



UNSW
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ARTS3641

Commercial Japanese

Semester One // 2018

Course Overview

Staff Contact Details

Convenors

Name	Email	Availability	Location	Phone
Kazue Okamoto	k.okamoto@unsw.edu.au	Mon. 11-13, Other by appointment	MB273	9385-3749

School Contact Information

School of Humanities and Languages

Location: School Office, Morven Brown Building, Level 2, 258

Opening Hours: Monday - Friday, 9am - 4:45pm

Phone: +61 2 9385 1681

Fax: +61 2 9385 8705

Email: hal@unsw.edu.au

Attendance Requirements

A student is expected to attend all class contact hours for a face-to-face (F2F) or blended course and complete all activities for a blended or fully online course.

A student who arrives more than 15 minutes late may be penalised for non-attendance. If such a penalty is imposed, the student must be informed verbally at the end of class and advised in writing within 24 hours.

If a student experiences illness, misadventure or other occurrence that makes absence from a class/activity unavoidable, or expects to be absent from a forthcoming class/activity, they should seek permission from the Course Authority, and where applicable, their request should be accompanied by an original or certified copy of a medical certificate or other form of appropriate evidence.

A Course Authority may excuse a student from classes or activities for up to one month. However, they may assign additional and/or alternative tasks to ensure compliance. A Course Authority considering the granting of absence must be satisfied a student will still be able to meet the course's learning outcomes and/or volume of learning. A student seeking approval to be absent for more than one month must apply in writing to the Dean and provide all original or certified supporting documentation.

For more information about the attendance protocols in the Faculty of Arts and Social Sciences: <https://www.arts.unsw.edu.au/current-students/academic-information/protocols-guidelines/>

Academic Information

For essential student information relating to: requests for extension; review of marks; occupational health and safety; examination procedures; special consideration in the event of illness or misadventure; student equity and disability; and other essential academic information, see <https://www.arts.unsw.edu.au/current-students/academic-information/protocols-guidelines/>

Course Details

Credit Points 6

Summary of the Course

This course provides you with an opportunity to learn how to interact successfully when working and doing business with Japanese people. It involves understanding Japanese corporate culture, business manners and customs, and building communication skills. Communication skills are developed through expansion of 'Keigo' (polite expressions) usage, vocabulary, and expressions used specifically in commercial settings. You also examine challenges you may encounter in the communication in commercial settings and analyse the solution in such situations.

At the conclusion of this course the student will be able to

1. Extend vocabulary and expressions in a business context and develop intercultural communication skills with the Japanese business people.
2. Identify differences in the communication style between Australia/country of one's own and Japanese business people, and evaluate how to improve the situation.
3. Explain basic elements of Japanese style business communication, and corporate culture and customs.
4. Examine a selected topic on Japanese business and management in spoken and written Japanese.

Teaching Strategies

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

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

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

Assessment

Assessment Tasks

Assessment task	Weight	Due Date	Student Learning Outcomes Assessed
Research Project	35%	01/06/2018 04:00 PM	1,2,3,4
Quiz	35%	Not Applicable	1
Speaking Test	20%	Not Applicable	1,2
Reading task	10%	Not Applicable	1,2,3

Assessment Details

Assessment 1: Research Project

Start date:

Length: 7,500 - 9000 characters

Details: Students carry out research on a selected topic (Individual work), present it in class and write a report. Each student receives a result and written feedback. This is the final assessment for attendance purposes. (Presentation 10% Report 25%)

Additional details:

See Moodle for details.

Turnitin setting: This is not a Turnitin assignment

Assessment 2: Quiz

Start date: Not Applicable

Length: 30 mins

Details: Two short quizzes are held during class (30 mins/quiz). Each student receives a numerical mark. Feedback via class discussion. Additional feedback will given upon request. (quiz 1 20%, quiz 2 15%)

Additional details:

See Moodle for details.

