

# COURSE SYLLABUS



COURSE TITLE: **BUS 130: Business Communications**  
CLASS SECTION: 005  
TERM: 2023 Fall  
COURSE CREDITS: 3  
DELIVERY METHOD(S): Classroom

Camosun College campuses are located on the traditional territories of the Lək̓ʷəŋən and W̱SÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here. Learn more about Camosun's [Territorial Acknowledgement](#).

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## ***Mandatory Attendance for First Class Meeting of Each Course***

*This course section requires mandatory attendance for the first class meeting of the course. If you do not attend, and do not provide your instructor with a reasonable reason in advance, you will be removed from the course and the space offered to the next waitlisted student. For more information, please see the "Attendance" section under "Registration Policies for Students" [Registration Policies for Students | Camosun College](#).*

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## INSTRUCTOR DETAILS

NAME: Glen Allen  
EMAIL: [alleng@camosun.ca](mailto:alleng@camosun.ca)  
OFFICE: CBA 265 (Interurban) / Ewing 304 (Lansdowne)  
HOURS: **INTERURBAN - CBA 265:** Monday 10:30-11:30 and 1:30-2:20pm (or by appointment)  
**LANSDOWNE - Ewing 304:** Tuesday 2:30-3:30pm (or by appointment)

*As your course instructor, I endeavour to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me. Camosun College is committed to identifying and removing institutional and social barriers that prevent access and impede success.*

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## CALENDAR DESCRIPTION

This course will assist learners to develop effective business skills in oral presentations, written correspondence, and team work. Learners will develop the ability to analyze their audience and message purpose in the creation and delivery of all business communication.

PREREQUISITE(S): C in English 12 or Camosun Alternative (see [www.calendar.camosun.ca](http://www.calendar.camosun.ca))  
CO-REQUISITE(S): n/a  
EXCLUSION(S): n/a

## COURSE LEARNING OUTCOMES / OBJECTIVES

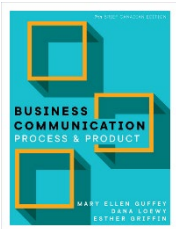
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By the end of this course, the successful student will be able to do the following:

1. Communicate professionally and effectively in written, spoken, and visual forms within a business context
  - Analyze an audience, determine the message purpose, choose an appropriate communication channel, and develop the message accordingly
  - Deliver effective oral presentations
  - Write and format standard business correspondence for a variety of distribution channels
  - Use appropriate business tone and approach (direct/indirect)
  - Analyze appropriate use of emerging technologies
  - Use self-assessment and peer review to evaluate the quality of oral and business communications
2. Demonstrate the ability to work effectively in a team to compile and present a collaborative research-based project
  - Demonstrate interpersonal and intercultural communication skills needed to work in diverse contexts
  - Clearly identify a business problem, analyze data, synthesize results, and present clear, realistic conclusions and recommendations in written and oral form
  - Identify, cite, and format reliable and credible sources for primary and secondary research using APA style

## REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

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Textbook: Guffey, M. E., Loewy, D., Griffin, E. (2022). *Business Communication: Process and Product* (7<sup>th</sup> Brief Canadian ed.). Toronto, ON: Cengage Learning Canada, Inc. ISBN-13: 978-0-17-691018-1

The textbook is available in both paper copy and electronic (e-text) format. It can be purchased through:

- ✓ Camosun Bookstore ([www.camosuncollegebookstore.ca](http://www.camosuncollegebookstore.ca)) is open for in-person shopping, as well as online textbook orders for shipment to your home or on-campus pick-up. Access codes and e-texts are also available for purchase through the bookstore.
- ✓ Cengage Learning ([www.cengage.ca](http://www.cengage.ca)) sells both paper copy and e-texts.

You may have the option to purchase this text bundled with an additional digital resource called *MindTap*. *MindTap* includes the e-text plus a range of useful resources such as videos, chapter reviews, self-quizzes, etc. Students are \*not\* required to purchase *MindTap*, but may find it a useful resource – particularly if you are already planning to use the e-text. Students who purchase *MindTap* will need a student registration URL and a “course key” to access the site. These will be provided by your instructor during the first week of class.

