

SEBBA Degree Programme in Business Service Solutions and Languages

Bachelor of Business Administration, 210 ECTS

Name and level of education

Bachelor of Business Administration (BBA) and the Finnish title of tradenomi

Admission requirements and applications

Universities of Applied Sciences Act 932/2014, Section 25

Before applying see the admission criteria at [Studyinfo.fi](https://studyinfo.fi).

Scope and duration

3.5 years and 210 ECTS credits

Recognition of learning

[Read more about the principles of recognition of learning at Haaga-Helia.](#)

Mode of study

Full-time day programme.

Language of tuition

English

Requirements and decrees

Studies according to the curriculum, work placement, bachelor's thesis and maturity test.
The Government Decree on Universities of Applied Sciences 1129/2014.

Study attainments and assessment

See [Degree regulations](#).

Targets and structure

The Degree Programme for Business Service Solutions and Languages prepares students for a wide range of commercial and administrative roles. We grow multi-skilled business-savvy professionals who are able to adjust easily in multicultural and international contexts and have strong skills in communication, operational orchestration and business understanding.

With English as the teaching language, our students learn also Finnish and one or more other

languages within our student body of 20+ nationalities. In addition to language skills and cultural capabilities, the programme offers students both theoretical and practical know-how for navigating through strategic missions, complex tasks and transformational turbulences throughout their careers. This programme also equips students to design and deliver different types of events and projects.

During the studies, our students participate in multiple company commissions gaining hands-on professional insight and helping them become resourceful problem-solvers in their chosen field. After completion of this programme, our students deliver dependably and creatively solutions to multiple business and organizational challenges in the modern digitalized world. Our graduates contribute proactively and collaboratively to results within their company networks and workplace communities.

Key learning outcomes

The programme provides students with a broad set of skills, enabling them to function in roles requiring initiative and a proactive approach. The competencies of the graduates are divided into subsets as follows: business understanding, intercultural communication, information management (practical ICT-skills), organisational skills and business operations know-how.

Combined with administrative work experience, the degree offers excellent career prospects in a range of different organisations.

Students work on developing their competence in their chosen path of expertise, choosing from the following alternatives:

- Leadership and HR
- Marketing, Sales and Services
- Meetings Industry
- Organisational Communication
- Entrepreneurship

Internationalisation

The daily work of the students is all about operating in multicultural teams. They are supervised by staff representing several nationalities. The commissions they get from companies familiarize them with various markets and ways of doing business. They can also go for an exchange, do work placement abroad or participate in international business development projects.

Work placement and cooperation with the business community

From the beginning of the studies learning takes place in real-life projects closely related to the needs of business and working life. Students work on a variety of assignments commissioned by enterprises. The students will do a work placement of one semester during their studies.

Career opportunities

Active collaboration with companies opens up doors for the students and helps them develop their networks already during the studies. This makes it easier for graduates to find jobs both in Finland and abroad. The programme prepares students for roles such as office managers, business managers, marketing coordinators, communication specialists, project coordinators, PR and event managers, HR specialists as well as management, executive and legal assistants.

Postgraduate studies

Non-Degree studies in Haaga-Helia
University studies

Alumni activities

Haaga-Helia offers various alumni activities and events also for students, offering an opportunity to network and create new connections. Read more about the alumni activities [here](#).

Contact information

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Business Service Solutions and Languages

Code	Name	Sum
SEBBA20	Business Service Solutions and Languages	212-227
ENGMUBBA-1001	English	15
ENG2LE201	International Business Documents	5
COM2LE202	Languages for International Communication	5
ENG1LE201	Professional Writing Skills	5
SUOCMUBBA-1001	Finnish	10-20
FIN1LE203	Finnish for Beginners 1	5
FIN1LE204	Finnish for Beginners 2	5
FIN2LE202	Finnish for Work 1	5
FIN2LE203	Finnish for Work 2	5
FIN1LE201	Finnish Business Communication 1	5
FIN2LE201	Finnish Business Communication 2	5
LANGMUBBA-1001	Language Studies	0
CHIMUBBA-1001	Chinese	15
CHI4LE201	Chinese Business Communication 1	5
CHI4LE202	Chinese Business Communication 2	5
CHI4LE203	Chinese Business Environment	5
FREMUBBA-1001	French	15
FRE4LE201	French Business Communication 1	5
FRE4LE202	French Business Communication 2	5
FRE4LE203	French Business Environment	5
GERMUBBA-1001	German	15
GER4LE201	German Business Communication 1	5
GER4LE202	German Business Communication 2	5
GER4LE203	German Business Environment	5
RUSMUBBA-1001	Russian	15
RUS4LE201	Russian Business Communication 1	5
RUS4LE202	Russian Business Communication 2	5
RUS4LE203	Russian Business Environment	5
SPAMUBBA-1001	Spanish	15
SPA4LE203	Latin American Business Environment	5
SPA4LE201	Spanish Business Communication 1	5
SPA4LE202	Spanish Business Communication 2	5
SWEMUBBA-1001	Swedish	15
SWE4LE201B	Basic Business Swedish: spoken part	2,5
SWE4LE201A	Basic Business Swedish: written part	2,5
SWE4LE203	Nordic Business Environment	5

SWE4LE202	Swedish Business Communication	5
BUSMUBBA-1001	Business and Entrepreneurship	30
BUS1LE201	Business Environment	10
BUS2LE201	Business Planning	5
BUS1LE202	Business Processes	10
BUS2LE202	Strategic Business Development	5
TOOMUBBA-1001	Information Expertise	20
TOO2LE201	ICT Applications for Business 1	5
TOO2LE202	ICT Applications for Business 2	5
TOO1LE201	Office Applications 1	5
TOO1LE202	Office Applications 2	5
COMMUBBA-1001	Organisational Communication	10
COM2LE201	Communicating with Impact	5
COM1LE101	Effective Communication in Organisations	5
SERMUBBA-1001	Service Solutions in Practise	17
SER2LE301	Corporate Meeting Practices	10
SER2LE203	Study and Career Planning	2
SER2LE202	Successful Event	5
SPEMUBBA-1001	Specialisation Studies	0
SPEENT-1001	Entrepreneurship	5
WOR8HH022	StartUp School - Developing Entrepreneurial Mindset	5
SPELEA-1001	Leadership and HR	10
LEA4LE201	HR Management	5
LEA4LE202	HRM Project	5
SPEMAR-1001	Marketing, Sales and Service	10
MAR4LE202	Creative Solutions in Marketing and Communications	5
MAR4LE201	Marketing and Networks	5
SPESE-1001	Meetings Industry	10
SER4LE202	Events Management	5
SER4LE201	International Conferences and Congresses	5
SPECOM-1001	Organisational Communication	10
COM4LE201	Building Communication Competence and Confidence	5
COM4LE202	Creative Solutions in Marketing and Communications	5
FREEMUBBA-1001	Sebba Free-choice studies	40
FIN8LE111	Suomenoppijan tekstityöpaja	3
FIN8LE001	Contemporary Finnish Literature	3
CHI8LE210	Chinese for Beginners 1	5
CHI8LE220	Chinese for Beginners 2	5
GER8LE210	German for Beginners 1	5
GER8LE220	German for Beginners 2	5
RUS8LE210	Russian for Beginners 1	5

RUS8LE220	Russian for Beginners 2	5
FIN8LE110	Business Finnish for International Students	4
PLAMUBBA-1001	Work Placement	30
PLA6LE201	Work Placement	30
THEMUBBA-1001	Bachelor's Thesis	0-5
THE7LE101	Thesis, Entrepreneurship	0
THE7LE102	Thesis, HR and Leadership	0
THE7LE104	Thesis, Marketing, Sales and Service	0
THE7LE103	Thesis, Meetings Industry	0
THE7LE105	Thesis, Organisational Communication	0
THE7HH801	Thesis Phase 1	0-5
THE7HH802	Thesis Phase 2	0-5
THE7HH803	Thesis Phase 3	0-5
THE7HH804	Maturity Test	0

SEBBA20 Business Service Solutions and Languages: 182 op**ENGMUBBA-1001 English: 15 op****ENG2LE201 International Business Documents: 5 op****COM2LE202 Languages for International Communication: 5 op****Learning objectives**

This course is intended for students to improve their English-language skills in the various areas of business, as well as in relevant areas of an international nature such as specific economic, cultural and political topics.

By giving a Pecha Kucha presentation it is intended that the student can both produce an effective presentation in English and gain confidence in giving one.

Another goal of the course is to develop critical thinking, argumentation skills and confidence when discussing a given topic and defending one's viewpoint.

Contents

Texts utilizing high-level English on business topics and those of an international nature, such as economic, cultural and political topics

Pecha Kucha presentations in front of the class

Critical discussions about various topics relating to the texts mentioned above, in pairs and as a class

Working with high-level grammar via in-class exercises

Concentration on vocabulary, which will comprise the final examination, and which is found in the texts read as homework and discussed in class

Starting level and linkage with other courses

Students are to have completed the basic and professional studies in English, on both the content and language levels, before taking this course.

Assessment criteria**Grade 1**

The student has a satisfactory mastery of terminology and vocabulary related to various fields of business and socially relevant topics of an international nature, and can express this.

The student is able to analyze and discuss various professional texts on a basic level.

The student completes a Pecha Kucha presentation.

The student passes the final examination.

The student attends at least 80% of the lessons.

Grade 3

The student has a good mastery of terminology and vocabulary related to various fields of business and socially relevant topics of an international nature, and can express this.

The student is able to analyze and discuss various professional texts on an intermediate level.

The student gives a good Pecha Kucha presentation.

The student passes the final examination with at least an average score.

The student attends at least 80% of the lessons.

Grade 5

The student will master terminology and concepts related to various fields of business and international communication, and can express this.

The student is able to dissect and analyze various professional texts in order to understand their terminology and concepts.

The student gives a strong Pecha Kucha presentation.

The student passes the final examination with an above-average score.

The student attends at least 80% of the lessons.

ENG1LE201 Professional Writing Skills: 5 op**SUOCMUBBA-1001 Finnish: 20 op****FIN1LE203 Finnish for Beginners 1: 5 op****Learning objectives**

Starting level 0, target level A1 in Finnish.

Upon completion of the course, the student is able to

understand elementary Finnish

express him/herself in everyday situations and tell about his/her life, family, appearance and feelings

at some level understand and describe the basic facts of the Finnish culture and the Finnish language

Contents

Pronunciation

Greetings, introducing oneself: nationality, family

Numbers, prices

Expressions of time

Weather

Days of the week, months, seasons of the year

To have, to have not

Verb conjugation in present tense, types 1 - 5

Basic adjectives, colours

Asking questions with question words and with the question suffix

Starting level and linkage with other courses

No previous studies are required. This course is to be finished before taking any other studies in Finnish for foreigners.

Assessment criteria**Grade 1**

The student has a limited capability to understand simple oral and written messages and transmit them to the recipient. Speaking and writing skills are passable as far as constructions and/or pronunciation is concerned. (S)he is able to recognize simple constructions and frequently used expressions in different situations.

Grade 3

The student is often able to understand simple oral and written messages and transmit them to the recipient. Speaking and writing skills are good as far as constructions and/or pronunciation is concerned. (S)he is able to apply the learned skills in practice on simple constructions in new situations.

Grade 5

The student is able to understand simple oral and written messages and transmit them successfully to the recipient. Speaking and writing skills are excellent as far as constructions and/or pronunciation is concerned. (S)he knows how to apply the learned skills in practice on simple constructions in new situations.

FIN1LE204 Finnish for Beginners 2: 5 op**Learning objectives**

Upon completion of the course, the student

is able to tell about his/her home

can tell about his/her work

is able to plan a trip and a party

is able to make a short presentation in Finnish

is able to produce simple connected text on topics that are familiar or of personal interest

has deepened his/her knowledge of the Finnish culture and language

Contents

Consonant gradation and other changes (in the stem) of nouns and verbs

Different types of nouns: nominative plural, local cases

Expressing one's opinion

Postpositions

Imperative mood

Existential clause

Inflection of the personal and demonstrative pronouns

Use of the partitive case: uncountable words

Basics of the object

Ordinal numbers

Subordinate clauses and conjunctions

Vocabulary: furniture, tourism, travelling, means of transportation, food, parties, work and occupation

Elementary features of spoken language

Starting level and linkage with other courses

The student has successfully completed the course Finnish for Beginners 1 FIN1LE203 or acquired this level in the entry level test in Finnish.

Assessment criteria**Grade 1**

The student understands some basic structures and vocabulary in familiar everyday situations and some basic elements in short texts. (She) is able to apply some of the learned skills and communicate in some everyday situations.

Grade 3

The student understands the basic structures and vocabulary in familiar everyday situations and some short texts. (S)he is able to apply the learned skills and communicate in most familiar everyday situations.

Grade 5

The student usually understands well the basic structures and vocabulary in everyday situations and in short everyday-related texts. (S)he is able to apply the learned skills and communicate independently in familiar and new situations.

FIN2LE202 Finnish for Work 1: 5 op**Learning objectives**

Upon completion of the course, the student

can tell about his/her past and introduce his/her own culture or other topics of interest

has learned how to apply for a job in Finland

is able to make a presentation in Finnish

has got improved vocabulary and speaking skills, also the knowledge of Finnish grammar

gets basic information and skills considering working life in Finnish

Contents

Conjunctions

Object

Conditional mood

Past tense forms and usage

3. infinitive

Present passive voice

Writing email

Studies, work experience

Presentation or oral summary

Starting level and linkage with other courses

The student has successfully completed the courses Finnish for Beginners 1 & Finnish for Beginners 2 or acquired this level in the entry level test in Finnish.

Assessment criteria**Grade 1**

The student has a passable command of standard oral and written Finnish on general and some field-specific topics. The student is able to communicate in some situations he/she is likely to encounter. He/she is able to search for and apply for a job in Finnish independently.

Grade 3

The student has a satisfactory command of standard oral and written Finnish on general and some field-specific topics. The student is able to communicate in many situations he/she is likely to encounter. He/she is able to search for and apply for a job in Finnish independently.

Grade 5

The student has a good command of standard oral and written Finnish on general and some field-specific topics. The student is able to communicate in most situations he/she is likely to encounter. He/she is able to search for and apply for a job in Finnish independently.

FIN2LE203 Finnish for Work 2: 5 op

Learning objectives

Upon completion of the course, the studentâ€”
has basic information and skills considering work life in Finnishâ€”
is able to communicate in Finnish in basic work life situationsâ€”
acquires the skills to produce clear and logical texts on simple work-related issues
is familiar with current topics in in Finland

CV

Work interview

Job application

Contents

Plural forms of nounsâ€”

Grammar: comparison of adjectives, past tenses

The process of applying a job in Finland and in Finnishh

Cultural differences

Telephone Finnishâ€”

Getting acquainted with current topics by using newspapers and other mediaâ€”

Starting level and linkage with other courses

The student has successfully completed the courses Finnish for Beginners 1 & 2, and Finnish for Work 1 or acquired this level in the entry level test in Finnish.â€”

Assessment criteria

Grade 1

The student understands the main points of work-related texts in both the work life vocabulary, and he/she is able to produce work-related texts in Finnish with several corrections, when assisted substantially.â€”

Grade 3

The student understands the essential parts of work-related texts in both the written and oral form. The student has a fairly good command of work life vocabulary, and he/she is able to produce work-related texts in Finnish when assisted.â€”

Grade 5

The student understands well the essential parts of work-related texts in both the written and oral form. The student has a very good command of work life vocabulary, and he/she is able to produce work-related texts in Finnish independently.

