



School of Humanities and Languages

**ARTS3461, Commercial Japanese
Semester 1, 2014**

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1. Course Staff and Contact Details			
Course Convenor			
Name	Kazue Okamoto	Room	MB273
Phone	9385-3749	Email	k.okamoto@unsw.edu.au
Consultation Time	Monday 12-13, Monday 15:30-16:30 Others by appointment		
Lecturer			
Name	same as above	Room	
Phone		Email	
Consultation Time			
Tutors			
Name	same as above	Room	
Phone		Email	
Consultation Time			

2. Course Details	
Credit Points	6
Summary of the Course	This course provides an advanced level program in Japanese language study. Students will learn how to interact with Japanese people in business context. They also learn Japanese corporate culture, business manners and customs.
Aims of the Course	<ol style="list-style-type: none"> 1. The course will enable students to learn how to interact with Japanese business people in an appropriate manner. 2. Students will develop understanding of Japanese corporate culture, business manners and customs. By doing so 3. Students will expand their vocabularies and expressions, and so their skills in reading newspapers and listening to news will be enhanced.
Student Learning Outcomes	<ol style="list-style-type: none"> 1. Communicate and interact well in Japanese at the professional level in a manner which is culturally, functionally, and structurally appropriate. 2. Acquire skills of Intercultural Communication in business contexts. 3. Become self-sufficient learners who can demonstrate autonomy in learning 4. Acquire knowledge of Japanese communication style, corporate culture, and customs 5. Develop both linguistic and paralinguistic skills. 6. Develop awareness of cultural differences in Business culture and customs between Japan and Australia/country of one's own, and become tolerant to the differences. 7. Establish positive interpersonal relationships with the Japanese business people.
Graduate Attributes	<p>The students will be encouraged to develop the following Graduate Attributes by undertaking the selected activities and knowledge content. These attributes will be assessed within the prescribed assessment tasks.</p> <ol style="list-style-type: none"> 1. the skills involved in scholarly enquiry in Japanese-based disciplinary studies, 2. an in-depth engagement with disciplinary knowledge via the Japanese language, 3. the capacity for analytical and critical thinking and for

		creative problem-solving in Japanese Studies,
	4.	the ability to engage in independent and reflective learning in Japanese Studies,
	5.	information literacy in Japanese Studies,
	6.	the capacity for enterprise, initiative and creativity in Japanese Studies,
	7.	an appreciation of, and respect for, diversity in language and culture,
	8.	the skills involved in collecting, documenting, organising, and systematically analysing information in both English and Japanese environments,
	9.	a capacity to contribute to, and work within, the international community,
	10.	a respect for ethical practice and social responsibility,
	11.	the skills of effective communication in both English and Japanese.

3. Learning and Teaching Rationale

Lectures deliver first, the social, cultural, and business issues related to the content of the week and second, explanation and discussion of the topics, as well as expressions and structure of the dialogue that are crucial to the topic of the week.

Tutorials provide students with opportunities to practice interaction, reading, and writing in Japanese following the information introduced during lecture. It also develops understanding about Japanese corporate culture, business manners and customs, and intercultural communication skills. This is made through discussions on a topic of the course and exercises provided in class.

The lecture and tutorials are delivered in Japanese in order for students to enhance their listening skills and comprehension of the content in Japanese language.

[Enter details here]

This course is an advanced-level language course. Prerequisite of this course is ARTS3631, ARTS3632 or ARTS3633. Students who do not have prerequisite must fill in the placement questionnaire available at <https://hal.arts.unsw.edu.au/students/courses/language-placements>

4. Teaching Strategies

See 3 above. The course covers various topics including self-introduction in a business context, telephone conversation, business manners and customs, claim handling, Japanese corporate culture, issues in overseas Japanese companies, and business letter.

5. Course Assessment

Assessment Task	Quantity	Weight	Learning Outcomes Assessed	Graduate Attributes Assessed	Due/Assessment Date
Interaction tests (10%x2)	2	20%	1,2,4,5,6,7	1,7,9,10,11	W5&12
Quizzes (20% +15%)	2	35%	2,4,5,6,	1,2,4,7,	W8&13
Class Tasks (5%x2)	2	10%	2,3,4,5	1,2,3,6,7,8,9,10,11	Throughout the semester
Research Portfolio	1	35%	1,2,3,4,,5,6	1,2,3,4,5,6,7,8,9,10	13 June(Fri)

Please Note: In addition to fulfilling the above assessment requirements, students are expected to attend at least 80% of their lectures and tutorials in order to pass the course.

