



(Last Updated on 11 February 2026)

## Training course for technical-administrative and library staff (TAB)

University Language Centre (CLA) of the University of Macerata

Course title:

**LEAP: Language Enhancement for Administrative Professionals**

### Brief description:

The University Language Centre (CLA) of the University of Macerata offers a specific English language course for the university's technical, administrative and library staff (TAB). The programme is designed to provide intermediate and upper-intermediate language training and focuses on the specific language used in university administration, with particular attention to the typical tasks performed by TAB staff.

### Course objectives:

- To acquire language and communication skills related to the field of administration in English.
- To develop the ability to understand and produce administrative texts in English.
- To learn the specific vocabulary used in the administrative and library context.
- To improve grammatical accuracy and the appropriate use of linguistic structures in the field of administration.
- To enhance oral communication skills to interact effectively with colleagues and international partners.
- To become familiar with the cultural conventions and communication styles typical of the administrative environment in international contexts.
- To be able to handle requests, complaints and problematic situations in English.

### Course content:

1. Key vocabulary and phrases for communicating effectively in administrative contexts:
  - Common terms and expressions in the administrative and library fields
  - Specific vocabulary for managing administrative procedures and processes
  - Useful phrases for formal and informal communication with colleagues and international partners
2. Writing official documents:
  - Appropriate structure and formatting of administrative emails and memos
  - Use of a professional and clear register when writing official documents
  - Expressions and phrases for opening, closing and requesting action in written communications
3. Telephone communication and handling work calls:
  - Appropriate and courteous language for professional telephone calls
  - Handling requests, questions and complaints on the telephone
  - Taking accurate messages and providing precise information during work calls
4. Participating in meetings and discussions in the workplace:
  - Vocabulary for actively participating in meetings and discussions
  - Presenting ideas, suggestions and opinions clearly and convincingly
  - Use of negotiation and conflict resolution strategies during discussions
5. Understanding and using administrative documents and texts in English:
  - Reading and understanding official documents, such as contracts, regulations and reports



- Extracting key information from complex administrative texts
- Using specific terminology to interpret and analyse administrative documents
- 6. Managing requests and appointments with students, faculty and international university staff:
  - Efficiently managing requests from international students, including enrolments, course changes and certificates
  - Planning and organising appointments with faculty and international university staff
  - Providing clear instructions and information on administrative procedures and requirements
- 7. Language and protocol for welcoming foreign guests and participating in international events:
  - Language for welcoming and introducing foreign guests
  - Etiquette and protocol for participating in international academic events
  - Managing the requests and needs of foreign guests during their visit
- 8. Use of inclusive language that respects cultural diversity:
  - Awareness of the importance of inclusive language in administrative and work contexts
  - Use of non-discriminatory language that respects cultural and gender differences
  - Recognition and prevention of the use of cultural and gender stereotypes in written and oral communication

#### **Methodology:**

The course will combine synchronous lectures and asynchronous online activities. Lectures will be delivered online via the University's Microsoft Teams platform and will provide an opportunity to put the concepts learned into practice and interact with other participants. Asynchronous online activities will be delivered via the University's Moodle platform and will include teaching materials, practical exercises and discussions.

#### **Course duration:**

The course will have a total duration of 30 hours + 3 hours for the final exam.

#### **Certification:**

At the end of the course, **those who have attended at least 24 hours (out of a total of 33 hours) and passed the final exam**, will be awarded an Open Badge certificate of participation issued by the CLA of the University of Macerata. This digital certificate will attest to the language skills achieved according to the parameters of the Common European Framework of Reference for Languages (CEFR). Open Badges are digital images that contain metadata describing the skills acquired or objectives achieved by an individual. These badges are created according to an internationally recognised open source standard. The Open Badge certificate can be used to enhance participants' CVs and can be viewed on various platforms that support Open Badges. This form of digital certification provides valid evidence of the language skills acquired during the course, allowing participants to showcase their skills in a professional context.

#### **Note:**

The Language Centre at the University of Macerata participates in the University's Strategic Plan by responding to requests to enhance the language skills required by the University's technical, administrative and library staff (TAB).

The Language Centre at the University of Macerata reserves the right to activate the course based on the number of interested participants.