

Dominik Eberhard, Susan Lippmann & Maureen Liston

# **Englisch für Angestellte der Hochschulverwaltung**

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und Glossare**

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**Projektkoordination** Lena von Eichborn, Christoph Hansert  
(verantwortl.), Corinna Jörres, Katharina Kohm, DAAD

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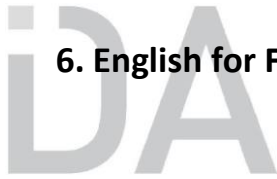
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## 6. English for Faculty Administration Offices

### Reading

A well-functioning university faculty/department/institute must have a super-organized secretary to remain successful, communicative, informed.... And that is you.

At some non-German universities, titles such as “assistant to the dean”, “events coordinator”, “staff assistant”, “office assistant” and even an “office associate” are used for employees doing jobs like yours. Read how an office associate is described at the University of Nebraska.<sup>1</sup> What do you think about giving “Staff Star Awards”?

Though essential and highly valuable, administrative work in higher education can often be overlooked and less visible compared to teaching and research roles. Isabella Losinger describes this lack of representation in her feature piece “The unheralded administrative assistant”. Here is the description she gives of a higher education secretary, who, “of the many employee groups on campus, [...] is a constant at all institutions”:

“The administrative assistant [...] is often the first person one meets upon entering a department or administrative unit. [...] Furthermore, [...] the assistant often acts as

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<sup>1</sup> <http://cehs.unl.edu/cehs/news/kelsey-sims-august-staff-star-award-recipient/>

gate-keeper and general factotum. In an academic unit, she guards access to the department head and is privy to information – often of a highly sensitive and confidential nature – that no other staff or faculty member has. A trusted intermediary, the assistant can also be the department head’s prime source of information, being an integral part of the campus grapevine. The belief that she is the one person who really knows what’s going on has been substantiated by research in both the public and private sectors [...], and her ability to cultivate relationships for intelligence purposes is a much valued (and admired) skill. [...] For the employees themselves, these tasks aggregate to what is often a fulfilling (if sometimes tiring) working experience.”<sup>2</sup>

Losinger uses feminine pronouns here as she states that the majority of administrative assistants in North America are indeed female – is this (still) true for your work environment as well? Do you agree with her descriptions overall?

### Task

Administration at a faculty or departmental office often involves working closely with many different people and helping others with administrative processes. Especially when working in a foreign language, it is important to communicate effectively by giving clear and detailed

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<sup>2</sup> <https://www.universityaffairs.ca/features/feature-article/the-unheralded-administrative-assistant/>

instructions when handing over a task and ensuring correct understanding on both sides: Explain step by step what needs to be done, what the context of the task or job is and give a clear time frame. Go over everything at the end and ask if there are any questions if you are giving a task to someone, or make sure to ask questions yourself when someone else is instructing you.

Do you follow these steps when handing tasks over to a colleague? Do others, such as your head of department, provide you with all the necessary information you need to work effectively? Some of these steps may sound obvious or overly simple but you can probably think of an occasion where leaving out details on the context or simply a lack of clear communication resulted in problems. Try and draft a checklist in English for some of your processes.

### Listening

Here is a short video on what secretaries do in general.<sup>3</sup> You can also have a listen to this interview on a bit of history of the position of secretary in general and how it is that today we most often refer to them as ‘administrative assistants’ in English.<sup>4</sup> The accompanying texts may help you if you have problems anywhere.

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<sup>3</sup> [http://learn.org/multimedia/What\\_Does\\_a\\_Secretary\\_Do\\_-\\_Video.html](http://learn.org/multimedia/What_Does_a_Secretary_Do_-_Video.html)

<sup>4</sup> <https://www.npr.org/2012/04/09/150286295/before-admin-assistants-there-were-secretaries>

**Exercises**

**1. A. ●○○ Put the words into the correct order to form sentences that are useful for making small talk.**

a. you – to – I'm – meet – delighted

\_\_\_\_\_.

b. I – take – coat – your – may

\_\_\_\_\_?

c. flight – was – how – your

\_\_\_\_\_?

d. your – easily – did – way – find – you

\_\_\_\_\_?

e. family – how – your – is

\_\_\_\_\_?

f. to – you – something – can – get – I – drink

\_\_\_\_\_?





g. talk – interesting – found – very – I – your

\_\_\_\_\_!

h. staying – where – you – are

\_\_\_\_\_?

i. a – yet – you – hotel – found – have

\_\_\_\_\_?

j. are – from – of – Britain – part – which – you

\_\_\_\_\_?

k. Germany – your – this – first – is – to – visit

\_\_\_\_\_?

l. planning – go – sightseeing – you – to – are

\_\_\_\_\_?

m. looking – are – conference – you – to – forward – the

\_\_\_\_\_?

