



International Week SPANISH ADMINISTRATIVE Course

Program					
	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
9:00am-11:00am	Spanish class	Spanish class	Spanish class	Spanish class	Spanish class
11:00am-11:30am	Coffee break	Coffee break	Coffee break	Coffee break	Coffee break
11:30am-1:30pm	Spanish class	Spanish class	Spanish class	Spanish class	Spanish class
Afternoon/Evening	*6:00pm City tour	Free	*6:00pm Visit: Alcazaba	9:00pm Flamenco show Dinner	1:30pm Spanish wine & tapas

**Timmings are subject to change*

SPANISH FOR “PTGAS”: ADMINISTRATIVE AND SERVICE COMMUNICATION (B2-C1)

❖ INTRODUCTION

This intensive 20-hour course is specifically designed for Technical Management, Administration and Services Staff (PTGAS) who need to consolidate their level of Spanish (from B1 to C1) in order to perform effectively in a university environment.

Administrative staff are the face of the institution, and mastering the appropriate language and protocol is essential. This programme addresses the most frequent communication needs of management staff: from the correct drafting of official documents and the professional management of electronic correspondence, to the resolution of queries and the use of university jargon (enrolment, scholarships, records).

The aim is for participants to acquire the confidence and linguistic accuracy necessary to interact with students, teachers, suppliers and foreign delegations, thereby enhancing the quality of the administrative service offered by the university.

❖ LEARNING OBJECTIVES

- Write formal emails with the appropriate structure, tone and vocabulary for internal and external communications.
- Understand and produce basic administrative documents (official letters, circulars, applications).
- Handle queries from students and teachers in a clear, courteous and decisive manner.
- Master the phrases and protocol of professional telephone communication.
- Acquire the specific vocabulary of university structure, positions and processes.
- Handle protocol and cultural skills in an international work environment.

❖ CONTENTS

Module 1: Formal written communication

- Writing emails: Structure, tone, greeting/closing formulas and the strategic use of informal/formal address.
- Administrative documents: Analysis and writing of official letters, circulars, brief reports and requests. Emphasis on accuracy and formality.

Module 2: Interaction and customer service

- Communication with students and teachers: Responding to frequently asked questions. Diplomatic language for problem solving and complaint management.
- Telephone communication: Common phrases and expressions for answering, transferring, leaving messages and managing waiting times.

Module 3: University vocabulary and concepts

- University structure: Vocabulary for departments, centres, faculties and positions (*rector, decano, vicerrector, jefe de servicio*).
- Processes and procedures: Terminology for enrolment, admission, scholarships, records, accreditation and qualifications.

Module 4: Real-life situations and cultural skills

- Meeting management: Vocabulary for participating (presenting points, expressing opinions) and note-taking (recording agreements).
- Cultural aspects and protocol: Rules of courtesy and non-verbal behaviour in the Spanish and Hispanic professional environment. Protocol in communication with foreign delegations or authorities.
- Cultural differences in the workplace (time management, hierarchy, personal distance).

❖ METHODOLOGY

1. The course adopts an intensive and practical methodology based on a task-oriented (action-oriented) approach. Learning is achieved by doing, not just studying.

2. Much of the time will be devoted to role-plays, simulating common office interactions such as answering the telephone, handling complaints in person or participating in service meetings.
3. Participants will write real documents from their professional context (formal emails, circulars, short reports), ensuring the assimilation of bureaucratic language.
4. Corrections will focus on pragmatic appropriateness (Is the tone correct? Is the request polite?) and linguistic accuracy (grammar and vocabulary), ensuring that the skills learned are directly applicable to the workplace.

❖ ASSESSMENT

To obtain the course completion certificate, it is necessary to:

- 1) Attend the course regularly (minimum of 80%)
- 2) Take and pass the final exam, which will determine the course grade.

❖ RECOMMENDED BIBLIOGRAPHY

- Aragonés, L., & Palencia, R. (2007). *Gramática de uso del español: B1-B2 Teoría y práctica*. Ediciones SM.
- Aragonés, L., & Palencia, R. (2007). *Gramática de uso del español: C1-C2 Teoría y práctica*. Ediciones SM.
- Cassany, Daniel (2007). *Afilas el lapicero. Guía de redacción para profesionales*, Barcelona: Anagrama. Real Academia Española, Instituto Cervantes, Briz, A., Albelda, M. & Hidalgo Navarro, A. (2022). *Saber hablar* (Ed. revisada y actualizada). Espasa.
- Real Academia Española & Instituto Cervantes. (Última edición disponible). *El libro del español correcto*. Espasa.
- Real Academia Española & Instituto Cervantes. (Última edición disponible). *Saber escribir*. Espasa.



- Real Academia Española & Asociación de Academias de la Lengua Española. (2019).
Gramática y ortografía básicas de la lengua española. Espasa.