FIN1LE201 Finnish Business Communication 1: 5 op

Learning objectives

Upon completion of the course, the studentâ€”

use Finnish in a proficient manner; to produce clear, comprehensible texts and presentationsâ€”

recognise and describe the features of the Finnish languageâ€”

recognise the structure and essential parts of Finnish business documentsâ€”

produce texts and presentations related to recruitment and businessâ€”

present him/herself in a positive light when applying for jobs

formulate the message in a manner that promotes the company and/or minimises harm to it

Contents

Recruitment: job advertisement, cv, job application, cover letter, job interview

Business documents: memorandum, minutes, quotation, offer, order, invitation

Starting level and linkage with other courses

Office Applications 1. Excellent Finnish skills if one's mother tongue is other than Finnish.

Assessment criteria

Grade 1

The student is able to write basic documents in Finnish by using word processing programs and standard Finnish document templates and produce understandable documents. (S)he understands the varying purposes of different documents and meets deadlines, follows instructions and participates in class.

Grade 3

The student is able to independently write basic documents in Finnish, which are of suitable quality be sent to the recipient in terms of appearance and phrasing. (S)he is able to write texts with appropriate style and nuance for the target audience. The student is able to present him/herself in somewhat positive light in recruitment situations and displays the proper ways of professional working and meets deadlines. (S)he knows how to follow instructions and independently apply his/her skills, as well as is able to give feedback to others. The student knows how to benefit from feedback and learns from mistakes.

Grade 5

The student is able to independently plan and write documents and texts in Finnish, which are correct in appearance, phrasing and contents. S/he is able to manage the most demanding word processing tasks. The student is able to write documents and texts fluently, including suitable style and nuance, in different communication situations in work life, such as job hunting and business purposes. (S)he is able to present him/herself in positive light in recruitment situations, follows schedules well and is able to plan how to best use his/her own time. S/he shows initiative and is able to share his/her knowledge and give constructive feedback to others. The student is able to assess the contents, appearance and phrasing of documents and presentations, improve his/her working methods and seek new solutions.

FIN2LE201 Finnish Business Communication 2: 5 op

Learning objectives

Upon completion of the course, the student

practice his/her skills in managing various speech situations in business life

prepare and give presentations, as well as express oneself clearly in a group

give and receive constructive feedback on oral presentations

act well as a listener and as a member of the audience

understand the importance of correct and suitable language in PR related events and documents

recognise the structure and assess the content and meaning of varying PR messages

formulate the message that promotes the company and/or minimizes harm to it

manage corporate communications situations, including sensitive ones, in the appropriate style

Contents

Theory: preparation, observation; types of speech situations, dialogue, argumentation, group dynamics

Practice giving presentations on one's own: improvised speeches, presentations

Practice in groups: panel discussions and debates

Practical exercises and tips on planning and giving presentations, giving feedback and managing stage fright

Observing yourself as a speaker or performer by writing a learning diary

Analysing PR and communication in Finnish business environment: e.g. websites, social media and traditional media

Producing and improving PR messages: press releases, bulletins, invitations etc.

Practical exercises on representing the company in different situations

Starting level and linkage with other courses

Mastering the rules of correct written Finnish, sufficient text processing skills (Word) and command of Powerpoint; Preferably Finnish Business Communication 1. Excellent Finnish skills if one's mother tongue is other than Finnish.

Assessment criteria**Grade 1**

The student shows interaction in standard communication situations, listens to others, expresses her/his own opinion and argues her/his own point. (S)he is able to make a presentation in a clear voice and aims at getting in contact with the audience. The student is able to give peer feedback when asked and is able to produce understandable PR documents and presentations, as well as understands the varying purposes of different documents. (S)he meets deadlines, follows instructions and participates in class.

Grade 3

The student works successfully in a flexible manner in team communication situations: (S)he communicates actively, listens to others and argues her/his own point well. The student is able to plan a suitable, well-organized presentation by proportion, duration and demonstration, and speaks correct spoken Finnish in a clear voice and has a good contact with the audience. (S)he is able to give and utilize peer feedback, and independently evaluate and produce basic PR documents in Finnish, which are of suitable quality to be sent to the recipient in terms of appearance and phrasing. The student displays proper ways of professional working and meets deadlines. (S)he knows how to follow instructions and independently apply his/her skills.

Grade 5

The student expresses her/himself using dialogue in team communication situations and is able to guide them successfully in a flexible manner. (S)he listens actively, shows her/his know-how in argumentation, and pays attention to the others. The student is able to modify her/his working methods and make presentations which are skillfully targeted and suitable for different communication situations and the professional role. The student speaks correct and well-versed Finnish language, in a clear voice and natural expression and in contact with the audience. (S)he shows excellent technical know-how, gives constructive peer feedback to others, and is able to critically assess her/his own communication skills and develop through practice and feedback. The student is able to independently evaluate, plan and produce PR documents in Finnish, which are correct in appearance, phrasing and contents. S/he is able to manage the most demanding word processing tasks. The student follows schedules well and is able to plan his/her time use.

LANGMUBBA-1001 Language Studies: 30 op**CHIMUBBA-1001 Chinese: 15 op****CHI4LE201 Chinese Business Communication 1: 5 op****Learning objectives**

Learning outcomes

Target level: A2.1

The purpose of this course is to learn and practice language skills involving everyday life and basic business situations.

After the course, students will:

- achieve the proficiency of the whole Pinyin system
- learn basic Chinese business vocabulary and expressions
- manage superficial conversations in everyday life and the most common business situations
- be able to read and write common characters seen in business places in Chinese-speaking areas

Contents

Course contents

The course prepares students with basic language skills in both common everyday life and simple business situations. Learning materials cover for example the following items:

- getting acquainted with a new person
- introducing oneself and others
- asking about time, schedule, etc.
- telling about one's own home, present life situation, friends and foreign language skills
- ways of addressing customers and business partners
- business companies, positions, rank and business card
- business work unit, location and phone number

Starting level and linkage with other courses

Prerequisites

Chinese for Beginners 2, or two semesters of basic Chinese study

Assessment criteria**Grade 1**

The student

has still limited skills in pronouncing pinyin, tones and vocabulary, can use everyday Chinese to communicate on a limited basis.

Her/His spoken language is not always logical, not always understandable.

is able to communicate on a limited basis in basic business situations.

knows the most common Chinese business vocabulary and phrases.

knows the main Chinese grammar rules and can follow the rules on a limited basis.

knows the basic structures of the written characters and understands only part of the written characters demanded for the course.

doesn't follow deadlines and instructions very well.

Grade 3

The student

has pretty good skills in pronouncing pinyin, tones and vocabulary, can use everyday Chinese to communicate.

Her/His spoken language is usually logical and for the most part understandable.

is able to communicate well in basic business situations.
masters basic Chinese business vocabulary and phrases.
masters well the Chinese grammar rules and can follow the rules well in language situations.
knows pretty well the structures of the written characters and understands most of the written characters demanded for the course.
usually follow deadlines and instructions very well.

Grade 5

The student
has very good skills in pronouncing pinyin, tones and vocabulary, can use everyday Chinese to communicate really well.
Her/His spoken language is logical and easily understandable.
is able to communicate fluently in basic business situations.
masters well basic Chinese business vocabulary and phrases.
masters really well the Chinese grammar rules and can follow the rules precisely in language situations.
not only masters the structures of the characters but can also apply the knowledge in learning new characters. She/He understands all the written characters demanded for the course.
follows deadlines and instructions precisely.

Approved/ Failed

Assessment criteria (H-5)

The final exam: 100%

CHI4LE202 Chinese Business Communication 2: 5 op**Learning objectives**

Learning outcomes

Target level: A2.3

The purpose of this course is to learn and practice language skills involving PR communications as well as everyday life and business situations. Chinese business culture is also covered at the second half of the course.

Students acquire the skills to

- manage common conversations in PR communications
- basic Chinese business vocabulary and expressions
- understand Chinese business culture and business etiquette

Contents

Course contents

The course prepares students with basic language skills in both common PR communications and usual business situations. The cultural sessions help students to understand the major aspects of Chinese business culture. Language learning materials cover for example the following items:

- talking about one's college life
- talking about one's future plans in working life
- money and currency
- making contacts
- business work experiences
- job interviews ect.
- A presentation on Chinese business culture in English and Chinese

Starting level and linkage with other courses

Prerequisites

Chinese Business Communication 1

Assessment criteria**Grade 1**

The student:

is able to communicate on a limited basis in basic PR and business situations.

knows the most common Chinese PR and business vocabulary and phrases.

knows the basic structures of the written characters and understands only part of the written characters demanded.

knows the basics of one of the commonly used Chinese word processing tools.

is aware of the common business cultural differences between Finland and China.

doesn't follow deadlines and instructions very well.

Grade 3

The student:

is able to communicate well in basic PR and business situations.

masters basic Chinese PR and business vocabulary and phrases.

knows well the structures of the written characters and understands most of the written characters demanded for the course.

masters the basics of one of the commonly used Chinese word processing tools.

understands the main business cultural differences between Finland and China.

usually follows deadlines and instructions well.

Grade 5

The student:

is able to communicate fluently in basic PR and business situations.

masters well basic Chinese PR and business vocabulary and phrases.

not only masters the structures of the characters but can also apply the knowledge in learning new characters. She/He understands all the written characters demanded for the course.

masters well one of the commonly used Chinese word processing tools.

understands well different aspects of business culture phenomenon between Finland and China.

follows deadlines and instructions precisely.

Approved/ Failed

Assessment criteria (H-5)

Written exam: 30%

Presentation: 70%

CHI4LE203 Chinese Business Environment: 5 op**Learning objectives**

Learning outcomes

After completing the course, students will

- become familiar with the history, culture and economic situations of the main Chinese-speaking areas including mainland China, Taiwan, Hong Kong, Singapore and Malaysia.
- be capable of talking about the general features of the Chinese economic life.
- learn more common characters used in Chinese written texts and documents.

- be able to understand a few types of basic Chinese documents with the help of Chinese computer programs
- be able to write Chinese characters and texts with the help of the most common word-processing programs
- be able to check the correctness of the written characters and texts with the help of internet tools

Contents

Course contents

"The course is divided into two parts: Introduction to the Chinese-Speaking Areas (Part 1) and Chinese Written Language and Documents (Part 2). Part 2 is a web-course via Moodle."

Introduction to the Chinese-Speaking Areas:

- Introduction to the situations in different Chinese-speaking areas
- Economic life of the mainland China and overseas Chinese societies

Chinese Written Language and Documents:

- Learn more useful characters and learn to understand unknown Chinese characters with the help of common internet tools
- Basic level PR and business documents: basic e-mails, invitations, travel agenda/visiting program, CV compilation

After completing the course, students will

- become familiar with the history, culture and economic situations of the main Chinese-speaking areas including mainland China, Taiwan, Hong Kong, Singapore and Malaysia.
- be capable of talking about the general features of the Chinese economic life.
- learn more common characters used in Chinese written texts and documents.
- be able to understand a few types of basic Chinese documents with the help of Chinese computer programs
- be able to write Chinese characters and texts with the help of the most common word-processing programs
- be able to check the correctness of the written characters and texts with the help of internet tools

Starting level and linkage with other courses

A student can take this course only after he/she has passed the course "Chinese Business Communications 2".

Further information

- The presentations will be arranged during the last two teaching weeks.
- Other arrangements can be discussed with the teacher

Assessment criteria

Grade 1

Assessment criteria/Introduction to Chinese-Speaking Areas/scale 5-1.

The student:

- is able to make a presentation which is suitable for the situation.
- is able to use sources of information to support his/her work and shows cultural knowledge when using sources.
- is able to share his/her professional knowledge and skills to others in a limited manner.

Assessment criteria/Chinese Written Language and Documents/scale 5-1.

The student:

- knows the basic structures of the written characters and understands only part of the written

characters demanded for the course.

- is able to understand independently over half of the basic documents in Chinese and write some of them with the help of internet tools.
- follows deadlines and instructions and participates in working.
- knows how to follow instructions given to her/him.

Grade 3

Assessment criteria/Introduction to Chinese-Speaking Areas/scale 5-1.

The student:

- is able to make a presentation which is well targeted and suitable for the situation.
- is able to use sources of information independently to support his/her work and shows good cultural knowledge when using sources.
- adapts the cultural content well and is able to share his/her professional knowledge and skills to others.

Assessment criteria/Chinese Written Language and Documents/scale 5-1.

The student:

- knows pretty well the structures of the written characters and understands most of the written characters demanded for the course.
- is able to understand independently most of the basic documents and texts covered in the course and is able to write some of them. She/he is able to use the word processing and other internet and mobile phone tools, which help in the understanding and creating of the basic Chinese documents.
- masters the proper ways of professional working and follows deadlines.
- knows how to use instructions independently and apply her/his skills.
- knows how to benefit from feedback and learn from mistakes.

Grade 5

Assessment criteria/Introduction to Chinese-Speaking Areas/scale 5-1.

The student:

- is able to make a presentation which is skillfully targeted and suitable for the communication situation.
- is able to use sources of information versatility and critically to support his/her work and shows excellent cultural knowledge when using sources.
- adapts the cultural content deeply and is able to share his/her professional knowledge and skills to others.

Assessment criteria/Chinese Written Language and Documents/scale 5-1.

The student:

- not only masters the structures of the characters but can also apply the knowledge in learning new characters. She/He understands all the written characters demanded for the course.
- is able to understand independently almost all the basic documents and texts covered in the course and is able to write some of them. She/he is able to manage the most demanding activities in word processing and other internet and mobile phone tools, which help in the understanding and creating of the basic Chinese business documents.
- follows schedules well and is able to plan how to best use her/his own time. She/he shows initiative and is able to share her/his know-how and peer feedback to others.
- is able to assess critically the contents, appearance and phrasing of documents and improve working methods and new solutions.

Approved/ Failed

Assessment criteria (H-5)

Presentation/essay 50%

Moodle assignments 50%

FREMUBBA-1001 French: 15 op**FRE4LE201 French Business Communication 1: 5 op****Learning objectives**

Upon successful completion of the course, the student
knows basics of French grammar and can use key French language structures
understands some basics of Business French
is able to have small-talks in ordinary situations
can use various sources of information related to French language and society
is aware of cultural differences

Contents

French Grammar

Oral exercises

Basics of Business French vocabulary and concepts

Intercultural topics

Starting level and linkage with other courses

French for beginners 1 (FRE4LS210) and French for beginners 2 (FRE4LS220) or Secondary school French or equivalent.