(⇒p.45)



**B. ●○○ Now find the matching answers to the questions in A.**

	1. Well, actually it was quite difficult to find. / I did, thanks to your directions.
	2. Pleased to meet you, too.
	3. Terrible! / Nice. Quite sunny, actually.
	4. Oh, definitely. Do you have any recommendations?
	5. No, thanks. I'm fine. / Yes, perhaps some water, please.
	6. Lancashire. That's up in the North.
	7. Yes, please. / No, thanks. I'll hang onto it.
	8. Yes, it is. / No, I've been here several times.
	9. It was fine, thanks. / It was too long, as usual. / It was delayed.
	10. No, not yet. / Yes, I'm staying at the Plaza.
	11. At the Hilton. / Not far from here.
	12. Fine, thanks. / Not too bad, thank you. / All good, thanks.

(⇒p.45)



**2. ●○○ Match the German expressions to the English translations.**

- |  |   |
|--|---|
| a. Psychosoziale Beratungsstelle für Studierende | 1. Registrar's Office                     |
| b. Prüfungsausschuss                             | 2. Copy and Print Centre                  |
| c. PC-Pool/Raum                                  | 3. Student Advisory Service               |
| d. Gleichstellungsbeauftragte                    | 4. Computer rooms/ IT lab                 |
| e. Studierendensekretariat                       | 5. Examinations board                     |
| f. Rechtsberatung                                | 6. Student Counselling Service            |
| g. Studienberatung                               | 7. Equal Opportunity Commissioner/Officer |
| h. Kopier- und Druckdienst                       | 8. Legal Advisory                         |

(⇒p.45)



3. ●○○ Underline the correct word in italics in the following email phrases.

- a. Please find *attached/verified/copied* my school leaving certificate.
- b. You will be *lucky/nervous/pleased* to hear that ...
- c. To *who/whom/the person* it may concern.
- d. Would you *appreciate/mind/regret* if we put the appointment off?
- e. *Many/Nice/Best* regards, ...
- f. If you *like/desire/need* any further information, feel free to contact me.
- g. Please *return/answer/reply* the form by 2 May.
- h. Yours *awfully/sincerely/kindly*, ...
- i. *After/Following/Further* our phone call earlier today, I have now the information you requested.
- j. Give my *regards/hellos/greetings* to your family.
- k. For further information please *inform/consult/contact* our website.
- l. With *confirmation/link/reference* to your email ...

(⇒p.46)

4. ●○○ Complete the sentences, which all deal with early childcare in Germany, with a verb from the box. Watch out for the grammatical form.

to cook – to prepare – to provide – to wait – to depend – to search – to attend – to run

- a. In Germany, early childcare is \_\_\_\_\_ in either a *Krippe* or a *Kindergarten*. This \_\_\_\_\_ on the age of the child.
- b. Most children aged 3-6 years \_\_\_\_\_ a *Kindergarten*, which is largely seen as a fundamental but not compulsory step in \_\_\_\_\_ a child for school.
- c. It is strongly advisable that parents start \_\_\_\_\_ for a place in childcare facilities as soon as possible. You may have to \_\_\_\_\_ for up to two years to get a place.
- d. Some facilities are privately \_\_\_\_\_ by *Eterninitiativen*, where the parents of the children should be involved and take on certain duties such as \_\_\_\_\_, cleaning or washing linens.

(⇒p.46)



5. ●●○ Match the sentence halves with those on the following page.

a. In Germany, it is mandatory to attend ...	
b. Schools are governed by the federal states, so ...	
c. Most German pupils attend state schools, ...	
d. From class 1 to class 4 (or sometimes 6), children go to primary ...	
e. After primary school, pupils are allocated ...	
f. This is usually done on the basis of their teachers' recommendations ...	
g. Pupils can choose between four different ...	
h. Some federal states have changed the curriculum of the <i>Gymnasium</i> , ...	
i. But this trend is already being reversed again, ...	
j. A <i>Gymnasium</i> (grammar school) traditionally prepares pupils ...	