Grades

All results are reviewed at the end of each semester and may be adjusted to ensure equitable marking across the School.

The proportion of marks lying in each grading range is determined not by any formula or quota system, but by the way that students respond to assessment tasks and how well they meet the objectives of the course. Nevertheless, since higher grades imply performance that is well above average, the number of distinctions and high distinctions awarded in a typical course is relatively small. At the other extreme, on average 6.1% of students do not meet minimum standards and a little more (8.6%) in first year courses. For more information on the grading categories see

<https://my.unsw.edu.au/student/academiclife/assessment/GuideToUNSWGrades.html>

Submission of Assessment Tasks

Assignments which are submitted to the School Assignment Box must have a properly completed School Assessment Coversheet, with the declaration signed and dated by hand. The Coversheet can be downloaded from <https://hal.arts.unsw.edu.au/students/courses/course-outlines/>. It is your responsibility to make a backup copy of the assignment prior to submission and retain it.

Assignments must be submitted before 4:00pm on the due date. Assignments received after this time will be marked as having been received late.

Late Submission of Assignments

Late assignments will attract a penalty. Of the total mark, 3% will be deducted each day for the first week, with Saturday and Sunday counting as two days, and 10% each week thereafter.

The penalty may not apply where students are able to provide documentary evidence of illness or serious misadventure. Time pressure resulting from undertaking assignments for other courses does not constitute an acceptable excuse for lateness.

6. Attendance/Class Clash

Attendance

Students are expected to be regular and punctual in attendance at all classes in the courses in which they are enrolled. Explanations of absences from classes or requests for permission to be absent from classes should be discussed with the teacher and where applicable accompanied by a medical certificate. If students attend less than 80% of their possible classes they may be refused final assessment.

Students who falsify their attendance or falsify attendance on behalf of another student will be dealt with under the student misconduct policy.

Class Clash

A student who is approved a permissible clash must fulfil the following requirements:

- a. The student must provide the Course Convenor with copies of lecture notes from those lectures missed on a regular basis as agreed by the Course Convenor and the student.
- b. If a student does attend a lecture for which they had secured a permitted clash they will still submit lecture notes as evidence of attendance.
- c. **Failure to meet these requirements is regarded as unsatisfactory performance in the course and a failure to meet the Faculty's course attendance requirement. Accordingly, Course Convenors will fail students who do not meet this performance/attendance requirement.**
- d. Students must attend the clashed lecture on a specific date if that lecture contains an assessment task for the course such as a quiz or test. Inability to meet this requirement would be grounds for a Course Convenor refusing the application. If the student misses the said lecture there is no obligation on the Course Convenor to schedule a make-up quiz or test and the student can receive zero for the assessment task. It should be noted that in many courses a failure to complete an assessment task can be grounds for course failure.

7. Academic Honesty and Plagiarism

Plagiarism is presenting someone else's thoughts or work as your own. It can take many forms, from not having appropriate academic referencing to deliberate cheating.

In many cases plagiarism is the result of inexperience about academic conventions. The University has resources and information to assist you to avoid plagiarism.

The Learning Centre assists students with understanding academic integrity and how to not plagiarise. Information is available on their website: <http://www.lc.unsw.edu.au/plagiarism/>. They also hold workshops and can help students one-on-one.

If plagiarism is found in your work when you are in first year, your lecturer will offer you assistance to improve your academic skills. They may ask you to look at some online resources, attend the Learning Centre, or sometimes resubmit your work with the problem fixed. However, more serious instances in first year, such as stealing another student's work or paying someone to do your work, may be investigated under the Student Misconduct Procedures.