Assessment criteria**Grade 1**

The student has limited writing and speaking skills in French and a limited basic knowledge of Business French. His/her speaking and writing skills are passable as far as constructions and pronunciation are concerned. She/he can partly apply the learned skills in practice in new situations.

Grade 3

The student has good writing and speaking skills in French and a good basic knowledge of Business French. His/her speaking and writing skills are good as far as constructions and pronunciation are concerned. She/he has the readiness to apply in practice the skills learned.

Grade 5

The student has strong writing and speaking skills in French and a good basic knowledge of Business French. She/he knows how to apply the learned skills acquired in practice in new situations.

FRE4LE202 French Business Communication 2: 5 op**Learning objectives**

Upon successful completion of the course, the student:
knows basics of French grammar and can use key French language structures

understands the French working environment and business life
understands the concepts linked to French business life
understands cultural differences and can implement this knowledge into practical situations.
knows basics of PR-french
is able to write more demanding Business documents
knows how to find information about enterprises

Contents

French Grammar
Vocabulary and concepts of the French economy and business life
Business and PR-letters
Invitations
Practice of telephone conversation
Intercultural awareness
Case studies and information retrieval

Starting level and linkage with other courses

French Business Communication 1 (FRE4LE201) or equivalent Basic French studies and Business French Vocabulary

Assessment criteria**Grade 1**

The student has limited skills in written and spoken business communication and manages short and simple professional conversations by phone. She/he has limited understanding of the French working environment. She/he knows only the basics of French Business and PR Communication and needs support to write Business and PR documents.

Grade 3

The student has good skills in written and spoken business communication and manages a professional conversation by phone. She/he has a good command of key concepts in Business French and understands to some extent the French working environment on a cultural basis. She/he can in certain cases write Business and PR documents independently and successfully.

Grade 5

The student has strong skills in written and spoken business communication and is fully capable of maintaining a professional conversation by phone. She/he has an excellent command of key concepts in Business French and understands fully the French working environment on a cultural basis. She/he can write Business and PR documents independently and successfully.â€

FRE4LE203 French Business Environment: 5 op**Learning objectives**

Upon successful completion of the course, the student
understands cultural differences between Finland and France.
is able to talk about Finland in French
understands French and Finnish societies
is able to find information

Contents

French civilization
Oral presentations on Finnish civilization

Information retrieval

French medias: newspapers, television, radio and internet

Starting level and linkage with other courses

French Business Communication 1 (FRE4LE201) and French Business Communication 2 (FRE4LE202) or equivalent French studies.

Assessment criteria

Grade 1

The student knows the French and Finnish societies somewhat and recognizes the main cultural differences. She/He has a limited capability to speak of Finland. She/He shows limited skills in understanding spoken and written news, and is only partly able to put into practice the skills acquired.

Grade 3

The student knows both the French and Finnish societies. She/He understands the main cultural differences which lead to different behavior in each culture, and is able to some extent to take into consideration perceptions when dealing with these countries. She/He can speak of Finland by showing relevant intercultural aspects. The student shows good skills in understanding spoken and written news and is able to put into practice the skills acquired.

Grade 5

The student knows well both the French and Finnish societies. She/He understands the cultural differences which leads to different behaviors in each culture, and is able to take into consideration these perceptions when dealing with these countries. She/He can speak of Finland by showing excellent intercultural knowledge and awareness. The student shows excellent skills in understanding spoken and written news and is able to put into practice the skills acquired.

GERMUBBA-1001 German: 15 op

GER4LE201 German Business Communication 1: 5 op

Learning objectives

Upon successful completion of the course, the student is able to produce grammatically correct German in oral and written form for business purposes and he/she uses various sources of information in German.

Assessment components and their respective weights:

Written exams 50 %

Oral exams 40 %

Class Work 10%

The self-assessment doesn't influence the course grade. The assignment is the same for all courses/modules and the answers will also be used for the development of the courses/modules. The assignment is completed on an electronic form.

Contents

German grammar

Expansion of vocabulary

Pronunciation and intonation exercises

Training real life job situations where spoken German skills are required such as introduction, invitation, making an appointment, small talk and telephone conversation.

Starting level and linkage with other courses

Secondary school German – German for Beginners 1 and German for Beginners 2. The language level A1 is required.

Further information

n/a

Assessment criteria**Grade 1**

The student is able to use German grammar and the main vocabulary orally and in the own written production in business related German, but his/her understanding of messages in different business life situations is limited. Although there are some difficulties in learning, he/she is moving towards improving her/his oral and written production. He/ She uses very short sentences and very basic language constructions, but the language is understandable for German speaking listeners or readers.

Grade 3

The student is able to use written and oral business related German quite well through mastering the German grammar and main vocabulary comprehensively. The understanding of messages in different business life situations doesn't cause problems. In the use of the oral language he/she shows a certain correctness, but still makes an effort to reproduce and speak a coherent and comprehensible language to speakers of German, for example in seeking simple solutions to explain more abstract terms.

Grade 5

The student is able to use written business related German very well and has acquired an extensive vocabulary in everyday situations and in professional settings. He/ She is able to understand fluent messages in different business life situations. He/ She masters the German grammar and main vocabulary very well in business related German. His/ Her oral skills are at a high level of interactive communication and he/she is able to produce a fairly fluent and understandable language.

Approved/ Failed

n/a

GER4LE202 German Business Communication 2: 5 op**Learning objectives**

Upon completion of the course, the student becomes proficient in producing linguistically correct business correspondence in German. He/ She will be able to operate in support functions related to international sales, purchasing processes and administration. The student also can operate in typical social business occasions.

Assessment components and their respective weights:

Written exam 1 25 %

Portfolio 25 %

Written exam 50 %

Business letters (pass/fail)

Contents

The course focuses on business letters in German, including review of vocabulary and common expressions. The course involves the writing of business letters as homework. The letters are then corrected on the basis of the teacher feedback and added into the students portfolio.

Business correspondence including

- invitations
- congratulatory letters
- thank you letters
- letters relating to travel
- inquiries
- offers
- orders
- quotations

Starting level and linkage with other courses

Competence level: B1-B2

Starting level and linkage with other courses:

German Business Communication 1 (GER4LE201)

Further information

The self-assessment does not influence the course grade. The assignment is the same for all courses/modules and the answers will also be used for course/module development. The assignment is completed on an electronic form.

Assessment criteria**Grade 1**

The student can write the standard business letter fairly well. He/ She communicates fairly well, is able to sometimes choose an appropriate style and produces somewhat correct language. Grammatical aspects of the language need to be worked on. Messages are for the most part understandable, but they need to be carefully corrected and cannot be sent as written.

Grade 3

The student can write the standard business letter well, communicates well, is able to generally choose an appropriate style and produces mostly correct language. He/ She is able to write understandable and correct messages using basis phrases related to the topic of the letter. In addition the use of dictionaries and other sources of information is practised by the student and the messages that are for the most part accurate and ready to send.

Grade 5

The student can write the standard business letter very well, communicates very well, is able to choose an appropriate style and produces correct language. He/ She is able to apply during the course acquired skills and can use dictionaries and other sources of information well. The use of vocabulary and phrases is versatile and fluent. The student can write accurate messages that are ready to send.

Approved/ Failed

n/a

GER4LE203 German Business Environment: 5 op**Learning objectives**

Learning outcomes and assessment

Upon successful completion of the course, the student has improved his/her German business vocabulary and knowledge of key grammatical issues used in media. He/ She will be able to read, understand, analyze, and summarize business related articles and has familiarized him/herself with distinctive features of the German business environment. The student gained proficiency in making business conversation to the extent that he understands his/her counterpart and can answer questions presented to him/her. He/ She will be able to review company operations.

Assessment components and their respective weights:

Media Communication in German

Written exam 70 %

Class work and exercises 30 %

German-speaking Europe

Written exam 50%

Class work, oral presentation and written essay about the topic of the presentation 50 %

Both parts of the above must be successfully completed

The self-assessment does not influence the course grade. The assignment is the same for all courses/modules and the answers will also be used for course/module development. The assignment is completed on an electronic form.

Contents

This course consists of two parts:

- 1) Media Communication in German
- 2) German-speaking Europe

In the first part "Media Communication in German" the student familiarizes him/herself with various economic texts in German by e.g. reading, doing comprehension exercises, translating, and summarizing them.

In the second part of the course "German-speaking Europe" the student familiarizes him/herself with the geography, economics and political systems of the German-speaking countries and learns to understand the importance of the business culture and the use of small talk in German speaking countries.

Starting level and linkage with other courses

Competence level: B2

Starting level and linkage with other courses:

German Business Communication 1 (GER4LE201)

German Business Communication 2 (GER4LE202)

Assessment criteria**Grade 1**

The student understands economic news of his/her field and is able to name their main points. His/her use of the vocabulary concerning the enterprise and its financial situation is limited. He/ She is able to apply the acquired skills to some extent in practice and is also able to use sources of information to support his/her work and shows cultural knowledge when using sources. The student is able to share his/her professional knowledge and skills with others in a limited way.

Grade 3

The student understands economic news of his/her field and is able to summarize their main contents logically. He/ She knows quite widely the vocabulary concerning the enterprise and its financial situation. The student is able to apply the acquired skills in practice well and to use source of information independently to support his/her work and shows cultural knowledge when using sources. He/ She also adapts well to the cultural content and is able to share his/her professional knowledge and skills with others.

Grade 5

The student understands challenging economic news of his/her field and is able to summarize their main contents successfully. He/ She knows widely the vocabulary concerning the enterprise and its financial situation. The student is able to apply acquired skills in practice in an excellent way and to use sources of information versatily and critically to support his/her work and shows excellent cultural knowledge when using sources. He/ She also adapts easily to the cultural content and is able to share his/her professional knowledge and skills with others.

RUSMUBBA-1001 Russian: 15 op**RUS4LE201 Russian Business Communication 1: 5 op****Learning objectives**

Student can use basic business Russian logical. Main Russian constructions and basic professional vocabulary are comprehended, and he/she masters Russian grammar.

Contents

Basic Russian grammar

Basic Russian Business vocabulary

Starting level and linkage with other courses

Language level: A2

Intermediate Russian or equivalent skills (10 ECTS).

Assessment criteria**Grade 1**

He/she can manage in business Russian situations on a limited basis. Language is not always

logical, and not everything is understandable. Main Russian constructions, basic vocabulary and some professional vocabulary are partly comprehended but there is much to be improved upon.

Grade 3

He/she is able to use business Russian on a limited basis. Language is usually logical, and for the most part understandable. Main Russian constructions, basic vocabulary and some professional vocabulary are partly comprehended but they could be improved upon.

Grade 5

He/she is able to use business Russian very well. Language is logical, and understandable. Main Russian constructions, basic vocabulary and some professional vocabulary are comprehended, and he/she masters Russian grammar.

RUS4LE202 Russian Business Communication 2: 5 op**Learning objectives**

Upon successful completion of the course, the student is able to

- effectively use spoken and written Russian business language and take the Russian business culture context into account,
- to keep the conversation with a Russian counterpart,
- make up Russian PR- and business messages using Cyrillic Word processing,
- to understand participles and passive voice.

Contents

The course introduces students to spoken and written Russian business language and to Russian business culture along the following lines:

Part 1. Spoken proficiency

- Verbal self-pitch/ CV
- Meeting guests
- Fairs
- Job interview
- Presentation of a company
- Business culture

Part 2. Written proficiency

- Russian business letter standard
- PR-letters and business letters
- Participles and passive voice

Starting level and linkage with other courses

Competence level: B1

Russian Business Communication 1 or equivalent studies.

Assessment criteria**Grade 1****Part 1. Spoken proficiency**

The student sometimes understands versatile simple oral and written messages, and is able to convey those to the recipient. Speaking and writing are inadequate with regard to sentence structure and/or pronunciation. The student is able to apply what s/he has learnt mostly in simple communication situations.

Part 2. Written proficiency

The student knows the most common business Russian words and phrases and can with big effort make up Russian PR- and business messages using Cyrillic Word processing. There is still much to improve in messages and they couldn't be sent without correcting.

Grade 3**Part 1. Spoken proficiency**

The student often understands versatile simple oral and written messages, and is able to convey those to the recipient. Speaking and writing are good with regard to sentence structure and/or pronunciation. The student is able to apply what s/he has learnt mostly in familiar language-using contexts.

Part 2. Written proficiency

The student knows the common business Russian words and phrases and can make up good Russian PR- and business messages using Cyrillic Word processing. There is still a little bit to improve in messages and it is recommended to make some corrections before sending them.

Grade 5**Part 1. Spoken proficiency**

The student usually understands versatile simple oral and written messages, and is able to convey those successfully to the recipient. Speaking and writing are very good with regard to sentence structure and pronunciation. The student is able to apply the newly-acquired competencies to new diverse language-using contexts.

Part 2. Written proficiency

The student masters the common business Russian words and phrases and can make up excellent Russian PR- and business messages using Cyrillic Word processing. There is nearly nothing to be corrected in the messages.

Approved/ Failed

Spoken part 50 %.

Written part 50 % (includes written test and learning assignment)

RUS4LE203 Russian Business Environment: 5 op**Learning objectives**

Russian Contract Texts:

To understand main points of a Russian purchase agreement and to compose short messages concerning agreements.

Assistant's Job in Russian Trade:

To handle job search and application situations, to compose a CV, to present one's organisation, be able to present a business in Finland, and familiarise oneself with peculiarities of the trade between Russia and Finland

Contents

The course is divided into two parts: Contract Texts in Russian Trade and Assistant's Job in Russian Trade. The course involves contact hours and weekly assignments.

Contract Texts in Russian Trade:

Structure and main contents of Russian contracts and participles and the passive voice

Assistant's Job in Russian Trade:

Simulated job application situations, compilation of a CV, presentation of a relevant job description, presentation of an organisation or a business in Finland, trade between Russia and Finland, its dynamics and metrics

Starting level and linkage with other courses

Language level: B 2

Russian Business Communication 2

Assessment criteria

Grade 1

The student understands the Russian purchase agreement to some extent and is able to name its main points. He/she knows the vocabulary concerning agreements in a limited way and is able to apply during the course acquired skills to business messages only adequately.

The student manages in simulated job application situations and presenting one's job description. He/she knows Finnish and Russian economics and the trade between our countries. There is still much to be improved upon to be able to work in Russian trade.

Grade 3

The student understands main points of the Russian purchase agreement and is able to summarize its contents logically. He/she knows the vocabulary concerning agreements well and is able to apply during the course acquired skills to business messages quite well.

The student manages in simulated job application situations and presents logically one's job description. He/she knows Finnish and Russian economics and the trade between our countries. There are certain competencies subject to improvement in order to be able to work in Russian trade.