1. ... as well as the preferences of the pupils' families.
2. ... but there are also private or international schools.
3. ... for university or a dual academic and vocational career.
4. ... as it often proved to be too much pressure on pupils.
5. ... regulations may vary depending on where you live.
6. ... school for nine or ten years.
7. ... school, where all subjects are the same for everyone.
8. ... so pupils can now do their A-Levels earlier (end of Year 12).
9. ... to a school according to their academic ability.
10. ... types of school: <i>Hauptschule, Realschule, Gymnasium</i> or <i>Gesamtschule</i> .

(⇒p.46)



6. ●●○ Match the following expressions, which all deal with education, with their definitions.

- |                         |   |
|-------------------------|---|
| a. boarding school      | 1. The process of teaching or learning in a school or college, or the knowledge that you get from this.       |
| b. comprehensive school | 2. A course or area of study in a school, such as Maths, English, Biology, ...                                |
| c. curriculum           | 3. A person who holds a university or college degree.   |
| d. distance learning    | 4. Typically the first stage of formal education, coming after nursery school and before secondary education. |
| e. education            | 5. A school for young children, usually between the ages of three and six.                                    |





- f. further education
  - g. graduate
  - h. nursery school
  - i. primary education
  - j. school subject
- 6. A type of state secondary school for boys and girls of all abilities, usually aged 11 or over.
  - 7. A type of school where children can live during the school year.
  - 8. A system of education in which people study at home with the help of the Internet, television or the radio.
  - 9. The list of subjects that are included in a course of study or taught in a school, college, or university.
  - 10. Classes that are provided for people after leaving school, but not at a university.

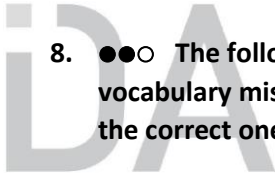
(⇒p.47)



7. ●●○ Complete the missing letters.

- a. In Germany, a kindergarten is a facility for the care of p\_\_e-s\_\_h\_\_ \_\_l c\_\_i\_\_d\_\_ \_\_n who are typically at least three years old.
- b. If a su\_\_ta\_\_ \_\_e place in a kindergarten cannot be found, parents can resort to a *Tagesmutter* as an alternative.
- c. This is usually a woman who looks after children in her own home during normal wo\_\_k\_\_n\_\_ h\_\_ \_\_r\_\_.
- d. In bigger cities, there are also privately run, b\_\_l\_\_n\_\_u\_\_l kindergartens where multiple languages are used.
- e. Consulates or e\_\_ \_\_a\_\_s\_\_ \_\_s often provide a list of facilities offering services in different languages.
- f. All of the a\_\_ov\_\_-m\_\_n\_\_io\_\_ \_\_d facilities are not free of charge.
- g. The costs depend on the i\_\_d\_\_v\_\_d\_\_ \_\_l facility.
- h. You may, however, be entitled to receive c\_\_i\_\_d b\_\_n\_\_f\_\_ \_\_s as a means of financial aid.

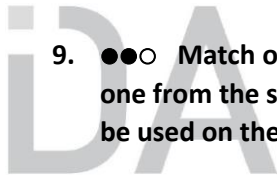
(⇒p.47)



**8. ●●○ The following polite phrases contain one vocabulary mistake each. Replace the false word by the correct one.**

- a. What can I do to you?
- b. Can I write a message?
- c. Would you mind spell that again?
- d. Please wait the few seconds.
- e. Could you hang up a moment, please?
- f. Please hang the line.
- g. Could you perhaps mail an email instead?
- h. Please say a bit louder.
- i. Could I perhaps calling you back later?
- j. Please do take no seat.

(⇒p.47)



9. ●●○ Match one item from the first column with one from the second to form sentences which can be used on the phone.

