.
<b>Class Size</b>	Typically 12 – maximum 14 for the English language based elements and 16 for the specialised content Units.

**Typical Syllabus**

<b>Study Unit</b>	<b>Management, Leadership and Human Resources</b> <i>10 lessons - MLS Element 7</i>	<b>International Business Communications</b> <i>10 lessons - MLS Element 5 or 6</i>	<b>English Language</b> <i>10 lessons - MLS Element 1, 2, 3 or 4</i>
<p align="center"><b>MG1</b> <i>(6 weeks)</i></p>	<p align="center"><b>Leadership &amp; Improving Performance</b> <b><i>Personal Development as a First Line Manager</i></b> <i>management vs leadership, functions of management, the management process, qualities of a leader</i> <i>time management, people styles at work, identifying your management style</i></p> <p align="center"><b>Improving Team Performance</b> <i>performance management, managing capabilities, dealing with poor performance, confidentiality</i> <i>workplace counselling, mock counselling interviews, the disciplinary procedure, the grievance procedure</i> <i>mock disciplinary hearings, redundancy &amp; contract termination</i></p>	<p align="center"><i>International Business Communications, to improve business English skills and language to support the specialised elements of the course</i></p>	<p align="center"><i>English language support and development at appropriate language levels</i></p>
<p align="center"><b>MG2</b> <i>(6 weeks)</i></p>	<p align="center"><b>Managing Customers &amp; Customer Expectations</b> <b><i>Meeting Stakeholder Needs</i></b> <i>stakeholder analysis, stakeholder management, planning to meet stakeholder needs</i> <i>managing customer service, superior service, customer relationship management</i> <i>dealing with customer complaints, making a case for change, managing change</i> <i>monitoring &amp; controlling change, resistance to change</i></p> <p align="center"><b>Maintaining Quality Standards</b> <i>total quality management, the Toyota Production System, quality interventions, benchmarking</i> <i>quality documentation</i></p>	<p align="center"><i>International Business Communications, to improve business English skills and language to support the specialised elements of the course</i></p>	<p align="center"><i>English language support and development at appropriate language levels</i></p>

Entry date for Study Unit MG1 is 3 April 2018.  
Entry date for Study Unit MG2 is 14 May 2018.

**Typical Syllabus**

<b>Study Unit</b>	<b>Management, Leadership and Human Resources</b> <i>10 lessons - MLS Element 7</i>	<b>International Business Communications</b> <i>10 lessons - MLS Element 5 or 6</i>	<b>English Language</b> <i>10 lessons - MLS Element 1, 2, 3 or 4</i>
<p><b>MG3</b> <i>(6 weeks)</i></p>	<p align="center"><b>Managing &amp; Communicating Information</b> <i>the nature of information, sourcing &amp; researching information, recording &amp; storing information types of information, analysing &amp; evaluating information, effective meetings, presentation &amp; interpretation of data, forecasting trends, using information for decision-making, effective presentations, decision analysis decision making models, presenting information, targeting communication</i></p> <p align="center"><b>Costs &amp; Pricing</b> <i>fixed, variable and total costs, pricing strategies &amp; tactics</i></p> <p align="center"><b>Business Planning</b> <i>the nature of business, writing a business plan for a small company</i></p>	<p align="center"><i>International Business Communications, to improve business English skills and language to support the specialised elements of the course</i></p>	<p align="center"><i>English language support and development at appropriate language levels</i></p>
<p><b>MG4</b> <i>(6 weeks)</i></p>	<p align="center"><b>Human Resource Management</b> <b>Recruitment &amp; Selection</b> <i>human resource planning, the recruitment process, job descriptions &amp; person specifications sources &amp; cost of recruitment, advertising, the selection process, selection criteria CVs covering letters &amp; application forms, short-listing, selection interviews, testing systems mock interviews, appointment &amp; induction, appraisal interviews</i></p> <p align="center"><b>Developing Individuals &amp; Teams</b> <i>groups &amp; teams in business, SMART objectives, assessing competence, training &amp; development, the training process, continuous professional development, administering training &amp; development, evaluating training &amp; development</i></p>	<p align="center"><i>International Business Communications, to improve business English skills and language to support the specialised elements of the course</i></p>	<p align="center"><i>English language support and development at appropriate language levels</i></p>

Entry date for Study Unit MG3 is 8 January 2018.  
Entry date for Study Unit MG4 is 19 February 2018.