Grade 5

The student understands main points of the Russian purchase agreement and is able to summarize its contents successfully. He/she knows the vocabulary concerning agreements very well and is able to apply during the course acquired skills to practice on a high level.

The student manages in simulated job application situations and presents fluently one's job description. He/she knows Finnish and Russian economics and the trade between our countries. He/she is ready to work in Russian trade.

Approved/ Failed

Assessment components and their respective weights:

Contract Texts in Russian Trade:

Written exam 90% and learning assignment 10% OR

Written test 100%

Assistant's Job in Russian Trade:

Final oral exam 50 %

Distant assignments 20 %

Active participating in classes 30%.

Max. 100 p.

Contract Texts in Russian Trade comprises 50 % and Assistant's Job in Russian Trade 50 % of the overall grade. Both parts must be successfully completed.

SPAMUBBA-1001 Spanish: 15 op**SPA4LE203 Latin American Business Environment: 5 op****Learning objectives**

The course objective is to understand the special characteristics of Latin America and Spain: differences in geography, history, and social and economic life.

The course is divided to two parts:

- 1) Latin America's and Spain's history, society and current affairs
- 2) Spanish Newspaper Texts: distinctive features and style of Spanish newspapers and preparations of reviews and summaries relating to these.

During the course the student seeks information through various media regarding the relations between Spain and Latin America.

Contents

The contents of the course are:

- history, society, economy and current situation of Latin America and Spain
- free Trade Agreements with Latin America: NAFTA, Mercosur, etc.
- the specific characteristics of the Hispanic press: style, features and journalistic criticism.

Starting level and linkage with other courses

Competence level: B2

Spanish Business Communication 1 and 2 or equivalent studies.

Assessment criteria**Grade 1**

The student understands economic news of his/her field and is able to name their main points.

His/her

use of the vocabulary concerning enterprises and economic situations is limited. He/she is able to apply during the course acquired skills in practice only adequately. He/she is able to use sources of information to support his/her work and shows some cultural knowledge when using sources. He/she is able to share his/her professional knowledge and skills with others in a limited manner.

Grade 3

The student understands economic news in his/her field and is able to summarize its main contents logically. He/she knows vocabulary concerning enterprises and economic situations well. He/she is able to apply during the course acquired skills in practice well. He/she is able to use sources of information independently to support his/her work and shows cultural knowledge when using sources. He/she adapts to cultural content fairly well and is able to share his/her professional knowledge and skills with others.

Grade 5

The student understands challenging economic news in his/her field and is able to summarize its main contents successfully. He/she is able to apply during the course acquired skills in practice on a high level. He/she is able to use sources of information in a versatile and critical way to support his/her work and shows excellent cultural knowledge when using sources. He/she adapts cultural to content well and is able to share his/her professional knowledge and skills with others.

Approved/ Failed

Passed courses are assessed on a scale of 1 to 5. The assessment criteria are presented for grades 1 - 3 - 5.

SPA4LE201 Spanish Business Communication 1: 5 op**Learning objectives**

The first part of the course will deal with everyday situations such as the use of the telephone formally and informally, setting meetings, eating out, planning a trip and studies, etc. Spoken language expressions used in the present day Spanish.

In the second part we will practice negotiations and discuss current topics related to Spain and learn the use of formal language and discuss about Spanish society.

Contents

The topics of the courses are:

- basic vocabulary of Business Spanish
- cultural differences in the business life of the Latin America and Spain
- the use of oral language in different business situations
- different kind of enterprises
- short messages by email
- job applications
- grammar: present tens of subjunctive and imperative
- future, conditional, passive, past tenses of subjunctive and relative pronouns

Starting level and linkage with other courses

Competence level: A2

Spanish for Beginners 1 and 2 or equivalent, e.g. secondary school Spanish.

Assessment criteria**Grade 1**

The student is able to somewhat use written business-related Spanish. The student's understanding of messages in different business life situations is limited. His/her comprehension corresponds somewhat to the main learning goals of the course in written and spoken Spanish. He/she is able to use Spanish grammar and the main vocabulary to some degree in business-related Spanish.

Grade 3

The student is able to use written business-related Spanish well. He/she is able to understand messages in different business situations well. His/her comprehension correlates well to the main learning goals of the course in written and spoken Spanish. He/she masters Spanish grammar and the main vocabulary in business-related Spanish well.

Grade 5

The student is able to use written business-related Spanish very well. He/she is able to understand messages in different business life situations very well. His/her comprehension correlates very well to the main learning goals of the course in written and spoken Spanish. He/she masters Spanish grammar and the main vocabulary in business-related Spanish very well.

SPA4LE202 Spanish Business Communication 2: 5 op

Learning objectives

The course covers common business situations: presenting oneself in a company, job interviews, product presentations, company presentations, as well as business texts. Students give an oral presentation on a company and a product.

Contents

The course introduces students to Spanish business culture:

- cultural differences, corporate forms, organisation, commerce, finance, marketing, workplace culture
- products and services, Trade fair and sustainable development
- marketing and fairs

Distinctive features of written Spanish:

- business correspondence: offers, offer requests, orders, claims
- PR letters: invitations, congratulations, thank you letters, condolences

Starting level and linkage with other courses

Competence level: B1

Spanish Business Communication 1 or equivalent studies.

Assessment criteria**Grade 1**

The student: has some difficulty in learning, but he or she is moving towards improving her/his knowledge of business Spanish. He/she uses very short sentences and very basic language constructions. He/she has limited vocabulary, but is understandable to native speakers. He/she understands what is spoken in his/her environment and also participates to some degree in it.

Grade 3

The student speaks Spanish with a certain correction and he/she also tries to overcome any language barriers by making use of body language and other forms of communication. He/she tries to improve her/his skills in the use of business Spanish and uses simpler language to explain more abstract concepts. He/she slowly learns business Spanish vocabulary and also makes a great effort to create coherent and comprehensible language when talking to native speakers. He/she expresses himself or herself in Spanish-speaking environments.

Grade 5

The student develops oral language with great skill and high level of interactive communication. He/she learns and practices different genres of discourse and, at the same time, he/she is able to reproduce fairly fluent and understandable spoken language. He/she acquires an extensive vocabulary in business communication in professional settings. He/she acts naturally in any environment where he/she needs to use Spanish on a high cultural level.

Approved/ Failed

Passed courses are assessed on a scale of 1 to 5. The assessment criteria are presented for grades 1 – 3 – 5.

SWEMUBBA-1001 Swedish: 15 op

SWE4LE201B Basic Business Swedish: spoken part: 2.5 op

Learning objectives

The aim of the course is that students achieve oral proficiency in basic business Swedish as required in working life

Contents

Upon successful completion of the course, the student can manage everyday working life situations in Swedish. The student has a command of basic Swedish grammar and business vocabulary. The student is able to handle telephone conversations, short company presentations, company visits and other oral situations in Swedish. The student is familiar with Nordic society and business culture.

Starting level and linkage with other courses

Secondary school Swedish or corresponding proficiency.

Assessment criteria**Grade 1**

The student understands and develops limited oral language in normal spoken interactions and simple business situations. The student masters the most common basic business vocabulary and the language in phone conversations. The student can discuss something about business life and very shortly present a company or other organization if needed.

Grade 3

The student speaks Swedish quite fluently and is able to manage orally in business interactions. The student masters quite well the common business vocabulary and the language in phone conversations. The student is also able to orally present a company or other organization if needed.

Grade 5

The student develops oral language with great skill and high level of interactive business communication. The student learns and practices central parts of spoken business Swedish and is able to produce fluent oral language in business interactions. The student masters the common business vocabulary and the language in phone conversations. The student is also able to orally present a company or other organization.

Approved/ Failed

Oral exam 50 %

Class participation and assignments 50 %

SWE4LE201A Basic Business Swedish: written part: 2.5 op**Learning objectives**

The aim of the course is that students achieve oral and written proficiency in basic business Swedish as required in working life.

Contents

Upon successful completion of the course, the student can manage everyday working life situations in Swedish. The student has a command of basic Swedish grammar and business vocabulary. The student is familiar with Nordic society and business culture.

Starting level and linkage with other courses

Secondary school Swedish or corresponding proficiency.

Assessment criteria

Grade 1

The student is able to use everyday Swedish language and is managing simple and routine-like everyday tasks at work in Swedish. The student is able to understand simple texts that concern topical issues and business life. The student is able to produce simple messages that are understandable concerning the grammar. The student masters the central vocabulary in business Swedish.

Grade 3

The student is able to independently use everyday Swedish language and is managing most of the everyday tasks at work in Swedish. The student is able to understand messages that concern topical issues and business life. The student produces often clear and consistent messages, and he/she is able to choose the style that is commonly appropriate to the situation. The student masters Swedish grammar and the central vocabulary in business Swedish.

Grade 5

The student is able to comprehensively use everyday Swedish language and is managing well everyday tasks in Swedish at work. The student is able to understand fluent messages that concern topical issues and business life. The student produces clear and consistent messages, and he/she is able to choose the style that is appropriate to the situation. The student masters well Swedish grammar and the central vocabulary in business Swedish.

Approved/ Failed

Written exam 100%

SWE4LE203 Nordic Business Environment: 5 op**Learning objectives**

Upon completion of the course, the student

- understands how to write various types of messages and documents pertaining to doing business and managing business in Nordic countries.
- is able to manage internal and external communications in Swedish
- knows how to make report and presentations in demanding business situations
- acquire the skills required in managing corporate communications pertaining to personnel and finance.

Contents

In part focusing on written skills emphasis is on the Nordic business environment, organizational communication, meeting practices and corporate finance and writing different kind of documents on these themes. Students also write a short paper of a business area, partly in cooperation with some partner organizations.

In part focusing on oral skills there will be practice with presentations, group discussions, simulated business negotiations and meeting and recruitment events.

- business related articles
- part of annual report and various publications
- corporate administration texts
- meeting documents
- internal bulletins
- companies and organizations in Nordic content (spoken and written part)
- press conferences

- negotiations and presentations

Starting level and linkage with other courses

Secondary school Swedish or corresponding proficiency.

Assessment criteria**Grade 1**

The student:

- understands financial news and reports and is able to summarize their main points.
- uses vocabulary concerning an enterprise and its financial situation in some limited manner.
- is able to adequately apply during the course acquired skills to practice and is also able to use various sources of information.

- is able to share her/his

professional knowledge with others in a limited manner. The student is also able to participate in meetings and conversations in business interactions.

Grade 3

The student:

- understands and is able to discuss financial news and reports and is able to summarize their main contents.

- has a good knowledge of vocabulary concerning an enterprise and its financial situation.

- is able to apply well during the course acquired skills to practice and is able to use sources of information independently.

- is able to share her/his

professional knowledge and skill with others well. The student is also able to master meetings and conversations in business interactions.

Grade 5

The student:

- understands and is able to discuss in depth challenging financial news and reports, and is able to summarize their main contents in detail.

- has a wide knowledge of vocabulary concerning an enterprise and its financial situation.

- is able to use sources of information successfully.

- adapts to cultural content very well and is also able to share his/her professional knowledge and skills with others very well. The student is also able to master meetings and conversations on higher levels in business interactions.

SWE4LE202 Swedish Business Communication: 5 op**Learning objectives**

Students gain a thorough understanding of the status of companies and business practices in the Nordic countries, and become capable of managing everyday situations in Swedish, both oral and written.

Contents

The course includes discussions on the status of companies in the Nordic Countries, simulation of various business situations, review of business practices and culture, as well as discussions on the forms and styles of business communications. The course focuses on case studies and also involves

a lot of spoken exercises.

Starting level and linkage with other courses

Basic Business Swedish (SWE4LE201)

Assessment criteria**Grade 1**

The student has basic written and spoken communication skills in trip and congress correspondence policy and in written and oral business communication. He/she understands the different registers of PR-communication and has knowledge about the most common terminology. He/she understands the importance of different styles in communication. Messages are mostly understandable.

Grade 3

The student has a command of key skills and concepts in written and oral business communication in Nordic business culture and can apply the learned skills in practice. The student has good written and spoken communication skills to plan trips and congresses. He/she can identify and use different kind of professional register in PR-communication and can use the terminology in right situations. The student is able to choose and validate the appropriate style for a given situation and culture. The student produces adequate and coherent, grammatically mostly correct language. Messages could be often used in working life directly.

Grade 5

The student has a solid command of key skills and concepts in written and oral business communication in Nordic business culture and can apply the learned skills in practice. The student has also excellent written and spoken communication skills to plan trips and congresses. He/she can easily identify and use different kind of professional register in PR-communication and can use the terminology in right situations. The student is able to choose and critically evaluate issues of a given situation and culture in an appropriate style. The student is able to use business vocabulary in a varied way and is able to apply other skills learned in working life and during this course. The student produces fluent, coherent and grammatically correct language. Messages could be used in working life directly.

Approved/ Failed

Assessment components and their respective weights:

Written exam 100 %

Written assignments: pass / fail

Passed courses are assessed on a scale of 1 to 5. The assessment criteria are presented for grades 1 - 3 - 5.

BUSMUBBA-1001 Business and Entrepreneurship: 30 op**BUS1LE201 Business Environment: 10 op****Learning objectives**

Upon successful completion of the course, student

- is competent to work in different teams and projects
- is able to plan her/his own work (incl. time schedules)
- gets acquainted with the assistant's profession and duties in different roles

- can seek and use reliable and relevant information
- has basic knowledge in business and economics
- understands the meaning of organizing and coordinating in business
- understands the role of marketing and sales for business
- can analyze organizations and businesses from both internal and external perspectives.

Contents

- team and project work, time management
- office as a working environment and tools for the assistant's work
- information retrieval: why and how
- basics of business and economics
- Finnish and international business landscape and main sectors
- business objectives, resources and strategy
- main business functions, e.g. human resources, production, research and development, marketing and sales, logistics and finance
- international co-operation with another applied university
- customer behavior and segmentation
- sales work and customer relationships
- marketing mix
- basics of legal matters, company forms

Starting level and linkage with other courses

No previous requirements

Assessment criteria**Grade 1**

The student has some knowledge how to seek, analyse and utilize information in business.

The student has some skills of analysing, reporting, project management and teamwork.

The student has moderate competencies in learning through participation, including teamwork and conducting assignments.

Grade 3

The student has a good knowledge how to seek, analyse and utilize information in business.

The student has good analysis, reporting, project management and teamwork skills.

The student has good competencies in learning through continuous participation, including teamwork and conducting assignments.

Grade 5

The student has an excellent knowledge how to seek, analyse and utilize information in business.

The student has excellent analysis, reporting, project management and teamwork skills.

The student has excellent competencies in learning through continuous, supportive and initiative participation, including teamwork and conducting assignments.

BUS2LE201 Business Planning: 5 op**Learning objectives**

The student knows how to develop digital business through design thinking:

- understanding and defining customer needs and behaviour
- innovation of digital services/products/businesses
- development of digital service concepts and business models

After the course the student knows how to use different electronic tools in co-operation with international teams and has skills how to manage virtual teamwork.