## COURSE SCHEDULE, TOPICS, AND ASSOCIATED PREPARATION / ACTIVITY / EVALUATION

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In general, the course will operate as follows:

- This 14-week course is scheduled to run from September 5 – December 9 on the Interurban Campus.
- In-person lectures will take place each Monday (8:30-10:20am in CBA 282) and Wednesday (8:30-10:20am in CBA 211) beginning Wednesday, September 6.
- Lecture materials, quizzes, assignments, and other resources will be posted to the course's D2L site (<http://online.camosun.ca/>). Lecture slides will typically be posted immediately following each lecture.
- Unless otherwise noted, all quizzes and assignments will be due by 11:59pm each Sunday evening.
- There is no final exam for this course.

Please see the following page for a comprehensive list of chapter readings, assignment due dates, and other information. Please note that this schedule is intended as a guide only and is subject to periodic revision at the discretion of the instructor.

The following schedule and course components are subject to change with reasonable advance notice, as deemed appropriate by the instructor. This version last revised: **September 5, 2023**.

| Date   | Topic   | Reading                     | Assignment / Activity                                | Due Date               |
|--|---|-----------------------------|--|------------------------|
| Week 1<br>Sep 5 – 10<br><i>*No class Sep 4*</i>    | Course Overview;<br>Business Communication  | Ch.1                        | D2L Ungraded Sample Quiz                             | Sun Sep 10 @ 11:59pm   |
|  |   |                             | D2L Discussion #1                                    |                        |
| Week 2<br>Sep 11 – 17                              | Listening & Nonverbal Skills;<br>Intercultural Communication                              | Ch.2<br>(pp47-58)<br>Ch.3   | D2L Discussion #2                                    | Sun Sep 17 @ 11:59pm   |
|  |   |                             | D2L Quizzes (Ch.1, 3)                                |                        |
| Week 3<br>Sep 18 – 24                              | Planning Business Messages;<br>Positive Messages  | Ch.4<br>Ch.8                | D2L Quizzes (Ch.4, 8)                                | Sun Sep 24 @ 11:59pm   |
|  |   |                             | Communication Self-Assessment                        |                        |
| Week 4<br>Sep 25 – Oct 1                           | Organizing & Drafting Messages;<br>Revising Messages                                      | Ch.5<br>Ch.6                | D2L Discussion #3                                    | Sun Oct 1 @ 11:59pm    |
|  |   |                             | D2L Quizzes (Ch.5, 6)                                |                        |
|  |   |                             | Direct Claim Message                                 |                        |
| Week 5<br>Oct 2 – 8<br><i>*No class Oct 2*</i>     | Short Messages & Digital Media;<br>Business Meetings                                      | Ch.7<br>Ch.2<br>(pp35-47)   | D2L Discussion #4                                    | Sun Oct 8 @ 11:59pm    |
|  |   |                             | D2L Quiz (Ch. 7)                                     |                        |
| Week 6<br>Oct 9 – 15<br><i>*No class Oct 9*</i>    | Communication Styles Debrief;<br>Team Communication;<br>Team Project Introduction         | Ch.2<br>(pp35-47)           | D2L Discussion #5                                    | Sun Oct 15 @ 11:59pm   |
|  |   |                             | D2L Quiz (Ch.2)                                      |                        |
|  |   |                             | Team Charter   | Mon Oct 16 @ 11:59pm   |
| Week 7<br>Oct 16 – 22                              | Writing Business Proposals;<br>Negative Messages  | Ch.13<br>(347-353)<br>Ch.9  | D2L Quiz (Ch.9)                                      | Sun Oct 22 @ 11:59pm   |
|  |   |                             | Negative Message                                     |                        |
|  |   |                             | Team Project Proposal                                |                        |
| Week 8<br>Oct 23 – 29                              | Academic Integrity & APA;<br>Reporting in the Workplace;<br>Library Research (Wed Oct 25) | Ch. 11                      | D2L Quiz (Ch.11)                                     | Sun Oct 29 @ 11:59pm   |
|  |   |                             | Integrity & APA Modules                              |                        |
| Week 9<br>Oct 30 – Nov 5                           | Informal Business Reports;<br>Formal Business Reports                                     | Ch.12<br>Ch.13<br>(353-374) | D2L Quizzes (Ch.12, 13)                              | Sun Nov 5 @ 11:59pm    |
|  |   |                             | Project Research Findings (indiv)                    |                        |
| Week 10<br>Nov 6 – 12                              | Business Presentations  | Ch.14                       | D2L Discussion #6                                    | Sun Nov 12 @ 11:59pm   |
|  |   |                             | D2L Quiz (Ch.14)                                     |                        |
|  |   |                             | 'How To' Presentation Outline                        |                        |
| Week 11<br>Nov 13 – 19<br><i>*No class Nov 13*</i> | Business Presentations;<br>Team Project Preparation                                       | Ch.14                       | 'How To' Oral Presentation                           | Wed Nov 15 (in class)  |
| Week 12<br>Nov 20 – 26                             | Business Presentations;<br>Team Project Preparation                                       | Ch.14                       | 'How To' Oral Presentation                           | Nov 20 & 22 (in class) |
|  |   |                             | Team Project Progress Report &<br>Draft Final Report | Sun Nov 26 (11:59pm)   |
| Week 13<br>Nov 27 – Dec 3                          | Persuasive & Sales Messages;<br>Team Project Preparation                                  | Ch.10                       | Persuasive Message                                   | Wed Nov 29 (in class)  |
|  |   |                             | D2L Quiz (Ch.10)                                     | Sun Dec 3 @ 11:59pm    |
|  |   |                             | Team Project Final Report                            |                        |
| Week 14<br>Dec 4 – 9                               | Team Project Preparation;<br>Team Project Presentations                                   |                             | Team Project Presentation                            | Wed Dec 6 (in class)   |
|  |   |                             | Reflective Writing                                   | Fri Dec 8 @ 11:59pm    |