- |                         |                              |
|-------------------------|------------------------------|
| a. It's quite difficult | 1. to you next week.         |
| b. I'll look            | 2. he gets your message.     |
| c. I do apologise       | 3. to get hold of her today. |
| d. I'm sure             | 4. on research leave.        |
| e. I'll get back        | 5. that back to you?         |
| f. I'll call you back   | 6. through to her deputy?    |
| g. I'll make sure       | 7. we can sort it out.       |
| h. Can I just read      | 8. into it.                  |
| i. I'm afraid he is     | 9. within the hour.          |
| j. Shall I put you      | 10. for the inconveniences.  |

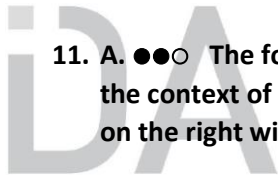
(⇒p.48)



**10. ●●○ Unscramble the word in brackets in the following telephone phrases.**

- a. Can I \_\_\_\_\_ (askep) to Dr Müller, please?
- b. He is not \_\_\_\_\_ (alivelaba) at the moment.
- c. Can I ask who's \_\_\_\_\_ (glinca)?
- d. I'm sorry, I didn't \_\_\_\_\_ (thacc) your name.
- e. Could you \_\_\_\_\_ (petera) your name for me, please?
- f. I'll put you \_\_\_\_\_ (rothguh).
- g. I'm afraid the line's \_\_\_\_\_ (naggede).
- h. Would you like to leave a \_\_\_\_\_ (samsgee) for him?
- i. It was nice \_\_\_\_\_ (glinkat) to you.
- j. Could you give me her \_\_\_\_\_ (nsoexnite) number?

(⇒p.48)



**11. A. ●●○** The following expressions are all used in the context of telephoning. Match the phrasal verbs on the right with their equivalent expressions.

- |                            |                   |
|----------------------------|-------------------|
| a. to answer               | 1. to speak up    |
| b. to break contact        | 2. to put through |
| c. to connect              | 3. to pick up     |
| d. to contact again later  | 4. to look up     |
| e. to find                 | 5. to hold on     |
| f. to make contact         | 6. to hang up     |
| g. to replace the receiver | 7. to get through |
| h. to talk louder          | 8. to get back to |
| i. to telephone again      | 9. to cut off     |
| j. to wait                 | 10. to call back  |

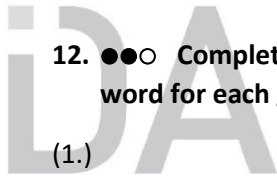
(⇒p.48)



**B. ●●○ Now complete the sentences with a phrasal verb from A.**

- a. I tried to \_\_\_\_\_ her number in the directory, but it's not in there.
- b. \_\_\_\_\_ a minute, I'll see if he's available.
- c. After an hour I managed to \_\_\_\_\_ to her.
- d. Can you please \_\_\_\_\_ me \_\_\_\_\_ to the Dean's secretary?
- e. Sorry, I can't hear you. Could you \_\_\_\_\_ a little?
- f. He's busy now, but he'll \_\_\_\_\_ to you as soon as possible.
- g. I'm in a meeting right now. I'll \_\_\_\_\_ you \_\_\_\_\_ later.
- h. It's a bad mobile phone connection. We keep getting \_\_\_\_\_.
- i. When you finish a call, you \_\_\_\_\_.
- j. It's been ringing for ages. I wish he'd \_\_\_\_\_ the phone.

(⇒p.48)



**12. ●●○ Complete the three dialogues, using one word for each gap. The first letter is given.**

(1.)

A: University of Mainz, Department of French Studies,  
Sabine Sauer s\_\_\_\_\_. What can I do for you?

B: Good morning. I'd like to s\_\_\_\_\_ to the Head  
of Department, Professor Meyer. Is he  
a\_\_\_\_\_?

A: H\_\_\_\_\_ on a minute. I'll p\_\_\_\_\_ you through.  
What was your name a\_\_\_\_\_?

B: Thornton. David Thornton from Leicester University.

(2.)

A: Hello. I can't seem to get h\_\_\_\_\_ of Dr Müller.  
Could you possibly help me, please?

B: I'm sorry, but Dr Müller is out of the o\_\_\_\_\_  
right now.

A: I see. Could you a\_\_\_\_\_ her to call me back?

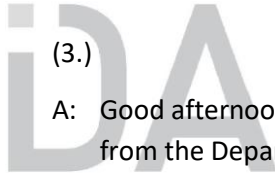
B: Of course. Could you g\_\_\_\_\_ me your name?

