Englisch für Prüfungsämter

Venue: Gustav-Stresemann-Institut e.V., Langer Grabenweg 68, 53175 Bonn

Programme

17th February 2020

9:30 a.m. Welcome and Introduction
Susan Lippmann

9:45 a.m. Session 1: "Getting Started": Warm up; creation of a welcoming atmosphere; small talk.

11:15 a.m. Coffee break

11:30 a.m. Session 2: Supporting students with relevant paperwork; developing and working on useful phrases concerning exam periods, venues, results and schedules for marking/ reviewing exam papers.

1:00 p.m. Lunch break

2:00 p.m. Session 3: Discussion:
1. Degree programmes and regulations of modules;
2. Examination regulations and procedures;
3. Organising adjustments to examination arrangements.

3:30 p.m. Coffee break

3:45 p.m. Session 4: Writing and responding to professional emails, such as presenting the Examination Office’s services and scheduling examination dates and times.

5:15 p.m. Wrap up and summary of the workshop’s results so far. Feedback round.

5:30 p.m. End of day 1

6:00 p.m. Informal get-together in a restaurant
18th February 2020

9:00 a.m. **Introduction to Day 2**
Summarising yesterday’s key issues and information on the day’s agenda.

9:15 a.m. **Session 5**: Advising students about various issues that may arise, e.g. changing courses, credit allocation and conversion of grades, registration for a PhD, temporary withdrawal and/or academic leave.

10:45 a.m. **Coffee break**

11:00 a.m. **Session 6**: Discussing everyday challenges, e.g. computer systems, working conditions, data protection, cheating and plagiarism.

12:30 p.m. **Lunch break**

1:30 p.m. **Session 7**: Creating a bank of responses to Frequently Asked Questions (FAQ).

3:00 p.m. **Coffee break**

3:15 p.m. **Session 8**: Informing and advising professionally in difficult situations with students and academic staff. Dealing with intercultural challenges and linguistic barriers.

4:45 p.m. **Closing Round and Review: Where can we go from here?**
Concluding remarks and evaluation.

5:00 p.m. **End of workshop**
Trainerin:
Susan Lippmann

Organisation und Leitung:

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