Students registered with the Centre for Accessible Learning (CAL) who complete quizzes, tests, and exams with academic accommodations have booking procedures and deadlines with CAL where advanced noticed is required. Deadlines scan be reviewed on the [CAL exams page](http://camosun.ca/services/accessible-learning/exams.html). <http://camosun.ca/services/accessible-learning/exams.html>

## EVALUATION OF LEARNING

| DESCRIPTION  | WEIGHTING   |
|--|-------------|
| D2L Chapter Quizzes (best 12 of 14)  | 12%         |
| Written Business Messages <ul style="list-style-type: none"> <li>• Direct Message (7%); Negative Message (7%); Persuasive Message (7%)</li> </ul>  | 21%         |
| Individual Oral Presentation <ul style="list-style-type: none"> <li>• Presentation Outline (7%); Oral Presentation (7%)</li> </ul>   | 14%         |
| Research & Referencing <ul style="list-style-type: none"> <li>• Acad. Integrity &amp; APA Modules (4%); Project Research Findings (7%)</li> </ul>  | 11%         |
| Team Project <ul style="list-style-type: none"> <li>• Team Charter &amp; Project Proposal (4%); Progress Report (4%); Formal Written Report (12%); Team Presentation (4%)</li> </ul>   | 24%         |
| Participation & Professional Practice <ul style="list-style-type: none"> <li>• D2L Discussion Forum Participation (6%)</li> <li>• Ungraded Assignment Completion (4%)</li> <li>• Timely Peer Evaluation Completion &amp; Results (8%)</li> </ul> | 18%         |
| <b>TOTAL</b>   | <b>100%</b> |

If you have a concern about a grade you have received for an evaluation, please come and see me as soon as possible. Refer to the [Grade Review and Appeals](http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf) policy for more information. <http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf>

## COURSE GUIDELINES & EXPECTATIONS

**Assignment formatting.** The School of Business uses **APA style** for formatting assignments and citing references. Proper citations and formatting using APA style will be required. See Camosun College Library Citation Guides retrieved from: <http://camosun.ca.libguides.com/apa7>.

- Unless otherwise specified, all assignments should use 12-pt Times New Roman font.
- Grammar, spelling, style, and APA formatting of citations and references will be assessed in your mark.
- All secondary data incorporated into assignment submissions must be properly referenced to source(s).
- Unless otherwise specified, all assignment file names should begin with student's last name and be submitted to the appropriate D2L Assignments folder by the scheduled due date.
- Unless otherwise specified, you are to submit your own work; any collaborated work (unless permitted by the instructor) will be considered in violation of the college's Academic Integrity policy. See Camosun College (2021) [Academic Integrity Policy](#)

**Assignment, quiz, and exam deadlines.** All assignments must be submitted on or before the scheduled due date. A grade of zero will be assigned for late submissions or for non-attendance at a scheduled exam (exceptions will be made only for documented medical or family emergencies, and will require instructor approval in advance). There are no additional assignments or make-up exams of any kind if you performed poorly on an assignment, quiz, midterm, or final exam.

