Frequently Asked Questions

1. What is the Business English I Student Companion Manual?

It is your **personal reference guide for the entire 15-week Business English I course**. It provides key ideas, examples, useful language, vocabulary, and practice activities that you can use during and outside class.

2. Who is this manual for?

The manual is designed for **Business English I students in Quebec CEGEP and continuing education**. It is written directly for learners and is intended to accompany your instructor's teaching plan.

3. How is the manual organized?

The manual follows the same 15-week structure as the course and is divided into three parts:

i. Part 1: Written Correspondence Foundations, Weeks 1 to 6
ii. Part 2: Spoken Communication and Research, Weeks 7 to 11
iii. Part 3: Consolidation and Final Evaluation, Weeks 12 to 15

4. What will I find in each weekly section?

Depending on the week, you will find:

1. What You Will Be Able to Do
2. Key Idea
3. Vocabulary and Language to Know
4. Model examples
5. Practice on Your Own

This gives you a concise reference for reviewing what you learn in class.

5. Does the manual replace the instructor's lessons?

No. It is a **companion manual**, not a replacement for classroom instruction. It gives you a reference copy of the important content and provides additional opportunities for review and independent practice.

6. How can I use the manual outside class?

You can use it to:

a. Review a lesson after class
b. Prepare for an upcoming assessment
c. Review business vocabulary
d. Check language and grammar
e. Practise independently

f. Review examples before completing an assignment
g. Prepare for the final evaluation

7. How does the manual support independent learning?

The manual includes **Practice on Your Own** activities and quick-reference sections that allow you to review course material without depending entirely on classroom instruction.

8. What types of business communication will I learn?

The course covers a range of workplace communication, including:

1) E-mails
2) Memos
3) Short reports
4) Résumés and CVs
5) Letters of application
6) Inquiry letters
7) Complaint letters
8) Adjustment letters
9) Job interviews
10) Meetings
11) Listening
12) Oral presentations
13) Business reading
14) Telephone conversations

9. How does the manual prepare me for workplace communication?

The material is organized around common professional situations. You learn not only language forms but also how to choose and use appropriate communication for different workplace contexts.

10. What is the purpose of the "What You Will Be Able to Do" section?

This section tells you what you are expected to accomplish by the end of each week. It helps you understand the purpose of the lesson and monitor your own progress.

11. What is the "Key Idea" section?

The **Key Idea** gives you the central concept or communication principle for the week. It provides a short reference point when reviewing the lesson.

12. What is the "Vocabulary and Language to Know" section?

This section highlights useful business vocabulary, expressions, and language structures that you need for specific workplace communication tasks.

13. Does the manual include grammar support?

Yes. The manual includes a **Grammar Quick Reference** covering:

a. Personal pronouns and prepositions
b. Modal auxiliaries
c. Comparative and superlative adjectives
d. Verb tenses for business narratives

14. What is the CRAAP Test?

The **CRAAP Test** is a reference tool for evaluating information. It is included in Appendix H and supports your ability to assess the quality and credibility of sources used for company research.

15. How does the manual help with résumé and CV writing?

Week 4 introduces résumés, CVs, and company research. **Appendix D: Resume Quick Reference** provides an additional reference when reviewing résumé content and format.

16. How does the manual help me prepare for job interviews?

Week 8 focuses on job interviews, and **Appendix E: Job Interview Language Bank** provides useful language for interview situations.

17. Is there support for telephone conversations?

Yes. Week 15 focuses on the simulated telephone conversation, and **Appendix F: Telephone Language Bank** provides expressions that can help you prepare.

18. Is there a reference for meetings?

Yes. **Appendix G: Meetings Quick Reference** supports your work with agendas, minutes, meeting vocabulary, and note-taking.

19. What is the Running Vocabulary List?

Appendix J: Running Vocabulary List gives you a place to collect and review business vocabulary throughout the course. It can become a personal vocabulary reference as the semester progresses.

20. How does the manual support my course portfolio?

The introduction recommends keeping the manual alongside your **course portfolio**, where you collect drafts, exams, and reflections throughout the term. Appendix I provides a **Portfolio Checklist** to help you keep track of your materials.

21. How should I use digital tools in this course?

Digital tools, including AI, may be used **outside timed exams** to help with activities such as brainstorming or grammar checking, provided that your final writing and ideas remain your own.

When required, you must also indicate what tool you used and how you used it.

22. Can I use AI during exams?

No. During the timed exams identified in the manual, **AI tools, translation software, and electronic dictionaries are not permitted**. Paper dictionaries are the only dictionaries permitted during these exams.

23. Which assessments have these digital-tool restrictions?

The manual identifies Weeks **5, 7, 10, 12, 13, 14, and 15** as timed examination periods with these restrictions.

24. Why does the manual include digital-tool guidance?

The purpose is to help you develop your own ability to communicate in English while also learning to use digital tools responsibly when they are permitted.

25. How is the course divided across the semester?

The progression is:

Weeks 1 to 6: Written correspondence foundations
Weeks 7 to 11: Spoken communication and research
Weeks 12 to 15: Consolidation and final evaluation

26. What happens in Part 1?

You develop foundational written communication skills through:

a. E-mails
b. Memos
c. Short reports
d. Résumés and CVs
e. Company research
f. Letters of application
g. Business letters

27. What happens in Part 2?

You move toward spoken communication and research through:

a. Business letters
b. Job interviews
c. Meetings
d. Listening strategies
e. Oral presentations
f. Research on a Québec employer

28. What happens in Part 3?

You consolidate your learning through:

I. Grammar review
II. Business reading strategies
III. Final written communication
IV. Final telephone conversation

29. How can I use the manual before an exam?

Review the relevant weekly section, study the language and vocabulary, revisit the examples, and complete the **Practice on Your Own** activities. You can also use the appropriate quick-reference appendix.

30. How can I use the manual after an exam?

Use it to review the language and communication skills assessed, identify areas you need to improve, and prepare for later tasks that build on earlier learning.

31. Does the manual include quick-reference materials?

Yes. The appendices provide quick references for:

1. Business letter format
2. E-mail register
3. Grammar
4. Résumés
5. Job interviews
6. Telephone conversations
7. Meetings
8. The CRAAP Test
9. Portfolio organization
10. Vocabulary

32. Does the manual follow the same sequence as the instructor's course?

Yes. The manual follows the same **15-week sequence** as the instructor’s teaching plan, allowing you to use it alongside your weekly lessons.

33. Is the manual only for use in class?

No. It is specifically designed to remain useful outside class. The independent practice sections, vocabulary lists, grammar references, and appendices make it a resource you can return to throughout the semester.

34. What is the main purpose of the Student Companion Manual?

Its purpose is to give you **one clear reference for the whole course**. It brings together the weekly objectives, key ideas, examples, language support, independent practice, and reference materials you need to develop your business English across the semester.

35. How should I use this manual most effectively?

Keep it with your portfolio, review the relevant section each week, use the reference appendices when you need support, complete the independent practice activities, and return to earlier sections when preparing for later assessments. The goal is not simply to read the manual, but to use it as a reference throughout the course.