Turnitin setting: This is not a Turnitin assignment

Assessment 3: Speaking Test

Start date: Not Applicable

Length: 5-7 mins

Details: Each student will perform a role play with another student (5-7 mins). Student receives a result and written feedback.

Additional details:

See Moodle for details.

Turnitin setting: This is not a Turnitin assignment

Assessment 4: Reading task

Start date: Not Applicable

Length: 40 mins each

Details: Students lead a group discussion on the reading task in the class. Pair work. Oral feedback in class.

Additional details:

See Moodle for details.

Turnitin setting: This is not a Turnitin assignment

Submission of Assessment Tasks

Students are expected to put their names and student numbers on every page of their assignments.

Turnitin Submission

If you encounter a problem when attempting to submit your assignment through Turnitin, please telephone External Support on 9385 3331 or email them on externalteltsupport@unsw.edu.au. Support hours are 8:00am – 10:00pm on weekdays and 9:00am – 5:00pm on weekends (365 days a year). If you are unable to submit your assignment due to a fault with Turnitin you may apply for an extension, but you must retain your ticket number from External Support (along with any other relevant documents) to include as evidence to support your extension application. If you email External Support you will automatically receive a ticket number, but if you telephone you will need to specifically ask for one. Turnitin also provides updates on their system status on Twitter.

Generally, assessment tasks must be submitted electronically via either Turnitin or a Moodle assignment. In instances where this is not possible, it will be stated on your course's Moodle site with alternative submission details.

Late Assessment Penalties

An assessed task is deemed late if it is submitted after the specified time and date as set out in the course Learning Management System (LMS).

The late penalty is the loss of 5% of the total possible marks for the task for each day or part thereof the work is late. Lateness will include weekends and public holidays. This does not apply to a task that is assessed but no mark is awarded.

Work submitted fourteen (14) days after the due date will be marked and feedback provided but no mark will be recorded. If the work would have received a pass mark but for the lateness and the work is a compulsory course component, a student will be deemed to have met that requirement. This does not apply to a task that is assessed but no mark is awarded.

Work submitted twenty-one (21) days after the due date will not be accepted for marking or feedback and will receive no mark or grade. If the assessment task is a compulsory component of the course a student will automatically fail the course.

Special Consideration Applications

You can apply for special consideration when illness or other circumstances interfere with your assessment performance.

Sickness, misadventure or other circumstances beyond your control may:

- * Prevent you from completing a course requirement,
- * Keep you from attending an assessable activity,
- * Stop you submitting assessable work for a course,

* Significantly affect your performance in assessable work, be it a formal end-of-semester examination, a class test, a laboratory test, a seminar presentation or any other form of assessment.

For further details in relation to Special Consideration including "When to Apply", "How to Apply" and "Supporting Documentation" please refer to the Special Consideration website:

<https://student.unsw.edu.au/special-consideration>

Academic Honesty and Plagiarism

Plagiarism is using the words or ideas of others and presenting them as your own. It can take many forms, from deliberate cheating to accidentally copying from a source without acknowledgement.

UNSW groups plagiarism into the following categories:

Copying: using the same or very similar words to the original text or idea without acknowledging the source or using quotation marks. This also applies to images, art and design projects, as well as presentations where someone presents another's ideas or words without credit.

Inappropriate paraphrasing: changing a few words and phrases while mostly retaining the original structure and information without acknowledgement. This also applies in presentations where someone paraphrases another's ideas or words without credit. It also applies to piecing together quotes and paraphrases into a new whole, without referencing and a student's own analysis to bring the material together.

Collusion: working with others but passing off the work as a person's individual work. Collusion also includes providing your work to another student before the due date, or for the purpose of them plagiarising at any time, paying another person to perform an academic task, stealing or acquiring another person's academic work and copying it, offering to complete another person's work or seeking payment for completing academic work.

Inappropriate citation: Citing sources which have not been read, without acknowledging the "secondary" source from which knowledge of them has been obtained.

Duplication ("self-plagiarism"): submitting your own work, in whole or in part, where it has previously been prepared or submitted for another assessment or course at UNSW or another university.