- ❑ Students registered through the [Centre for Accessible Learning \(CAL\)](#) should discuss assignment and exam accommodation timelines with their instructors at the beginning of each semester.
- ❑ Medical notes must be dated, signed, and be written on letterhead or prescription paper imprinted with the physician's name and address. Notes are accepted from Physician (GP or medical specialist), Nurse Practitioner, Psychiatrist, Psychologist, Counsellor and Aboriginal Elder. Electronic notes will not be accepted. Medical documentation must be received as soon as reasonably possible.

## SCHOOL OR DEPARTMENTAL INFORMATION

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The School of Business is committed to promoting competence, professionalism and integrity in our students and developing their core skills to succeed throughout their academic programs and in their careers. The purpose of the Academic Integrity policy is to provide clear expectations of appropriate academic conduct and to establish processes for discipline in appropriate circumstances. It is your responsibility to become familiar with the content and the consequences of academic dishonesty.

- ❑ See Camosun College (2021) [Academic Integrity Policy](#): "Students' Rights and Responsibilities".

Acts of academic dishonesty include, but are not limited to:

- ❑ Using the exact words of a published or unpublished author without quotation marks and without referencing the source of these words.
- ❑ Duplicating a table, graph, or diagram, in whole or in part, without referencing the source.
- ❑ Paraphrasing the ideas of another person, whether written or verbal, without referencing the source.
- ❑ Providing answers to another student in any test, examination, or take-home assignment.
- ❑ Taking any unauthorized materials into an examination or test.
- ❑ Submitting the same paper or portions thereof for more than one assignment in different courses without the instructor's permission.

If you are uncertain or have any questions regarding academic integrity, please do not hesitate to discuss these with your instructor.

**Final Exams:** Students are expected to write tests and final exams at the scheduled time and place. In emergency circumstances, a student may write a test or final examination before or after the scheduled time if the student would otherwise be unable to complete the program or course. Exceptions due to emergency circumstances, such as unavoidable employment commitments, health problems, or unavoidable family crises, require the approval of the appropriate instructor. **Holidays or scheduled flights are not considered emergencies.** The student may be required to provide verification of the emergency circumstance.

## STUDENT RESPONSIBILITY

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Enrolment at Camosun assumes that the student will become a responsible member of the College community. As such, each student will display a positive work ethic, assist in the preservation of College property, and assume responsibility for their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting expectations concerning attendance, assignments, deadlines, and appointments.

## SUPPORTS AND SERVICES FOR STUDENTS

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Camosun College offers a number of services to help you succeed in and out of the classroom. For a detailed overview of the supports and services visit <http://camosun.ca/students/>.

| Support Service                     | Website  |
|-------------------------------------|--|
| Academic Advising                   | <a href="http://camosun.ca/services/academic-supports/academic-advising">camosun.ca/services/academic-supports/academic-advising</a>   |
| Accessible Learning                 | <a href="http://camosun.ca/services/academic-supports/accessible-learning">camosun.ca/services/academic-supports/accessible-learning</a>   |
| Counselling                         | <a href="http://camosun.ca/services/health-and-wellness/counselling-centre">camosun.ca/services/health-and-wellness/counselling-centre</a>   |
| Career Services                     | <a href="http://camosun.ca/services/co-operative-education-and-career-services">camosun.ca/services/co-operative-education-and-career-services</a>                                       |
| Financial Aid and Awards            | <a href="http://camosun.ca/registration-records/financial-aid-awards">camosun.ca/registration-records/financial-aid-awards</a>   |
| Help Centres (Math/English/Science) | <a href="http://camosun.ca/services/academic-supports/help-centres">camosun.ca/services/academic-supports/help-centres</a>   |
| Indigenous Student Support          | <a href="http://camosun.ca/programs-courses/iecc/indigenous-student-services">camosun.ca/programs-courses/iecc/indigenous-student-services</a>   |
| International Student Support       | <a href="http://camosun.ca/international">camosun.ca/international</a>   |
| Learning Skills                     | <a href="http://camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills">camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills</a> |
| Library                             | <a href="http://camosun.ca/services/library">camosun.ca/services/library</a>   |
| Office of Student Support           | <a href="http://camosun.ca/services/office-student-support">camosun.ca/services/office-student-support</a>   |
| Ombudsperson                        | <a href="http://camosun.ca/services/ombudsperson">camosun.ca/services/ombudsperson</a>   |
| Registration                        | <a href="http://camosun.ca/registration-records/registration">camosun.ca/registration-records/registration</a>   |
| Technology Support                  | <a href="http://camosun.ca/services/its">camosun.ca/services/its</a>   |
| Writing Centre                      | <a href="http://camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills">camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills</a> |