Repeated plagiarism (even in first year), plagiarism after first year, or serious instances, may also be investigated under the Student Misconduct Procedures. The penalties under the procedures can include a reduction in marks, failing a course or for the most serious matters (like plagiarism in an Honours thesis) or even suspension from the university. The Student Misconduct Procedures are available here:

<http://www.gs.unsw.edu.au/policy/documents/studentmisconductprocedures.pdf>

8. Course Schedule				
Week	Date	Lecture Content	Tutorial Content	Assessment
1	March 7	コースについて あいさつ	No tutorial	
2	March 14	あいさつ 新しい客を紹介して もらう	あいさつの練習	
3	March 21	客先訪問 マナー	読解 ディスカッション	Class Task 1
4	March 28	ビジネスレター/メール	ライティングの練習	Class Task 2
5	April 4	ビジネスレター/メール の練習	インターアクション テスト 1	
6	April 11	ゲストセッション	発表 1	
7	April 18	祝日	自習	
MID SEMESTER BREAK (Self Study)				
8	May 2	交渉	発表 2 Quiz1	Class Task 3 Quiz1
9	May 9	交渉 報連相パート 1	発表 3	Class Task 4
10	May 16	クレーム処理 報連相パート 2	読解 発表 4	Class Task 5
11	May 23	クレーム処理 成果主義	読解 発表 5	Class Task6
12	May 30	発表 6	インターアクション テスト 2	
13	June 6	No lecture	発表 7 Quiz2	Quiz2

9. Course Resources

Textbook Details

Learning materials are uploaded to Moodle

Journals

Lohtia, R., Bello, D. C., & Porter, C. E. (2009). Building trust in US–Japanese business relationships: mediating role of cultural sensitivity. *Industrial Marketing Management*, 38(3), 239-252.

Additional Readings

Alston, J. P. (2005). *Japanese business culture and practices: A guide to twenty-first century Japanese business*. iUniverse.

Haugh, M. (2005). What does 'face' mean to the Japanese? Understanding the import of 'face' in Japanese business interaction. *Asian business discourse*, 211-239.

Websites

- 1 <http://www.news24.jp/>
- 2 <http://news.tbs.co.jp/>
- 3 <http://www3.nhk.or.jp/news/>
- 4 <http://www.asahi.com/>
- 5 <http://newsmanga.com/>

10. Course Evaluation and Development

Courses are periodically reviewed and students' feedback is used to improve them. Feedback is gathered using various means including UNSW's Course and Teaching Evaluation and Improvement (CATEI) process.

11. Student Support

The Learning Centre is available for individual consultation and workshops on academic skills. Find out more by visiting the Centre's website at: <http://www.lc.unsw.edu.au>

12. Grievances

All students should be treated fairly in the course of their studies at UNSW. Students who feel they have not been dealt with fairly should, in the first instance, attempt to resolve any issues with their tutor or the course convenors.

If such an approach fails to resolve the matter, the School of Humanities and Languages has an academic member of staff who acts as a Grievance Officer for the School. This staff member is identified on the notice board in the School of Humanities and languages. Further information about UNSW grievance procedures is available at: <https://my.unsw.edu.au/student/atoz/Complaints.html>

13. Other Information

myUNSW

myUNSW is the online access point for UNSW services and information, integrating online services for applicants, commencing and current students and UNSW staff. To visit myUNSW please visit either of the below links:

<https://my.unsw.edu.au>

<https://my.unsw.edu.au/student/atoz/ABC.html>

OHS

UNSW's Occupational Health and Safety Policy requires each person to work safely and responsibly, in order to avoid personal injury and to protect the safety of others. For all matters relating to Occupational Health, Safety and environment, see <http://www.ohs.unsw.edu.au/>

Special Consideration

In cases where illness or other circumstances produce repeated or sustained absence, students should apply for Special Consideration as soon as possible.

The application must be made via Online Services in myUNSW. Log into myUNSW and go to My Student Profile tab > My Student Services channel > Online Services > Special Consideration.

Applications on the grounds of illness must be filled in by a medical practitioner. Further information is available at:

<https://my.unsw.edu.au/student/atoz/SpecialConsideration.html>

Student Equity and Disabilities Unit

Students who have a disability that requires some adjustment in their learning and teaching environment are encouraged to discuss their study needs with the course convener prior to or at the commencement of the course, or with the Student Equity Officers (Disability) in the Student Equity and Disabilities Unit (9385 4734). Information for students with disabilities is available at: <http://www.studentequity.unsw.edu.au>

Issues that can be discussed may include access to materials, signers or note-takers, the provision of services and additional examination and assessment arrangements. Early notification is essential to enable any necessary adjustments to be made.