Correct referencing practices:

- Paraphrasing, summarising, essay writing and time management
- Appropriate use of and attribution for a range of materials including text, images, formulae and concepts.

Individual assistance is available on request from The Learning Centre (<http://www.lc.unsw.edu.au/>). Students are also reminded that careful time management is an important part of study and one of the identified causes of plagiarism is poor time management. Students should allow sufficient time for research, drafting and proper referencing of sources in preparing all assessment items.

UNSW Library also has the ELISE tool available to assist you with your study at UNSW. ELISE is designed to introduce new students to studying at UNSW but it can also be a great refresher during your study.

Completing the ELISE tutorial and quiz will enable you to:

- analyse topics, plan responses and organise research for academic writing and other assessment tasks
- effectively and efficiently find appropriate information sources and evaluate relevance to your needs
- use and manage information effectively to accomplish a specific purpose

- better manage your time
- understand your rights and responsibilities as a student at UNSW
- be aware of plagiarism, copyright, UNSW Student Code of Conduct and Acceptable Use of UNSW ICT Resources Policy
- be aware of the standards of behaviour expected of everyone in the UNSW community
- locate services and information about UNSW and UNSW Library

Some of these areas will be familiar to you, others will be new. Gaining a solid understanding of all the related aspects of ELISE will help you make the most of your studies at UNSW.

(<http://subjectguides.library.unsw.edu.au/elise/aboutelise>)

Course Schedule

[View class timetable](#)

Timetable

Date	Type	Content
Week 1: 26 February - 4 March	Lecture	Course introduction あいさつ 1
	Tutorial	なし
Week 2: 5 March - 11 March	Lecture	あいさつ 2 役職、名刺交換
	Tutorial	練習
Week 3: 12 March - 18 March	Lecture	あいさつ 3 新しい客を紹介してもらう
	Tutorial	練習 タスクリーダー 1
Week 4: 19 March - 25 March	Lecture	新しい客先を紹介してもらう 客先訪問 1 ビジネスメール
	Tutorial	ビジネスメールの練習
Week 5: 26 March - 1 April	Lecture	祝日のため休み
	Tutorial	祝日のため休み
Break: 2 April - 8 April	Lecture	中間休み
	Tutorial	中間休み
Week 6: 9 April - 15 April	Lecture	インターアクションテスト 1
	Tutorial	ビジネスメール
Week 7: 16 April - 22 April	Lecture	ビジネスレター タスクリーダー 2
	Tutorial	練習 発表 1
Week 8: 23 April - 29 April	Lecture	ビジネスレター 交渉 タスクリーダー 3
	Tutorial	ビジネスレターの練習 発表 2
Week 9: 30 April - 6 May	Lecture	交渉 2 タスクリーダー 4
	Tutorial	クイズ 1 発表 3
Week 10: 7 May - 13 May	Lecture	交渉 3 自己PR
	Tutorial	発表 4 練習
Week 11: 14 May - 20	Lecture	自己PRについて

May		ビジネスマナー タスクリーダー 5
	Tutorial	発表 5 自己PRの練習
Week 12: 21 May - 27 May	Lecture	インターアクションテスト 2
	Tutorial	発表 6
Week 13: 28 May - 3 June	Lecture	なし
	Tutorial	クイズ 2

Resources

Prescribed Resources

Learning materials are uploaded to Moodle.

Recommended Resources

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

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

Kameda, N. (2014). Japanese business discourse of oneness: A personal perspective. *International Journal of Business Communication*, 51(1), 93-113.

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

Su, Y. L., Mahadi, T. S. T., & Singh, M. K. M. (2016). Business Communication Needs of Japanese Companies in Malaysia. *Advances in Language and Literary Studies*, 7(2), 156-162.

Course Evaluation and Development

Formal evaluation will be collected via MyExperience, and will be used to improve future iterations of this course. Informal, real time feedback is also very welcome, either in person or through a permanently open forum for discussion of suggestions and comments.

Image Credit

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