Contents

During the course students in multidisciplinary teams (partly virtual) will innovate, develop & design and present digital business, digital services, business concepts and models.

NOTE! In fall 2022 this Business Planning course is replaced with InnoChallenge course. It's an innovation course implemented together with Haaga-Helia and Thomas More University College in Belgium and OTH-Amberg-Weiden Germany.

Starting level and linkage with other courses

BUS1LE102 Business Processes

Further information

Sari Korhonen, Olli Laintila

Assessment criteria**Grade 1**

The student:

- has limited competences in innovating and developing new digital services/products/businesses.
- has limited competences to use the basic development and design frameworks, models, methods and tools, which are necessary in developing new services/products.
- has a moderate attitude towards learning through participation in teamwork and in conducting assignments.

Grade 3

The student:

- has good entrepreneurial competences in innovating and developing digital services/products/businesses
- has good competences to use development and design frameworks, models, methods and tools, which are necessary in developing new services/products
- has a good attitude towards learning through participation in teamwork and in conducting assignments.

Grade 5

The student:

- has excellent entrepreneurial competences in innovating and developing digital services/products/businesses
- has excellent competences to use development and design frameworks, models, methods and tools, which are necessary in developing new services/products
- has an excellent attitude towards learning through self-initiative and continuous and supportive participation in teamwork and in conducting assignments.

BUS1LE202 Business Processes: 10 op**Learning objectives**

Student is able to apply business process knowledge in practice.

Contents

Main processes of organizations (e.g. product/service development process)

Supporting processes (e.g. HR and accounting)

Process interfaces
Bookkeeping and VAT
Closing of accounts and an analysis
Regulation of B2B and B2C businesses
Regulation of employment

Starting level and linkage with other courses

No prerequisites.

Further information

Assessment:
Exam 50 %
Assignments and activity 50 %

Assessment criteria**Grade 1**

The student:
has some understanding of company's main and supporting processes and how they are related to each other.
has limited knowledge about the product/service, marketing and business development processes.
has limited skills in applying the business process knowledge in practice.
is aware of the most important business law rules.
understands double-entry bookkeeping and is aware of the terminology used in cost and management accounting

Grade 3

The student:
has good understanding of company's main and supporting processes and how they are related to each other.
has good knowledge about the product/service, marketing and business development processes.
has good skills in applying the business process knowledge in practice.
recognizes multiple areas of business law and is able to see its practical relevance.
can perform accounting transactions with some accuracy and is familiar with the concepts of pricing, costing and profitability.

Grade 5

The student:
has an excellent understanding of company's main and supporting processes and how they are related to each other.
has excellent knowledge about the product/service, marketing and business development processes.
has excellent skills in applying the business process knowledge in practice.
has a multifaceted view of business law, and is able to assess its relevance in assistant's work.
can apply the notion of "a true and fair view" to accounting transactions and the preparation and analysis of accurate financial reports.

BUS2LE202 Strategic Business Development: 5 op**Learning objectives**

Student

- knows the content and purpose of strategy
- understands the strategic business development approach
- can apply strategic business development tools for a project
- learns principles and practices of effective teamwork and project management

Contents

- Strategy and its foundations
- Strategy frameworks
- Strategic development
- Strategic competences
- Strategic management tools and methods

Starting level and linkage with other courses

No prerequisites.

Assessment criteria**Grade 1**

Grade 1:

The student:

- has limited knowledge about different strategy frameworks
- has limited understanding of strategic business development approach
- has limited skills in applying strategic business development tools for assignments
- has limited skills in teamwork and conducting assignments

Grade 3

Grade 3:

The student:

- has good knowledge about different strategy frameworks
- has good understanding of strategic business development approach
- has good skills in applying strategic business development tools for assignments
- has good attitude and skills towards learning through participation in teamwork and conducting assignments

Grade 5

Grade 5:

The student:

- has excellent knowledge about different strategy frameworks
- has excellent understanding of strategic business development approach
- has excellent skills in applying various business development tools for assignments
- has excellent attitude and skills towards learning through continuous, supportive and initiative participation in teamwork and conducting assignments

TOOMUBBA-1001 Knowledge and Information Expertise: 20 op**TOO2LE201 ICT Applications for Business 1: 5 op****Learning objectives**

She/he understands the role of enterprise resource planning (ERP) and customer relationship management (CRM) software in an organization.

She/he has command of key ERP and CRM concepts and makes use of basic business processes

(order-to-cash, procure-to-pay, manufacturing, sales)
She/he can depict business processes using MS Visio
She/he has good time management skills and completes assignments on time.

Contents

Depicting business processes with Microsoft Visio
Competing order-to-cash, procure-to-pay and manufacturing business processing with ERP software (Microsoft NAV)
Entry & update of leads, opportunities, quotes, orders in CRM system
Sales pipeline and sales process in CRM
Basic marketing features in CRM

Starting level and linkage with other courses

Business Environment and the Assistant's Work, Office Applications 1 and 2, Business Processes

Further information

The course is offered only in spring semesters.

Assessment criteria**Grade 1**

She/he understands the role of enterprise resource planning (ERP) and customer relationship management (CRM) software in an organization.
She/he has command of some concepts but lacks full understanding of how the ERP and CRM applications work.
She/he can satisfactorily depict business processes using MS Visio but is not able to solve more demanding tasks independently.
She/he has challenges on working according to schedule

Grade 3

She/he has command of key ERP and CRM concepts and makes use of basic functionalities with purpose.
She/he has good time management skills and completes assignments on time.

Grade 5

She/he has command of key ERP and CRM concepts, has a solid grasp of software functionalities and knows how to apply them in practice.
She/he has strong skills and can independently use the applications to find new solutions.
She/he has excellent time management and group working skills and completes assignments on time.

TOO2LE202 ICT Applications for Business 2: 5 op**Learning objectives**

She/he understands the role of social media in an organization.
She/he understands the importance of information management, (WordPress)
She/he has good command of concepts of using blogs and microblogs in organizational communications.
She/he can edit for example blog templates to meet the requirements of an organization.
She/he can edit pictures using picture editing program (for example Photoshop).
She/he can edit videos using video editing program (for example Adobe Premiere).
She/he can create and host webinar and save it to Youtube.

She/he has good time management skills and completes assignments on time.

Contents

Tools of social media.
Content management systems, (WordPress)
Blogs, Blogspot or equivalent
Picture editing, Photoshop
Video editing, Adobe Premiere
Hosting and recording webinar
Basics of project management

Starting level and linkage with other courses

Good command in ICT and Office tools.

Assessment criteria**Grade 1**

Most of the assignments are done in acceptable level.

Grade 3

Almost all of the assignments are done in good level.

Grade 5

Almost all of the assignments are done in excellent level.

Approved/ Failed

40% of maximum points of assignments.

TOO1LE201 Office Applications 1: 5 op**Learning objectives**

After completing the course, student
is competent to use collaboration software when working in project team
is able to study efficiently in Haaga-Helia IT environment.
knows key features to produce business documents efficiently.
can produce documents following Finnish document standard.
is able to create presentations using presentation graphics software.
knows basics of spreadsheet software and is able to perform basic calculations with it.

Contents

Microsoft 365 calendar and email and Teams
OneDrive file storage & file sharing
Using Teams in team collaboration
Haaga-Helia IT environment: Saving and sharing files
Access to Haaga-Helia IT environment using VDI-desktop
Moodle basic use
Microsoft Office Word:
Modify document settings including margins, tabs, headers, footers, fonts according to given specifications
Enrich the document content with images, SmartArt, tables and graphics.
Create reports with automatic table of contents

Finnish Document Standard :

Apply Finnish document standard in business letters

Microsoft Office PowerPoint:

Create and modify presentations using PowerPoint themes and slide layouts

Enrich the presentations with SmartArt, tables, and images

Use speaker notes

Use slidemaster

Add narration and save presentation as a video.

Microsoft Office Excel

Create and modify Excel workbooks and worksheets

Data entry and formatting

Recover from most common errors: #DIV, #REF, #VALUE, #NAME, #####

Write formulas using absolute and relative references

Use basic functions: MIN, MAX, AVERAGE, SUM, IF

Calculate percentages

Create and modify graphs

Prepare Excel worksheets for printing

Sort and filter data with table functionality

Starting level and linkage with other courses

No prerequisites.

Further information

The course is offered only in autumn semesters.

Assessment criteria

Grade 1

Student can satisfactorily complete basic study related collaboration task in Haaga-Helia's ICT environment (Moodle, Microsoft365, using network drives, remote access tools) but is not able to solve more demanding tasks independently.

Student has command of some concepts related to basic use of Microsoft Word, PowerPoint and Excel but lacks a full understanding of how the different Office applications work.

Student is aware of basic concepts of Finnish Document Standard.

Student shows poor time management skills

Grade 3

Student can complete study related collaboration tasks in Haaga-Helia's ICT environment (Moodle, Microsoft365, using network drives, remote access tools) relatively independently.

Student has command of key concepts of Microsoft Word, PowerPoint and Excel and makes use of basic functionalities with purpose.

Student is able to apply Finnish Document Standard when creating a business letter.

Student has good time management skills and completes assignments on time.

Grade 5

Student can complete study related collaboration tasks in Haaga-Helia's ICT environment (Moodle, Microsoft365, using network drives, remote access tools) independently.

Student has command of key concepts of Microsoft Word, PowerPoint and Excel, has a solid grasp of software functionalities and knows how to apply them in practice.

Student has strong skills and can independently use the applications to find new solutions.

Student is able to apply Finnish Document Standard when creating a business letter.
Student has good time management skills and completes assignments on time.

TOO1LE202 Office Applications 2: 5 op

Learning objectives

After completing the course, student
can create SharePoint communication site in Office365 Online environment.
is competent on basic SharePoint site admin tasks: permissions, creating and modifying libraries and list, changing their settings (columns, permissions, views)
is able to modify the SharePoint site appearance with WebParts and pages
is able to automate the document set up by creating and using templates, themes, styles and building blocks
is able to save, upload, share files in SharePoint document libraries
is able to use Excel professionally in management account context
is able to use Travel management software (M2)

Contents

Microsoft Word: Use and creation of styles, themes, building blocks, and templates
SharePoint: Creation of SharePoint site in SharePoint online, using permissions, permissions inheritance, permission groups, different types of apps in SharePoint site: Libraries & Lists, Columns, metadata & properties and views in the context of lists and libraries, Editing SharePoint pages using Web parts & Quick launch
Microsoft Office Excel
IF-function, conditional formatting, consolidations, templates
percent calculations, management accounting basics, per diems, M2

Starting level and linkage with other courses

Office Applications 1 (TOO1LE201), Business environment and assistant's work (BUS1LE201)

Further information

The course is offered only in spring semesters.

Assessment criteria

Grade 1

Student can satisfactorily complete basic tasks with SharePoint site creation but is not able to solve more demanding tasks independently.
Student has command of some concepts related document set up automation of Microsoft Word but lacks a full understanding of how to be productive in document production.
Student can satisfactorily complete basic tasks related to percent calculations, basic management accounting and per diem calculations with Excel but needs assistance with more demanding tasks.
Student shows poor time management skills.

Grade 3

Student has command of key concepts of SharePoint site creation, permission set up, is able to add and set up apps to store information in SharePoint site and modify the sites with professional looks.
Student can create new templates, building blocks, themes and styles to automate document set up in Microsoft Word and knows how to apply them in practice.
Student can independently complete basic tasks related to percent calculations, basic management accounting and per diem calculations with Excel.
Student has relatively good time management skills and completes most assignments on time.

Grade 5

Student has strong skills and can independently use the applications to find new solutions.
Student can independently complete basic tasks related to percent calculations, basic management accounting and per diem calculations with Excel and knows how to apply them in practice.
Student has good time management skills and completes assignments on time.

COMMUBBA-1001 Organisational Communication: 10 op**COM2LE201 Communicating with Impact: 5 op****Learning objectives**

The main focus in this course is about developing one's emotional intelligence and interpersonal communication competences. After completing the course

- the student has gained self awareness and self confidence
- the student can communicate in a goal-oriented way to influence and make an impact on others.
- the student can formulate and express opinions and arguments and deliver "elevator pitches" and similar speeches
- the student is able to modify own communication according to situation and objectives and the people he/she is communicating with
- the student is able to apply argumentation techniques and vocabulary when expressing their opinions

Contents

Impact and Influence

- Listening
- Communication as a Competence
- Emotional Intelligence
- Conflict Management
- Interpersonal and nonverbal communication
- Presentations skills
- Speech writing
- Communicating effectively across cultures
- Confidence and self-esteem

Starting level and linkage with other courses

Effective Communication in Organizations COM1LE101 and Professional Writing Skills ENG1LE101

Further information

This course is all about developing yourself and it requires independent and self-managing approach:

- Pre-assignment (in some implementations) helps set individual learning focus
- The more effort you make, the more you learn

But students work as a group:

- Supporting each other
- Being responsible for creating a motivating and psychologically safe atmosphere in which studying takes place

Assessment criteria**Grade 1**

Student can describe how communications can be used to influence attitudes, images and

perception and is able to present own ideas both verbally and in writing.

Grade 3

In addition to achieving the competences and skills for Grade 1, the student can communicate to influence and make an impact on others. He /she can formulate and express opinions and arguments and deliver “elevator pitches” and similar speeches and plan his/her communication purposefully.

Grade 5

In addition to achieving the mentioned competences and skills for Grade 3, the student can formulate and express opinions and arguments and deliver “elevator pitches” and similar speeches in an effective and persuasive way.
He /she also makes consistent and active contribution to his/her studying and demonstrates high level of activeness and motivation in completing tasks and assignments.

COM1LE101 Effective Communication in Organisations: 5 op**Learning objectives**

Upon completion of the course, the student is able to
Identify and describe the main concepts and areas of communication both at individual and organizational level
Understand communication as a field of study
Understand requirements and features of communication roles in organizations
Identify communication related opportunities and challenges in business context
Understand the impact of culture to communication
Identify and understand the various communication platforms and their optimal use
Modify spoken and written communication according to purpose and target audience
Assess communication at basic level

Contents

History of communication as a field of study
Various domains of communication: PR, corporate communication, internal communication, stakeholder communication, crisis communication and stakeholder communication
Intercultural communication
Interpersonal communication
Group dynamics
Communicating for impact
Register and formality – how to adjust communication style according to target audience
Tone of voice and fit for purpose communication styles

Starting level and linkage with other courses

No prerequisites.

Assessment criteria**Grade 1**

Student understands and is able to describe the main concepts and processes of communication at both organizational and interpersonal level. He/she understands the impact of culture to communication and can identify different types of corporate documents.

Grade 3

In addition to achieving the above mentioned competences and skills, the student understands the requirements and features of communication roles in organizations and can identify communication related opportunities and challenges in business context. He/she can assess and evaluate communication at basic level and apply theories of multicultural communication into business context. Contributes to group work actively and demonstrates commitment to the course responsibilities.