A: Yes, i\_\_\_\_\_ Amy Price from Oxford University.  
Dr Müller knows me.

B: OK, I've got that. And what's it in connection with?

A: It's a\_\_\_\_\_ her upcoming guest professorship  
at our department.





(3.)

A: Good afternoon, Mr Rigg. It's Kerstin Höfner here from the Department of Engineering at Aachen University.

B: Oh, hello Kerstin. How good to h\_\_\_\_\_ from you. How are things over there in Germany?

A: It's very cold – much colder than usual for the time of year. W\_\_\_\_\_ about Singapore?

B: We're having a lovely sunny day.

A: That s\_\_\_\_\_ good. Mr Rigg, I'm calling a\_\_\_\_\_ your research visit at the end of this year. I have just n\_\_\_\_\_ we still need you to complete the forms I sent you a couple of weeks ago and send them back to us.

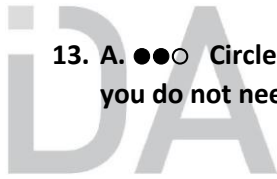
B: Oh, yes, of course. My apologies for that. They c\_\_\_\_\_ slipped my mind. I will send you an email as soon as I have a free minute. My apologies again.

A: No w\_\_\_\_\_. I'll await your email.

B: Ok, speak to you s\_\_\_\_\_. Bye.

A: Bye and thank you.

(⇒p.49)



13. A. ●●○ Circle the correct preposition. Sometimes you do not need any preposition.

- a. You can always drop *off/in/about* on Wednesdays between 1pm and 3pm if there's anything you'd like to discuss. You don't have to contact him *from/on/in* advance.
- b. I'm afraid he's *on/for/in* leave for the entire summer semester. However, you can still email him. He'll be back on duty *on/at/in* the beginning of autumn.
- c. I'm really sorry but there's no replacement *to/with/for* him. Maybe I can help you *at/with/for* your question?
- d. Dr. Kersten is sick today, I'm afraid. Most of his lectures have been cancelled. Just have a look *at/for/into* the notice board outside his office to find *on/out/about* when they are held again.
- e. I'm so sorry, we can't do this here, but you can go to your tutor and ask her. Perhaps you should take your notes *with/on/along* to show you were really there. She should be *in/into/on* her office right now.



- f. This really depends *to/by/on* him and if the seminar is already booked up. I would advise you to see him *in/on/by* person or send him an email.
  
- g. No problem. It's in another building on the Westside Campus. Go downstairs, cross the road, turn right *on/of/at* the next pedestrian traffic light and *on/in/from* your left you'll see a huge glass building. There you should easily find it.
  
- h. I can call the Facility Management *for/with/on* you and ask them to check. I'm sure they can do that *for/until/by* twelve o'clock. What time is your seminar?
  
- i. Have you tried calling or emailing her? She offers office hours *by/of/for* appointment only. Maybe you should leave a note *above/in/on* her pigeon hole and ask her to call you back. I'll make sure she gets it.

(⇒p.49)



**B. ●●○ Now find the matching questions to the answers in A.**

	1. Can I still enrol for Prof. Kean's advanced seminar "Theory of Politics"? I'm afraid I missed the deadline last week.
	2. How long is Dr. Schneider's sabbatical? When will he be back in his office?
	3. I can't find lecture hall L435. Can you help me?
	4. I have to make a new appointment with Prof. Thieme to talk about my PhD thesis but I can't get hold of her. What should I do?
	5. I was late for the seminar "Ecology, Evolution and Conservation" today and I couldn't sign the attendance sheet. Can I sign it now?
	6. I'm giving a presentation today but the projector in room 235 is not working. I really need it. Can you help me?
	7. Is the lecture "Introduction to German Literature" taking place today? Where and when?
	8. When are Prof. Müller's office hours?
	9. Who is Prof. Meier's replacement while he is away?

