



UNIMORE

UNIVERSITÀ DEGLI STUDI DI
MODENA E REGGIO EMILIA

Corso di formazione

CORSO LINGUA INGLESE: SPEAKING B1

Dal 27 ottobre al 15 dicembre 2025

**Ufficio Formazione e
Valorizzazione del Personale**

Direzione Organizzazione e Sviluppo
Risorse Umane

Università degli Studi di Modena e Reggio
Emilia

**Fondazione
Marco Biagi**



OBIETTIVI DEL CORSO

This 15-hour interactive course is designed specifically for university administrative personnel who wish to strengthen their spoken English skills in professional, student-facing contexts. Participants will develop greater confidence and fluency in **handling day-to-day administrative interactions**, such as welcoming visitors, managing student inquiries, scheduling appointments, providing information about procedures, and handling routine problems in a polite and efficient manner.

Prerequisites:

- Basic knowledge of English (A2 Level) sufficient to:
- Understand/follow basic instructions;
- Exchange information in a workplace context.

The course focuses on **functional spoken English** relevant to administrative work in a university environment, while also reinforcing key **B1- level grammar** to support accurate and clear communication.

By the end of the course, participants will be able to:

- Use clear, polite, and professional English in everyday administrative interactions;
- Provide accurate information about procedures, timetables, and university services;
- Schedule and confirm appointments and meetings using appropriate language;
- Clarify information, handle minor problems, and redirect queries to the appropriate department;
- Apply key B1-level grammar structures to improve accuracy and fluency.

DESTINATARI

Il corso è rivolto al personale tecnico, amministrativo e bibliotecario interessato, che si iscriverà entro il termine previsto (22 ottobre). Il numero dei partecipanti è compreso tra un minimo di 10 e un massimo di 20.

DURATA E MODALITÀ DI SVOLGIMENTO

Date: Ogni lunedì dal 27 ottobre al 15 dicembre

Orario: 12:00 – 14:00

La lezione del 15 dicembre avrà una durata di 3 ore, in orario da concordare con la docente, per consentire lo svolgimento della valutazione finale.

Il corso, erogato in modalità telematica, sarà in diretta streaming con accesso riservato ai convocati tramite il link comunicato via mail.

Per iscriversi: [clicca qui](#)

CONTENUTI DEL MODULO FORMATIVO

Functional Language Syllabus:

Administrative Function	Language Focus / Expressions
Welcoming visitors	“Good afternoon, how can I help you?” / “Please take a seat.”
Giving directions	“The office is on the second floor.” / “Turn left after the elevator.”
Providing information	“The deadline for registration is next Friday.” / “You need to complete the online form first.”
Requesting information	“May I have your student ID number?” / “Could you spell your last name, please?”

Administrative Function	Language Focus / Expressions
Scheduling & confirming	"Are you available on Monday at 10?" / "Let me confirm your appointment."
Clarifying & checking	"Could you repeat that, please?" / "Just to make sure I understood correctly..."
Handling issues	"I'll check with the admissions office." / "I understand your concern; let's find a solution."
Closing conversations	"Is there anything else I can help you with?" / "Have a nice day."

Grammar Syllabus (B1 Focus):

Grammar Topic	Application in Admin Context
Present simple & continuous	Giving information about schedules, procedures ("The office opens at 9.")
Past simple	Referring to previous communications or appointments ("You sent the form last week.")
Future forms (will, going to, present continuous)	Confirming appointments and deadlines ("You'll receive an email.")
Modal verbs (can, could, should, must)	Making polite requests and giving instructions ("You must bring your ID card.")
Countable/uncountable nouns & quantifiers	Handling documents and requests ("We need some additional information.")

Grammar Topic	Application in Admin Context
Comparatives and superlatives	Comparing options ("The earlier deadline is better.")
First conditional	Explaining procedures ("If you submit the form today, we will be able to process it tomorrow.")
Question forms & indirect questions	Professional inquiries ("Could you tell me where the lecture hall is?")
Prepositions of time and place	Giving directions and instructions ("The meeting is in Room 305 at 2 p.m.")
Reported speech (basic)	Passing on information ("He said the documents are ready.")

Syllabus Overview:

Date	Topic	Focus	Grammar
Oct 27 12:00-14:00	Introductions & Professional Greetings	Formal/informal register, role-play reception desk	Present simple / continuous
Nov 03 12:00-14:00	Giving & Requesting Information	Handling student queries	Wh- questions, modal verbs
Nov 10 12:00-14:00	Telephone & Digital Communication	Transferring calls, taking messages	Past simple, indirect questions
Nov 17 12:00-14:00	Scheduling & Confirming	Calendar language, polite requests	Future forms, prepositions of time

Date	Topic	Focus	Grammar
	Appointments		
Nov 24 12:00-14:00	Clarifying & Problem Solving	Active listening, escalation phrases	Conditionals, modal verbs
Dec 01 12:00-14:00	Handling Procedures & Explaining Steps	Instructions, directing students	Quantifiers, comparatives
Dec 15 12:00-15:00	Review & Assessment	Final speaking simulation	Consolidation of all grammar

DOCENTE

Dott.ssa Tamara Sassi.

PROVA FINALE

La prova finale sarà atta a valutare l'acquisizione della competenza produttiva oggetto del corso.

Final Assessment Criteria:

Component	Weighting	Description
Functional Task Performance	50%	Demonstrated ability to use correct administrative language and grammar in simulated workplace scenarios (3-minute role play).
Final Speaking Assessment	50%	2-minute individual presentation

FREQUENZA - QUESTIONARIO DI GRADIMENTO E ATTESTATO DI

PARTECIPAZIONE

La partecipazione al corso è consentita previa autorizzazione del proprio responsabile ed esclusivamente durante l'orario di lavoro.

L'attestato di partecipazione sarà rilasciato a coloro che avranno raggiunto il 75% di presenza rispetto al monte ore totale e a seguito della compilazione del questionario di gradimento.

MATERIALE DIDATTICO

Eventuale materiale didattico predisposto dalla docente verrà pubblicato sullo spazio Moodle del CLA.

RESPONSABILE ORGANIZZATIVO

Prof.ssa Giuliana Diani - direttrice del Centro Linguistico di Ateneo – Università di Modena e Reggio Emilia.

RESPONSABILE ORGANIZZATIVO

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