If you have a mental health concern, please contact Counselling to arrange an appointment as soon as possible. Counselling sessions are available at both campuses during business hours. If you need urgent support after-hours, please contact the Vancouver Island Crisis Line at 1-888-494-3888 or call 911.

### Academic Integrity

Students are expected to comply with all College policy regarding academic integrity; which is about honest and ethical behaviour in your education journey. The following guide is designed to help you understand your responsibilities: <https://camosun.libguides.com/academicintegrity/welcome>

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.13.pdf> for Camosun's Academic Integrity policy and details for addressing and resolving matters of academic misconduct.

### Academic Accommodations for Students with Disabilities

The College is committed to providing appropriate and reasonable academic accommodations to students with disabilities (i.e. physical, depression, learning, etc.). If you have a disability, the [Centre for Accessible Learning](#) (CAL) can help you document your needs, and where disability-related barriers to access in your courses exist, create an accommodation plan. By making a plan through CAL, you can ensure you have the appropriate academic accommodations you need without disclosing your diagnosis or condition to course instructors. Please visit the CAL website for contacts and to learn how to get started:

<https://camosun.ca/services/academic-supports/accessible-learning>

### Academic Progress

Please visit <https://camosun.ca/sites/default/files/2023-02/e-1.1.pdf> for further details on how Camosun College monitors students' academic progress and what steps can be taken if a student is at risk of not meeting the College's academic progress standards.

### Course Withdrawals Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <https://camosun.ca/registration-records/tuition-fees#deadlines>.

### Grading Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.5.pdf> for further details about grading.

### Grade Review and Appeals

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

### Medical / Compassionate Withdrawals

Students who are incapacitated and unable to complete or succeed in their studies by virtue of serious and demonstrated exceptional circumstances may be eligible for a medical/compassionate withdrawal (see [policy](#)). Please visit <https://camosun.ca/services/forms#medical> to learn more about the process involved in a medical/compassionate withdrawal.



### Sexual Violence and Misconduct

Camosun is committed to creating a campus culture of safety, respect, and consent. Camosun's Office of Student Support is responsible for offering support to students impacted by sexual violence. Regardless of when or where the sexual violence or misconduct occurred, students can access support at Camosun. The Office of Student Support will make sure students have a safe and private place to talk and will help them understand what supports are available and their options for next steps. The Office of Student Support respects a student's right to choose what is right for them. For more information see Camosun's Sexualized Violence and Misconduct Policy: <https://camosun.ca/sites/default/files/2021-05/e-2.9.pdf> and [camosun.ca/services/sexual-violence-support-and-education](https://camosun.ca/services/sexual-violence-support-and-education). To contact the Office of Student Support: [oss@camosun.ca](mailto:oss@camosun.ca) or by phone: 250-370-3046 or 250-370-3841

### Student Misconduct (Non-Academic)

Camosun College is committed to building the academic competency of all students, seeks to empower students to become agents of their own learning, and promotes academic belonging for everyone. Camosun also expects that all students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Please review Camosun College's Student Misconduct Policy at <https://camosun.ca/sites/default/files/2021-05/e-2.5.pdf> to understand the College's expectations of academic integrity and student behavioural conduct.

### Looking for other policies?

The full suite of College policies and directives can be found here: <https://camosun.ca/about/camosun-college-policies-and-directives>

**Changes to this Syllabus:** Every effort has been made to ensure that information in this syllabus is accurate at the time of publication. The College reserves the right to change courses if it becomes necessary so that course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.