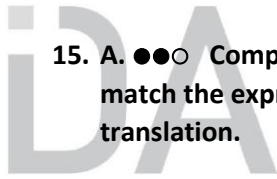
(⇒p.50)

14. ●●○ Complete the sentences with a word from the box. There are two words that you do not need.

variety – researchers – programme – office –  
messages – lives – language – harassment –  
disorders – advice

- a. The Student Services (*Studierendenwerk*) offers students free legal \_\_\_\_\_.
- b. To use this service, please come along during \_\_\_\_\_ hours and present your student ID.
- c. Female students and \_\_\_\_\_ can ask for advice regarding social and legal questions.
- d. You can contact the Equal Opportunities Office if you are suffering from discrimination, \_\_\_\_\_ or stalking.
- e. Students who have problems with their studies or their personal \_\_\_\_\_ can receive professional support from the Student Counselling Service.
- f. These problems include, for example, concentration \_\_\_\_\_ or exam stress.
- g. The University Sports Centre offers a wide and varied sports \_\_\_\_\_ every semester.
- h. For example, there are sports events and activities, and courses catering to a \_\_\_\_\_ of levels.

(⇒p.50)



15. A. ●●○ Complete the missing letters and then match the expressions with their German translation.

a. l__te__n__ion__l__ __f__i__e	1. Studierenden- sekretariat
b. F__re__n__r's R__gi__t__a__io__ O__i__	2. Studienberatung
c. R__gi__t__r's __f__i__e	3. Sprachlernzentrum
d. E__a__in__ti__n__ B__a__d	4. Prüfungsausschuss
e. C__ee__s S__rv__c__	5. Prüfungsamt
f. E__a__in__ti__n__ O__i__	6. Berufsberatung
g. L__n__u__g__ C__t__e	7. Ausländerbehörde
h. S__u__en__ A__vi__o__y S__rv__c__	8. Akademisches Auslandsamt

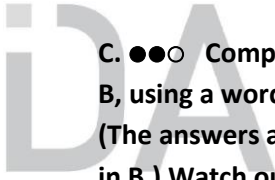
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**B. ●●○ Which of the places in A should students go to if they have the following questions?**

- a. Where and how can I register for my upcoming exam?
- b. I've lost my campus card. What should I do?
- c. I would like to study abroad for two semesters. How do I proceed?
- d. Do you offer German classes?
- e. I want to change my major subject. I'm not happy with "Computer Linguistics".
- f. I haven't been able to continue writing my Bachelor thesis supervised by Dr Röder. Could I ask for an extension of the submission deadline?
- g. I'm graduating next autumn and I'd love to stay in Germany. However, my visa is expiring.
- h. I don't really know what to do professionally after I graduate. Do you have any advice?

(⇒p.51)



**C. ●●○ Complete the answers to the questions in B, using a word related to the word in brackets. (The answers are in the same order as the questions in B.) Watch out for the correct grammatical form.**

- a. You should go to the Examinations Office and ask about the procedure there. They know all the \_\_\_\_\_ (regulate) and they have all the forms you need.
- b. You need to go to the Registrar's Office as soon as possible. They will deactivate it immediately, making sure that no-one can pretend to be you and use it for \_\_\_\_\_ (fraud) means. Once the card has been deactivated, it cannot be reused and so you will need to buy a \_\_\_\_\_ (replace) – even if you find your original card.
- c. I would \_\_\_\_\_ (advice) you to seek help at the International Office. There are quite a few things to consider, for example a possible visa or \_\_\_\_\_ (finance) support. The staff at the International Office can also tell you about student exchange programmes, like Erasmus or Study Abroad.
- d. The Language Centre offers a wide \_\_\_\_\_ (vary) of language classes. You can also ask the staff when the next German class starts.



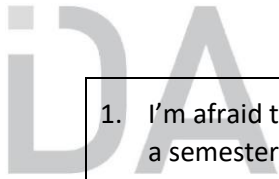
- e. You should seek advice from the Student Advisory Service. You can't \_\_\_\_\_ (simple) switch to a different degree programme if you haven't got the \_\_\_\_\_ (necessity) qualifications to take the compulsory modules. The staff there will be happy to help you. Do you know the way?
- f. You must ask the Examinations Board for an \_\_\_\_\_ (extend) of your deadline. Write a letter outlining the reasons why you are requesting the extension. I can deliver it to the Board for \_\_\_\_\_ (approve). Next time they meet, they will discuss your case and inform you as soon as possible.
- g. As every foreign citizen \_\_\_\_\_ (requirement) a visa or a residence title, you should consult the Foreigner's Registration Office.
- h. The Careers Service offer advice and \_\_\_\_\_ (inform) on some of the options open to you after your degree. They will also review your CV and put you in contact with future \_\_\_\_\_ (employ) if you want.

