



TIPS FOR ADMINISTRATIVE STAFF

Craft your administrative skills in English

Enhancing your communication and administrative skills in English can significantly improve your ability to serve international students, foster cultural awareness, and strengthen organizational and communication abilities. By developing these competencies, you can boost efficiency and collaboration across diverse tasks and teams.

We are here to introduce key skills, practical examples, and tips to help you excel in administrative roles at Poznan University of Technology. Areas of focus include language and communication, international student services, cultural diversity, organizational skills, teamwork, responsibility, time management, multitasking, and problem-solving.

The following scenarios and glossary can help you dealing with students in international context.

Let's talk

This conversation shows the sample of helpful and polite communication between an Erasmus student and administrative staff, ensuring clarity and support.

Student: *Good morning! I'm an Erasmus international student, and I need to finalize my course registration. I've already chosen my courses online, but I'm not sure if everything is confirmed.*

Staff: *Let me check your registration status in the system. Can I have your student ID or registration number, please?*

Student: *Sure, my ID is number is 0000000*

Staff: *Thank you. Let me have a look... Yes, I can see your selected courses. However, it looks like one of your courses still needs approval from the faculty coordinator.*

Student: *Really, I didn't realize that. So, what should I do next?*

Staff: *You'll need to contact the faculty coordinators for that course to get approval. You can either email them directly or visit their office during office hours. Once they approve it, your registration will be completed.*

Student: *Ok, I got it, thank you. Do you know where I can find the coordinator's office or contact information?*



Staff: *Well, I can provide that. The coordinator for your course is Professor Johnson, and his office is in Building A.11, room 111. You can also reach him via email at j.johnson@put.poznan.pl*

Student: *Fantastic, I'll get in touch with Professor right away. Thank you for your help.*

Staff: *You're welcome. If you need any further assistance or have other questions, feel free to come by or give us a call. Good luck with your courses.*

Student: *Thank you so much. Have a nice day.*

Staff: *You too.*

Glossary Terms A, B, C

The following glossary represents a list of the various terms and definitions that you may encounter at our University.

Academic calendar - shows important semester-specific dates and deadlines for students officially registered for courses on the schedule.

Bachelor's programmes - first-cycle studies (3 to 4 years which consists of 6 to 7 semesters) leading to the professional title of Polish name *licencjat* or *inżynier*. This is the Polish equivalent of the Bachelor's degree.

Course schedule - the list of courses offered for a specific semester, including information such as when and where the courses take place.