Grade 5

In addition to achieving the above mentioned competences and skills, the student makes consistent and very active contribution to group work and demonstrates high level of activeness and motivation in completing tasks and assignments.

Approved/ Failed

See the above mentioned criteria.

SERMUBBA-1001 Service Solutions in Practise: 17 op**SER2LE301 Corporate Meeting Practices: 10 op****Learning objectives**

After completing the course the student

- Can plan and execute different meetings
- Can master practical event arrangements
- Can master legislation of meetings
- Can argument, negotiate and act as a meeting participant
- Can master formal meeting procedures
- Can understand the importance of Annual General Meetings, and understands the content of an annual report
- Can understand the basic principles of remote meetings
- Can write meeting documents according to the document standards

Contents

- Meetings as tools in companies and organisations
- Vocabulary of meetings in English
- Team communication and negotiations skills
- Information retrieval and for the purposes of working life
- Become more confident Office365 user

Starting level and linkage with other courses

- Basics of business environment
- Basics of communication skills
- Confident Office 365 user
- Document standards

Further information

All parts of the course modules have to be passed during the term.

Assessment criteria**Grade 1**

The student can master knowledge and skills in practice at a satisfactory level, and is able to participate as a member of the group occasionally. The student masters meeting procedures at a

satisfactory level. Most assignments have been completed but the analysis remains rather weak. The student has several absences and has been relatively passive during the lessons and has hardly contributed to the lessons.

Grade 3

The student can master knowledge and skills in practice at a good level, and is able to participate as a member of the group mostly in an active manner. The student masters meeting procedures at a good level. Most assignments have been completed according to instructions and returned on time. The student has participated in lessons on a regular basis. Students' active participation has not been very strong. Questions and comments have remained occasional.

Grade 5

The student can master knowledge and skills in practice at an excellent level, and is able to participate as a member of the group at an excellent level. The student masters meeting procedures at an excellent level. All the assignments have been completed according to instructions and returned on time. The assignments are clearly completed and language used is immaculate. The student has participated in almost all the lessons. The student has been very active and constructive. The student has strongly contributed to the lessons by asking questions and making comments.

SER2LE203 Study and Career Planning: 2 op**Learning objectives**

Upon successful completion of the course, the student

understands the structure of their degree programme and the prerequisites for graduation

is able to describe and present his/her skills and improvement

understands his/her role as a UAS student

is able to plan and monitor the progress of his/her studies on their way to becoming a professional management assistant

graduates within 3,5 years

Contents

Personal study plans for each year

Student counselling sessions

Individual appointments with the student counsellor

Cooperative YTY meetings, panels and theme days offered by the DP

Info sessions on different topics, e.g. student exchange, work placement, thesis

Choosing the area of specialisation

The education and professional growth in the management assistant area

Compiling a digital portfolio during the 4th semester

Graduation plan

Career plan

Starting level and linkage with other courses

No prerequisites.

Further information

This course is for Mubba/Sebba students only. (DP for Multilingual Management Assistants/DP for Business Service Solutions and Languages)

SER2LE202 Successful Event: 5 op**Learning objectives**

After completing the course the student

will be able to plan and organize a successful corporate event as a part of event team

will be able to evaluate risks and opportunities of an event

will be able to apply principles of good working practices as a member of work community

will be able to practice and promote successful workplace communication

will be able to participate as a member of a work community in a constructive manner in the multicultural contexts

will be able to apply business etiquette and manners

will be able to assess his/her own learning and development as an event organizer and as a part of an event team in corporate event

Contents

- organizing a corporate business event in small groups
- business etiquette (e.g. introductions, the art of business meetings, dress codes and decorations, table manners, tasks and responsibilities of guests and hosts, thanking)
- developing workplace communication
- legal requirements of an event safety regulations

Assessment criteria**Grade 1**

The student has some basic knowledge of the planning process of a corporate business event and of event organizing and communication. The student can apply some basic skills, duties and working practices, under supervision, as part of a corporate business event organizing team.

Grade 3

The student has good knowledge of the planning process of a corporate business event and knows how to organize events. The student is able to plan and apply marketing communication activities to support event objectives and implementation. The student can apply and benefit from skills, duties and working practices, as part of team, in planning and organizing a corporate business event.

Grade 5

The student is able to master practical knowledge of the planning process of a corporate business event and is able to apply the knowledge in event organizing. The student is able to create fit for purpose and creative event marketing communication plans, tailored to the target audience and business objectives. The student is able to apply and benefit from skills, duties and working practices in planning and organizing a corporate business event independently.

SPEMUBBA-1001 Specialisation Studies: 10 op**SPEENT-1001 Entrepreneurship: 5 op****WOR8HH022 StartUp School - Developing Entrepreneurial Mindset: 5 op****Learning objectives**

You will analyse yourself as an entrepreneur and learn to understand entrepreneurial lifestyle. By taking the first steps to define and develop the idea towards feasible business, you will start building your own entrepreneurial path. You also analyse and start to extend your entrepreneurial network during this course.

Contents

1. Me as an Entrepreneur
2. Entrepreneurship as a lifestyle
3. Customer problem and value proposition
4. Idea description and prototype creation
5. Network analysis and interview of the entrepreneur
6. Cost structure and revenue streams
7. Pitching your idea to the entrepreneurial society

Starting level and linkage with other courses

You should have a business idea to work with before entering this course.

Assessment criteria**Grade 1****Self-leadership**

Student understands own strengths and development areas. He/she identifies own entrepreneurial vision.

Communication and networks

Student describes his own network and recognizes for whom (stakeholders) he needs to communicate the business idea.

Idea development

Student takes the first customer contacts to test the idea and vision. Student describes customer problem, solution and value proposition of the idea.

Team work

Contribution in the group discussions active and student gives feedback to the others.

Grade 3**Self-leadership**

Based on self-analysis and discussions with others, student recognizes where he needs help and can build his activities based on this analysis.

Communication and networks

Student identifies the communication needs related to each stakeholder.

Idea development

Student tests and develops the idea further based on the customer feedback.
Student analyses and describes the business model of the idea

Team work

Student participates in the group discussions actively and helps other students with their challenges.

Grade 5**Self-leadership**

Student creates a realistic and personal entrepreneur development plan and starts to implement it.

Communication and networks

Student prepares communication plan to support the implementation of the business idea and justifies the need for those.

Idea development

Student creates, describes and justifies the business idea as feasible business case, pitch and justify it to the other students.

Team work

Student participates to the group discussion in Impressive way and contributes to the other students and share new ideas to the other students' work.

SPELEA-1001 Leadership and HR: 10 op

LEA4LE201 HR Management: 5 op

Contents

Change Management
Individuals and groups at work place
Job attitudes and engagement
Performance Management
Well-being at work

Starting level and linkage with other courses

No prerequisites.

Further information

Assessment components:
Participation and contribution to course assignments, presentations and work on lessons or
A practical project and a written report reflecting with the course literature

Assessment criteria

Grade 1

The student:

has sufficient knowledge of Organizational Behavior and HRM and is able to search and apply the knowledge in the course assignments.

is able to discuss and present topics on the field both virtually and in group situations.

is able to apply the course contents and use central references in reporting

Grade 3

The student:

has good knowledge of Organizational Behavior and HRM and is able to search and apply the knowledge in the course assignments in an appropriate way.

is able to discuss and present topics on the field well both virtually and in group situations.

is able to apply well the course contents and use relevant references in reporting.

Grade 5

The student:

has excellent knowledge of Organizational Behavior and HRM and is able to search and apply the knowledge in the course assignments critically and analytically.
is able to discuss and present topics on the field fluently and comprehensively virtually and in group situations.
is able to apply the course contents and use relevant references professionally in reporting.

LEA4LE202 HRM Project: 5 op

Contents

Running of a client project that can be e.g. development and implementation of a strategic plan related to HRM issues, planning of and carrying out HRM processes and teamwork development. The course is implemented as a professionally managed project. The students work in project teams according to client brief and team assignments specified by the advisor in the beginning of the course. Supporting lectures and team meetings will be arranged throughout the course.

Starting level and linkage with other courses

No prerequisites.

Assessment criteria

Grade 1

The student:

has some knowledge of HRM issues and is able to apply the knowledge in the work-based project.
can offer some solutions and/or development ideas for the target organisation.
is able to present the results of the project to the target organization.
is able to work in a project and in cooperation with the partners.

Grade 3

The student:

has knowledge of HRM issues and is able to apply the knowledge in the work-based project.
is able to search and apply information in the project work.
can offer solutions and/or development ideas for the target organization based on the project objectives.
is able to present the results of the project and provide some grounds for the solutions and development ideas for the target organisation.
is able to work well in a project and in good cooperation with the partners.

Grade 5

The student:

has excellent knowledge of HRM issues and is able to apply the knowledge in the work-based project.
is able to search and apply information critically and analytically in the project work.
can offer versatile and creative solutions and/or development ideas for the target organisation based on the project objectives.
is able to present fluently and comprehensively the results of the project and provide grounds for the

solutions and development ideas for the target organisation in a consistent way.
is able to work professionally in a project and in excellent cooperation with the partners.

SPEMAR-1001 Marketing, Sales and Service: 10 op

MAR4LE202 Creative Solutions in Marketing and Communications: 5 op

Learning objectives

Upon successful completion of the course, the student

- learns to apply marketing and communications knowledge into practice with a help of a client project or assignment which concentrates on creating innovative solutions for the commissioning party.
- learns to act and work professionally in a project team.
- understands the importance of customer understanding and orientation.

Contents

The course is implemented as a project. The students work in project teams according to client brief and team assignments specified by the instructors in the beginning of the course. Supporting lectures company visits and team meetings will be arranged throughout the course.

Starting level and linkage with other courses

The student has successfully completed the Basic Studies (Business Environment & Business Processes / Liiketoimintaympäristö tutuksi & Yrityksen prosessit and Työelämän tuloksellinen viestintä / Effective Communication in Organisations, Viestinnällä vaikuttaminen / Communicating with Impact).

Further information

Heta-Liisa Malkavaara, Pasila

Mia-Maria Salmi, Pasila

Assessment criteria

Grade 1

Student can apply some marketing and communications knowledge into practice.
Student can only partly work professionally in a project team.
Student can only partly understand the task and customer expectations.
Student can collect and share relevant materials and participate on group discussions.
Student is able to present the results of the project to the target organization.

Grade 3

Student can apply marketing and communications knowledge into practice.
Student can work professionally in a project team.
Student understands the task and customer expectations.
Student can collect and share relevant materials and participate on group discussions.
Student is able to present the results of the project and provide some grounds for the solutions and development ideas for the target organisation

Grade 5

Student can apply very well marketing and communications knowledge into practice.
Student works professionally and actively in a project team.
Student can internalize the task and meet customer expectations.

Student can collect and share relevant materials and participate on group discussions.
Student is able to present fluently and comprehensively the results of the project and provide grounds for the solutions and development ideas for the target organisation in a consistent way.

Approved/ Failed

Passed courses are assessed on a scale of 1 to 5.

MAR4LE201 Marketing and Networks: 5 op**Learning objectives**

Upon successful completion of the course, the student

knows the different stages of planning marketing communications campaign
understands the importance of briefing in communications planning process
understands the importance of creativity in campaign planning
knows how to present creative ideas for the client
knows the role of different agencies and how to cooperate with them
learns current marketing communications trends

Contents

marketing communications campaign planning process
agencies and agency cooperation
current trends in marketing communications

Starting level and linkage with other courses

The student has successfully completed the Basic Studies (Business Environment and Business Processes / Liiketoimintaympäristö tutuksi & Yrityksen prosessit).

Further information

Mia-Maria Salmi, Pasila

Assessment criteria**Grade 1**

- Student can name and partly understands the different stages of marketing campaign planning process.
- Student can name some of the different stakeholders/agencies in marketing communications industry and has some ideas what services they offer and how to cooperate with them.
- Student has some ideas how to present ideas and solutions for the client
- Student can name some current marketing trends.

Grade 3

- Student knows the stages of marketing campaign planning process and the modern marketing - communications methods.
- Student knows stakeholders in marketing communications industry and understands how to collaborate with them (eg importance of briefing and communication)
- student can present creative ideas for the client

Grade 5

- Student knows very well the stages of campaign planning process and the modern marketing communications methods.

- Student can identify the different stakeholders in marketing communications industry and has internalized how to collaborate with them.
- student can professionally present creative ideas for the client and justify choices

Approved/ Failed

Passed courses are assessed on a scale of 1 to 5. The assessment criteria are presented for grades 1 - 3 - 5.

SPESER-1001 Meetings Industry: 10 op**SER4LE202 Events Management: 5 op****Learning objectives**

Upon completion of the course, the student

- is able to identify the characteristics of a successful and well-functioning event
- understands the meaning and purpose of event management
- understands the theory related to event management and how to apply it in practice
- is familiar with the planning and implementation processes of event management, and is able to operate with different stakeholders in a customer-oriented manner
- understands various factors, agents and roles related to event management within practical and theoretical framework
- is able to design, implement and evaluate a successful event
- is aware of risks related to event planning and its implementation
- learns to act and work professionally in a project team

Contents

- the course is implemented as a project (3 credits). The students work in project teams or individually according to client brief and team assignments specified by the teacher in the beginning of the course. Supporting lectures also from event industry and team meetings will be arranged throughout the course.
- second part (2 credits) will consist of theory

Starting level and linkage with other courses

- Level: Professional studies
- Type: Elective

Further information

Assessment:

Event and report: 50%

Attendance to mandatory lectures 50%

Each absence from mandatory lectures lowers the grade by one.

Assessment criteria**Grade 1**

Student has some knowledge of the theory related to the work-based project and can apply some event management knowledge into practice.

Student can only partly work professionally in a project team.

Student can only partly understand the task and customer expectations.

Grade 3

Student has knowledge of the theory related to the work-based project and is able to apply the

knowledge cooperation to the practical tasks and can apply event management knowledge into practice.

Student can work professionally in a project team and in good cooperation with the partners

Student understands the task and customer expectations.

Student is able to provide some grounds for the solutions and development ideas for the target organization

Student is able to search and apply information to the project work

Grade 5

Student has excellent knowledge of the theory related to the work-based project and is able to apply the knowledge cooperation to the practical tasks.

Student works professionally and actively in a project team and in excellent cooperation with the partners.

Student can internalize the task and meet customer expectations.

Student is able to provide grounds for the solutions and development ideas for the target organization in a consistent way.

Student is able to search and apply information critically and analytically to the project work.

SER4LE201 International Conferences and Congresses: 5 op

Learning objectives

Upon completion of the course, the student

- has an understanding of the impact of a conference or congress on the destination and the industry
- identifies the various types and elements of an international conference and congress
- can perform basic duties as part of a congress organizing team in the planning process
- can compare and benefit from the partners and service providers in the network
- identifies the global business trends in the conference and congress industry

Contents

- the development and significance of the conference and congress industry
- concepts, terminology and various types of conferences and congresses
- the elements and process of conference and congress planning and organizing
- cooperation with the various partners and the service network
- global business trends

Starting level and linkage with other courses

Course level: Professional Studies

Course type: Elective Professional Study

Assessment criteria

Grade 1

The student:

- has some knowledge of the impact of a conference or congress on the destination and the industry
- can name some types and elements of an international conference and congress
- can apply some basic skills and duties, under supervision, as part of a congress organizing team in the planning process
- can list partners and service providers in the network
- able to repeat some global business trends in the conference and congress industry

Grade 3

The student:

- has knowledge and can explain the impact of a conference or congress on the destination and the industry
- can identify and discuss the main types and elements of an international conference and congress
- can apply some basic skills and duties, as part of a congress organizing team in the planning process
- able to differentiate and compare partners and service providers in the network
- able to search for, and provide examples global business trends in the conference and congress industry

Grade 5

The student:

- has excellent knowledge and can critically analyze the impact of a conference or congress on the destination and the industry
- can identify, describe and apply the various types and elements of an international conference and congress, and has abilities to design an organization team
- can independently and professionally perform basic duties as part of a congress organizing team in the planning process
- can compare and benefit from the partners and service providers in the network
- can critically analyze and provide suggestions of how to apply some global business trends in the conference and congress industry

SPECOM-1001 Organisational Communication: 10 op**COM4LE201 Building Communication Competence and Confidence: 5 op****Learning objectives**

After completing the course the Student

is able to describe and differentiate different communication skills needed in working life

is able to adjust communication style (verbally and in writing) for different purposes

is self-aware and able to recognize own strengths and weaknesses related to worklife

communication in a global context

is familiar with the different domains of communication and marketing and the skills and

competences required for different roles in those

Contents

(Interpersonal) Communication as a competence

Communication skills in working life and work communities

Language skills and cultural intelligence in communication

Diversity, equity and inclusion

Dialogue and feedback

Conflict Management

Communication as profession

Personal Branding

Starting level and linkage with other courses

No prerequisites but basic understanding of communication and marketing terminology is recommended.

Assessment criteria**Grade 1**

Student is able to describe and differentiate different communication skills needed in working life

Student is self-aware and able to analyse own skills and competences

Student is able to name and describe various communication / marketing related professions in the current business environment

Grade 3

In addition to achieving the competences and skills for Grade 1, the student can set targets and actively seeks to develop own communications.

The student can apply conceptual thinking into to course assignments and activities.

Student has positive attitude learning towards learning and team work

Grade 5

In addition to achieving the mentioned competences and skills for Grade 3, the student actively seeks and is able to give and receive feedback in a constructive manner.

The student has proactive and positive attitude, takes responsibility and contributes to group work in an excellent manner and demonstrates high level of activeness and motivation in completing tasks and assignments.

COM4LE202 Creative Solutions in Marketing and Communications: 5 op**Learning objectives**

Upon successful completion of the course, the student

- learns to apply marketing and communications knowledge into practice with a help of a client project or assignment which concentrates on creating innovative solutions for the commissioning party.
- learns to act and work professionally in a project team.
- understands the importance of customer understanding and orientation.

Contents

The course is implemented as a project. The students work in project teams according to client brief and team assignments specified by the instructors in the beginning of the course. Supporting lectures company visits and team meetings will be arranged throughout the course.

Starting level and linkage with other courses

The student has successfully completed the Basic Studies (Business Environment & Business Processes / Liiketoimintaympäristö tutuksi & Yrityksen prosessit and Työelämän tuloksellinen viestintä / Effective Communication in Organisations, Viestinnällä vaikuttaminen / Communicating with Impact).

Further information

Heta-Liisa Malkavaara, Pasila

Mia-Maria Salmi, Pasila

Assessment criteria**Grade 1**

Student can apply some marketing and communications knowledge into practice.

Student can only partly work professionally in a project team.

Student can only partly understand the task and customer expectations.
Student can collect and share relevant materials and participate on group discussions.
Student is able to present the results of the project to the target organization.

Grade 3

Student can apply marketing and communications knowledge into practice.
Student can work professionally in a project team.
Student understands the task and customer expectations.
Student can collect and share relevant materials and participate on group discussions.
Student is able to present the results of the project and provide some grounds for the solutions and development ideas for the target organisation

Grade 5

Student can apply very well marketing and communications knowledge into practice.
Student works professionally and actively in a project team.
Student can internalize the task and meet customer expectations.
Student can collect and share relevant materials and participate on group discussions.
Student is able to present fluently and comprehensively the results of the project and provide grounds for the solutions and development ideas for the target organisation in a consistent way.

Approved/ Failed

Passed courses are assessed on a scale of 1 to 5

FREEMUBBA-1001 : 0 op**FIN8LE111 Effective Writing Skills for Finnish Learners: 3 op****FIN8LE001 Contemporary Finnish Literature: 3 op****Learning objectives**

Students cultivate their skills in understanding Finnish: vocabulary, Finnish society and culture.

Contents

The course covers four contemporary Finnish novels. The course is completed through independent study (81 h).

Students read 4 novels in Finnish and take an exam on them.

Starting level and linkage with other courses

Taking the exam requires excellent Finnish skills and knowledge of the basic terms of literary research in Finnish.

Assessment criteria**Grade 1**

The student:

- may have read all the required books but is not able to demonstrate that.
- is able to interpret some aspects of the texts according to the assignment and he/she may give few examples.
- has limited understanding and usage of the basic literary concepts.

Grade 3

The student:

- has read all the required books and is able to demonstrate that.
- is partly able to interpret the texts according to the assignment and gives some examples, which aren't always relevant.
- understands partly the basic literary concepts and uses some of them correctly.

Grade 5

The student:

- has read all the required books and is able to demonstrate that by interpreting the texts, discussing the different elements and giving relevant examples.
- understands fully the basic literary concepts and uses them correctly.

CHI8LE210 Chinese for Beginners 1: 5 op**Learning objectives**

Learning outcomes

Target level: A1

Students

- know how to distinguish and pronounce the five tones in Mandarin Chinese
- get familiar with the Pinyin transliteration system
- know how to introduce themselves by stating their name, nationality, language skills, etc.
- can carry on some short superficial small talk
- get familiar with basic Chinese grammar
- learn the basics of reading and writing the most common Chinese characters

Contents

Upon successful completion of the module, the students should be able to

- get familiar with the Chinese spoken language Pinyin system
- can have a short small talk in Chinese on some of the most common everyday topics
- learn the basics of reading and memorizing the most common Chinese characters

Contents

- Vocabulary and phrases from everyday conversations
- Know how to introduce oneself by states one's name, nationality, and language skills, etc.
- Culture elements will be introduced during the contact hours

Chinese is the most spoken language in the world and one of the official languages of the UN. It is used officially in mainland China, Hong Kong, Taiwan, and Singapore. It is also used in Malaysia and the business world of Southeast Asia to a large extent. The Chinese language has had a great impact on East Asian languages and cultures. Thousands of Chinese characters have been borrowed by the Japanese language, and about 65% of Korean words have their origin in Chinese.

Contrary to what many people believe, Chinese is not that difficult to learn. For example, the grammar is simple, the verbs are not conjugated and most words are short – only one or two syllables. Learning the Chinese characters takes time, but the graphic writing system is extremely interesting. The art of writing characters, i.e. calligraphy, is itself one of the most esteemed art forms in East Asia.

According to the latest language research made by the Chinese Ministry of Education in 2007, only

581 characters make up 80% of common Chinese texts. And if you know 934 characters, for whatever you might wish to read in Chinese, you can already recognize 90% of the characters.

Starting level and linkage with other courses

Prerequisites

Starting level: 0 (No prerequisites)

Further information

Contact hours once a week starting at 16 o'clock + internet teaching via Moodle

Assessment criteria**Grade 1**

Grade 1

The student

- has limited capability to understand simple oral and written messages and transmit them to the recipient. Speaking and writing skills are passable as far as constructions and/or pronunciation is concerned.
- is able to recognize simple constructions and frequently used expressions in different situations.

Grade 3

Grade 3

The student

- is often able to understand simple oral and written messages and transmit them to the recipient. Speaking and writing skills are good as far as constructions and/or pronunciation is concerned.
- has readiness to apply the learned skills in practice on simple constructions in new situations.

Grade 5

Grade 5

The student

- is able to understand simple oral and written messages and transmit them successfully to the recipient. Speaking and writing skills are excellent as far as constructions and/or pronunciation is concerned.
- knows how to apply the learned skills in practice on simple constructions in new situations.

Approved/ Failed

Assessment (H-5)

- The module is evaluated on a scale excellent (5), very good (4), good (3), satisfactory (2), fair (1), fail (0). The assessment criteria is presented on a scale 1 - 3 - 5.
- Final exam 80%, Internet assignments 20%

CHI8LE220 Chinese for Beginners 2: 5 op**Learning objectives**

Learning outcomes

Target level: A1.2

The course is designed for students who have successfully completed Chinese for Beginner 1 coursework and have mastered the basic conversational skills required at a basic level. The student will not only be provided with further opportunities to practice simple conversations on familiar topics, but they will also be expected to create their own conversations based on a given situation. In

addition, they will be exposed to some basic and simple Chinese characters and to the basic structural characteristics of Chinese characters. Chinese writing will be introduced at this level, too. Meanwhile, major aspects of Chinese customs and culture will be introduced in order to enrich the students' experience in Chinese language learning.

Contents

A student will learn the vocabularies and expression on the following topics:

- telling the time, hobbies and everyday routines
- telling about one's family
- basic language skills in a tea house, café, bar, restaurant, shop, etc.
- basic language skills in traveling situations such as buying train and plane tickets, asking for directions, etc.
- different kinds of question sentences and their answers
- culture elements will be introduced during the contact hours

Starting level and linkage with other courses

Prerequisites

Starting level: A1.1

Chinese for Beginners 1, or one semester of beginning level Chinese

Further information

Contact hours once a week starting at 16 o'clock + internet teaching via Moodle

Assessment criteria**Grade 1**

Assessment

The module is evaluated on a scale excellent (5), very good (4), good (3), satisfactory (2), fair (1), fail (0). The assessment criteria is presented on a scale 1 - 3 - 5.

1 satisfactory

The student:

- has limited capability to understand simple oral and written messages and transmit them to the recipient. Speaking and writing skills are passable as far as constructions and/or pronunciation is concerned.
- is able to recognize simple constructions and frequently used expressions in different situations.

Grade 3

The student:

- is often able to understand simple oral and written messages and transmit them to the recipient. Speaking and writing skills are good as far as constructions and/or pronunciation is concerned.
- has readiness to apply the learned skills in practice on simple constructions in new situations.

Grade 5

The student:

- is able to understand simple oral and written messages and transmit them successfully to the recipient. Speaking and writing skills are excellent as far as constructions and/or pronunciation is concerned.
- knows how to apply the learned skills in practice on simple constructions in new situations.

Approved/ Failed

Assessment criteria (H-5)

Final exam 80%, internet assignments 20%

GER8LE210 German for Beginners 1: 5 op

Learning objectives

After the courses German for Beginners 1 and 2 the student has reached a solid grasp of basic German grammar. Students are prepared for the compulsory German courses in the Degree Programme for Multilingual Management Assistants/Business Service Solutions and Languages.

Contents

German grammar, vocabulary, pronunciation, everyday and business conversation practice, as well as key aspects of German grammar, everyday and business vocabulary.

Starting level and linkage with other courses

No German language skills required.

Competence level A1.

Further information

n/a

Assessment criteria

Grade 1

The student sometimes understands simple and diverse oral and written messages and is able to forward some of them to the recipient. His/ Her speaking and writing language structures and/or pronunciation are poor, but the student can use learned new items in simple language use situations.

Grade 3

The student often understands simple and diverse oral and written messages and is able to forward them to the recipient. His/ Her speaking and writing language structures and/or pronunciation are good and the student is often able to use learned new items in familiar, diverse language use situations.

Grade 5

The student usually understands simple and diverse oral and written messages and is able to forward them successfully to the recipient. His/ Her speaking and writing language structures and/or pronunciation are very good and the student can use learned new items in new, diverse language use situations.

Approved/ Failed

n/a

GER8LE220 German for Beginners 2: 5 op

Learning objectives

A solid grasp of basic German grammar. Students are prepared for the compulsory German courses in the Degree Programme for Multilingual Management Assistants/Business Service Solutions and Languages.

Assessment components and their respective weights:

Written exam 80 %
Class work 20 %

The self-assessment does not influence the course grade. The assignment is the same for all courses/modules and the answers will also be used for course/module development. The assignment is completed on an electronic form.

Contents

German grammar, vocabulary, pronunciation, everyday and business conversation practice, as well key aspects of German grammar, everyday and business vocabulary. The course contents are the same as of German for Beginners 1, but the themes are covered in more depth.

Starting level and linkage with other courses

Competence level: A1

Starting level and linkage with other courses:

German for Beginners 1 (GER8LE210) or equivalent.

Further information

n/a

Assessment criteria**Grade 1**

The student sometimes understands simple and diverse oral and written messages and is able to forward some of them to the recipient. His/ Her speaking and writing language structures and/or pronunciation are poor, but the student can use learned new items in simple language use situations.

Grade 3

The student often understands simple and diverse oral and written messages and is able to forward them to the recipient. His/ Her speaking and writing language structures and/or pronunciation are good and the student is often able to use learned new items in familiar, diverse language use situations.

Grade 5

The student usually understands simple and diverse oral and written messages and is able to forward them successfully to the recipient. His/ Her speaking and writing language structures and/or pronunciation are very good and the student can use learned new items in new, diverse language use situations.

Approved/ Failed

n/a

RUS8LE210 Russian for Beginners 1: 5 op**Learning objectives**

Upon completing the course the student will learn

- the Russian Cyrillic alphabet,
- the peculiarities of and importance of proper syllable stress and intonation,
- how to read, pronounce and write basic Russian words and sentences,
- how to understand simple spoken language, basic written messages and instructions,

- basic Russian grammar,
- basic information about themselves in Russian,
- to hold a basic everyday conversation

Contents

- basics of Russian pronunciation,
- culture-related concepts,
- greetings and introductions,
- setting up an appointment,
- speaking about themselves, their studies and work

Starting level and linkage with other courses

Competence level: A1

No prior Russian skills required.

Assessment criteria**Grade 1**

Student sometimes understands simple diverse oral and written messages, and is able to convey those to the recipient.

Speaking and written language skills and/or pronunciation skills are poor.

Student can use the acquired language skills mainly in simple everyday situations.

Grade 3

Student often understands routine oral and written messages, and is able to convey those to the recipient.

Speaking and written language and/or pronunciation is understandable.

Student can use the acquired language skills in simple everyday situations, though those would need to be improved.

Grade 5

Student perfectly understands basic diverse oral and written messages, and is able to convey those to the recipient.

Speaking and written language skills and/or pronunciation skills are very good.

Student can use the acquired language skills with ease in simple everyday situations.

Approved/ Failed

Evaluation is based on written tests and listening comprehension assignment, as well as a demonstration of spoken skills.

Attendance is likely to have influence on the language command, and thus, on the grade.

RUS8LE220 Russian for Beginners 2: 5 op**Learning objectives**

A solid grasp of basic Russian grammar and day-to-day Russian vocabulary and culture-related concepts. Students are prepared for the business communication level Russian courses in the Degree Programme for Multilingual Management Assistants

Contents

Russian grammar, vocabulary, pronunciation and everyday and business conversation practice.

Further information

Assessment criteria:

Written exam 50 %

Oral exam 50%

Class participation is likely to have influence on the language command thus mandatory attendance 75 %

Assessment criteria**Grade 1**

Student sometimes understands simple and diverse oral and written messages and is able to forward some of them to the recipient. Speaking and writing language structures and/or pronunciation are poor. Student can use learned new items in simple language use situations.

Grade 3

Student often understands simple and diverse oral and written messages and is able to forward them to the recipient. Speaking and writing language structures and/or pronunciation are good. Student is often able to use learned new items in familiar, diverse language use situations.

Grade 5

Student usually understands simple and diverse oral and written messages and is able to forward them successfully to the recipient. Speaking and writing language structures and/or pronunciation are very good. Student can use learned new items in new, diverse language use situations.

FIN8LE110 Business Finnish for International Students: 4 op**Learning objectives**

Upon completion of the course, the studentâ€”

has a basic knowledge of the financial vocabulary in everyday life

is able to communicate in Finnish in basic business situationsâ€”

acquires the skills to produce clear and logical texts on simple business mattersâ€”

is able to write basic business letters and PR letters in Finnishâ€”

is familiar with current topics in the business field through (simplified) newspaper articles and other up-to-date sourcesâ€”

Contents

Plural forms of nounsâ€”

Grammar: comparison of adjectives, some non-finite clausesâ€”

Basic business correspondenceâ€”

Getting acquainted with current topics by using newspapers and other mediaâ€”

Starting level and linkage with other courses

B1 level in Finnish.

Assessment criteria**Grade 1**

The student understands the main points of business-related texts in both the written and oral form. The student has a satisfactory command of business vocabulary, and he/she is able to produce business or PR texts in Finnish with several corrections, when assisted substantially.â€”

Grade 3

The student understands the essential parts of business-related texts in both the written and oral form. The student has a fairly good command of business vocabulary, and he/she is able to produce business or PR texts in Finnish when assisted.

Grade 5

The student understands well the essential parts of business-related texts in both the written and oral form. The student has a very good command of business vocabulary, and he/she is able to produce business or PR texts in Finnish independently.

PLAMUBBA-1001 Work Placement: 30 op**PLA6LE201 Work Placement: 30 op****Learning objectives**

Upon successful completion of the course, the student

- understands the job of a management assistant
- can transfer theoretical knowledge into practice
- understands how companies operate in practice
- knows how to make use of the information available to him/her
- has adopted a professional identity of an assistant

Assessment components:

Students are assessed on the basis of their work placement report, which has to be returned to the advisor with a copy of their testimonial attached. In the report, students place special emphasis on evaluating their own learning process and the skills they have acquired during their studies and work placement.

Pass/fail, no grade is given.

Contents

Students take on tasks of the management assistant in a company or other organisation. This provides students with an opportunity to use and further develop their skills in areas including multicultural communication, information technology as well as in business and administration.

Work placement covers 100 days of work in a company or organisation in Finland or abroad. The aim is that students take on a broad range of tasks relating to the management assistants profession. During the semester, the students will meet a few evenings with their thesis counselors and spend one full day at school within the frame of a mid-term seminar. In addition, during this time students should seek a commission for their thesis and get approval for their thesis topic and plan in one of the areas below:

- Entrepreneurship
- Leadership and HR (LEA4LE201)
- Meeting Industry (SER4LE201)
- Marketing, Sales and Services (MAR4LE201)
- Organisational Communication (COM4LE201)

Starting level and linkage with other courses

Required previous studies are:

Finnish students:

- Business Environment (BUS1LE201)
- Office Applications 1 (TOO1LE201)
- Effective Communication in Organisations (COM1LE101)
- Basic Business Swedish (SWE4LE201A/-B)
- Business Processes (BUS1LE202)
- Professional Writing Skills (ENG1LE201)
- Office Applications 2 (TOO1LE202)
- Finnish Business Communication 1 (FIN1LE201)
- Assistant as Service Designer (SER2LE201)
- Business Planning (BUS2LE201)
- Communicating with Impact (COM2LE201)
- Finnish Business Communication 2 (FIN2LE201)
- ICT Applications for Business 1 (TOO2LE201)
- Successful Event (SER2LE202)
- International Business Documents (ENG2LE201)
- Compulsory studies in two optional languages

Foreign students:

- Business Environment (BUS1LE201)
- Office Applications 1 (TOO1LE201)
- Effective Communication in Organisations (COM1LE101)
- Finnish for Beginners 1 (FIN1LE203)
- Business Processes (BUS1LE202)
- Professional Writing Skills (ENG1LE201)
- Office Applications 2 (TOO1LE202)
- Finnish for Beginners 2 (FIN1LE204)
- Assistant as Service Designer (SER2LE201)
- Business Planning (BUS2LE201)
- Communicating with Impact (COM2LE201)
- Finnish for Work 1 (FIN2LE202)
- ICT Applications for Business 1 (TOO2LE201)
- Successful Event (SER2LE202)
- International Business Documents (ENG2LE201)
- Finnish for Work 2 (FIN2LE203)
- Compulsory studies in one optional language

THEMUBBA-1001 Bachelor's Thesis: 0 op

THE7LE101 Thesis, Entrepreneurship: 0 op

Learning objectives

The student gains practice in independent work and working with company staff and other partners in development projects. The student also gains practice in handling big projects and communicating his/her matter with clarity.

Upon successful completion of the thesis, the student

- is able to identify possible development targets in companies and other organisations.
- knows how to find information on a given topic, and categorise and analyse it.
- knows how to order and read research studies, and news relating to them.

- is able to meet set deadlines and negotiate changes if needed.
- has a command of project work.
- knows how to write a clear report on his or her results, adhering to document standards.

Contents

Choice of thesis topic in 5th semester

Thesis and Methods information package and test in Moodle

Preparation of thesis plan in the end of 5th semester or during the first period of the 6th semester

Thesis report and publication in the end of the 6th semester

Participation in group counselling and presentations with the thesis supervisor as agreed

Maturity examination

Starting level and linkage with other courses

The thesis process starts on 5th semester during the work placement by searching a suitable topic. The student studies Thesis and Methods information package in Moodle according to instructions given by Thesis advisor.

Further information

Olli Laintila, Pasila

THE7LE102 Thesis, HR and Leadership: 0 op**Learning objectives**

The student gains practice in independent work and working with company staff and other partners in development projects.

The student also gains practice in handling big projects and communicating his/her matter with clarity.

Upon successful completion of the thesis, the student

- is able to identify possible development targets in companies and other organisations.
- knows how to find information on a given topic, and categorise and analyse it.
- knows how to order and read research studies, and news relating to them.
- is able to meet set deadlines and negotiate changes if needed.
- has a command of project work.
- knows how to write a clear report on his or her results, adhering to document standards.

Contents

Choice of thesis topic in 5th semester

Thesis and Methods information package and test in Moodle

Preparation of thesis plan in the end of 5th semester or during the first period of the 6th semester

Thesis report and publication in the end of the 6th semester

Participation in group counselling and presentations with the thesis supervisor as agreed

Maturity examination

Starting level and linkage with other courses

The thesis process starts on 5th semester during the work placement by searching a suitable topic. The student studies Thesis and Methods information package in Moodle according to instructions given by Thesis advisor.

Further information

Olli Laintila, Pasila

THE7LE104 Thesis, Marketing, Sales and Service: 0 op**Learning objectives**

The student gains practice in independent work and working with company staff and other partners in development projects.

The student also gains practice in handling big projects and communicating his/her matter with clarity.â€

Upon successful completion of the thesis, the studentâ€

- is able to identify possible development targets in companies and other organisations.â€
- knows how to find information on a given topic, and categorise and analyse it.â€
- knows how to order and read research studies, and news relating to them.â€
- is able to meet set deadlines and negotiate changes if needed.â€
- has a command of project work.â€
- knows how to write a clear report on his or her results, adhering to document standards.â€

Contents

Choice of thesis topic in 5th semesterâ€

Thesis and Methods information package and test in Moodle

Preparation of thesis plan in the end of 5th semester or during the first period of the 6th semesterâ€

Thesis report and publication in the end of the 6th semesterâ€

Participation in group counselling and presentations with the thesis supervisor as agreedâ€

Maturity examinationâ€

Starting level and linkage with other courses

The thesis process starts on 5th semester during the work placement by searching a suitable topic.

The student studies Thesis and Methods information package in Moodle according to instructions given by Thesis advisor.

Further information

Olli Laintila, Pasila

THE7LE103 Thesis, Meetings Industry: 0 op**Learning objectives**

The student gains practice in independent work and working with company staff and other partners in development projects.

The student also gains practice in handling big projects and communicating his/her matter with clarity.â€

Upon successful completion of the thesis, the studentâ€

- is able to identify possible development targets in companies and other organisations.â€
- knows how to find information on a given topic, and categorise and analyse it.â€
- knows how to order and read research studies, and news relating to them.â€
- is able to meet set deadlines and negotiate changes if needed.â€
- has a command of project work.â€
- knows how to write a clear report on his or her results, adhering to document standards.â€

Contents

Choice of thesis topic in 5th semesterâ€

Thesis and Methods information package and test in Moodle

Preparation of thesis plan in the end of 5th semester or during the first period of the 6th semester
Thesis report and publication in the end of the 6th semester
Participation in group counselling and presentations with the thesis supervisor as agreed
Maturity examination

Starting level and linkage with other courses

The thesis process starts on 5th semester during the work placement by searching a suitable topic. The student studies Thesis and Methods information package in Moodle according to instructions given by Thesis advisor.

Further information

Eeva Särkilahti, Pasila

THE7LE105 Thesis, Organisational Communication: 0 op**Learning objectives**

The student gains practice in independent work and working with company staff and other partners in development projects.

The student also gains practice in handling big projects and communicating his/her matter with clarity.

Upon successful completion of the thesis, the student

- is able to identify possible development targets in companies and other organisations.
- knows how to find information on a given topic, and categorise and analyse it.
- knows how to order and read research studies, and news relating to them.
- is able to meet set deadlines and negotiate changes if needed.
- has a command of project work.
- knows how to write a clear report on his or her results, adhering to document standards.

Contents

Choice of thesis topic in 5th semester

Thesis and Methods information package and test in Moodle

Preparation of thesis plan in the end of 5th semester or during the first period of the 6th semester

Thesis report and publication in the end of the 6th semester

Participation in group counselling and presentations with the thesis supervisor as agreed

Maturity examination

Starting level and linkage with other courses

The thesis process starts on 5th semester during the work placement by searching a suitable topic. The student studies Thesis and Methods information package in Moodle according to instructions given by Thesis advisor.

Further information

Mirka Sunimento, Pasila

THE7HH801 Thesis Phase 1: 5 op**Learning objectives**

Upon completion of the module, the student is able to

- Know different stages of the thesis process

- Know the aim of her/his thesis
- Search for information in a variety of reliable sources.
- Define the key concepts of her/his thesis.
- Create a realistic schedule for her/his thesis
- Know requirements and the basic structure of the thesis.
- plan a research-based development project outline.

Contents

- Thesis at Haaga-Helia
- Thesis process and progress in Wihi
- Student's role and responsibilities during the thesis process
- Confidentiality in theses
- Content and extent of the thesis
- Content and extent of a research-based development project
- Source information search, reliable information and critical evaluation of them.
- Formal referencing
- Selection criteria for research and innovation methods
- Thesis reporting according to Haaga-Helia reporting guidelines
- Self management during the thesis process.

Starting level and linkage with other courses

Studies specified by the degree.

Assessment criteria**Grade 1**

[See thesis assessment criteria in haaga-helia.fi](#)

Grade 3

[See thesis assessment criteria in haaga-helia.fi](#)

Grade 5

[See thesis assessment criteria in haaga-helia.fi](#)

Approved/ Failed

During the thesis process, progress is graded as pass/fail according to degree-specific objectives. After the thesis evaluation process is completed, H for "pass" is replaced by the thesis grade.

To pass the module all assignments (incl. research based development project outline = thesis outline) must be submitted and approved.

Research based development project outline is uploaded in Wihi and a thesis supervisor has approved it.

THE7HH802 Thesis Phase 2: 5 op**Learning objectives**

The student knows how to use relevant source material, apply suitable methods and follow reporting guidelines.

Contents

2/3 completed thesis, according to programme-specific guidelines and principles

Starting level and linkage with other courses

Thesis phase 1 completed

Assessment criteria**Grade 1**

See thesis assessment criteria in MyNet

Grade 3

See thesis assessment criteria in MyNet

Grade 5

See thesis assessment criteria in MyNet

Approved/ Failed

During the thesis process, progress is graded as pass/fail according to programme-specific objectives.

After the thesis evaluation process is completed, H for "pass" is replaced by the thesis grade.

THE7HH803 Thesis Phase 3: 5 op**Learning objectives**

The student finishes the thesis according to the Haaga-Helia guidelines and thesis schedule.

Contents

- finalizing the thesis
- publishing the thesis

Starting level and linkage with other courses

Thesis phases 1/3 and 2/3 completed. Phase 3/3 cannot be approved before the maturity exam and plagiarism check have been passed.

Assessment criteria**Grade 1**

See thesis assessment criteria in MyNet

Grade 3

See thesis assessment criteria in MyNet

Grade 5

See thesis assessment criteria in MyNet

Approved/ Failed

See thesis assessment criteria in MyNet

THE7HH804 Maturity Test: 0 op**Learning objectives**

The maturity examination is a learning experience which aims at helping the student polish his/her

communication skills. Also, the aim is to present the proficiency of the student as well as the contents of the thesis.

The maturity test demonstrates the student's familiarity and expertise in the subject field of the thesis as well as language competency in Finnish or Swedish, as required in Finnish legislation (A1129/2014, § 8).

The language required for the maturity test is determined by the language the student studied as first language/mother tongue during secondary level education. The maturity test also serves as a demonstration of spoken and written competence in the language in question. The language of the maturity exam is also marked in the degree certificate.

Contents

In Haaga-Helia, the maturity test can take one of three forms, as agreed with the thesis advisor: an essay, an item for a staff newsletter or a media release. The maturity test is not the same as an exam answer.

Starting level and linkage with other courses

The thesis is completed.

Further information

See instructions in MyNet