(⇒p.51)



16. ●●○ Match the questions to the answers on the following page.

a. Where can I submit this form?	
b. Can I leave my sick note with you? I missed all my classes last week.	
c. What is the re-registration procedure?	
d. When can I re-register for the next semester?	
e. I have moved house. Do you need my new address?	
f. I would like to take leave next semester. Can I suspend my payments for that semester?	
g. Can I take a semester's leave for writing my PhD thesis?	
h. I would like to move to a Student Hall of Residence. How do I find a room there?	



- |   |
|---|
| 1. I'm afraid that this is not a valid reason for taking a semester off.  |
| 2. I'm afraid you have to continue to pay the administration fees and the social fee for the Student Services.                      |
| 3. Yes, we need to enter any new data into the system and pass it on to other university institutions.                              |
| 4. Yes, you can do that if you could please provide me with a list of all classes you couldn't go to.                               |
| 5. You can do that from 20 June until 31 July for the winter semester and from 1 December until 31 January for the summer semester. |
| 6. You'd better talk to the responsible person at the Student Services.   |
| 7. You simply have to pay the semester contribution in the full amount and on time.   |
| 8. You can either leave it with me or take it to the Registrar's Office.  |

(⇒p.51)

17. ●●○ A new academic staff member from the UK, Professor Burns, has asked you for advice regarding possible schools for his daughter. Read the email reply and complete the second half of the words in italics.

Subject: Help and (1) *adv*\_\_\_\_\_ with schools

Dear Prof Burns,

I think it is best to (2) *con*\_\_\_\_\_ the Youth Migration Service to get some advice on schools for your daughter. I spoke with Mr Himmel from Caritas and (3) *appar*\_\_\_\_\_ it is difficult to find a school for a 16-year-old. He said 'Platanenschule' is (4) *wo*\_\_\_\_\_ a try. It offers language (5) *cou*\_\_\_\_\_ that prepare students to move to a (6) *mains*\_\_\_\_\_ school after a few months. They usually only take students up to the age of 15, but you could go and speak to the (7) *princ*\_\_\_\_\_ to see if an (8) *exce*\_\_\_\_\_ could be made.

Another (9) *opt*\_\_\_\_\_ is 'Stern-Gymnasium'. It's a grammar school that (10) *prep*\_\_\_\_\_ pupils to go to university by taking their A-levels ('Abitur'). Your daughter's language (11) *le*\_\_\_\_\_ might not be high enough and it might be too late to (12) *reg*\_\_\_\_\_.

However, on their website they say that, in exceptional cases, they do (13) *acc*\_\_\_\_\_ pupils during the current (14) *te*\_\_\_\_\_ and they even offer (15) *addi*\_\_\_\_\_ language classes in German for international students.

In case your daughter is not (16) *acce*\_\_\_\_\_ to any of these schools, you should try to send her to a language school, e.g. 'VHS' or 'Sprachenkolleg'. The latter is a bit more (17) *expe*\_\_\_\_\_, but it's known to offer a good intensive programme. She would study there with lots of young (18) *moti*\_\_\_\_\_ people and probably enjoy a good range of free time (19) *acti*\_\_\_\_\_. It's usually full, but try it. You never know.

If you still have any (20) *que*\_\_\_\_\_, also regarding your son, don't (21) *hesi*\_\_\_\_\_ to contact Mr Himmel or myself.

I hope this helps.

Have a good day and see you soon.

Best (22) *wis*\_\_\_\_\_,

Anna Friede

(⇒p.51)

*Did you know that job descriptions are a good way to keep up to date with changing demands and responsibilities in your field?*

It seems strange that so little should be written about such an important position at a university. Contemporary academic staff must notice that without you nothing gets done well or quickly. Here, job advertisements are an extremely useful tool – you can compare your position with those abroad:

“Under general supervision, performs administrative duties which include maintaining department accounts, compiling information and analyzing data, and preparing reports; coordinates activities of a department project or program, coordinates department computing and software resources, including web activities; prepares and processes correspondence, agendas, general papers, credentialing, license renewals, manuscripts, and publication materials; prepares purchasing, travel and expense reimbursements, and timekeeping information.”<sup>5</sup>

Slightly different is a job announcement at the University of Cambridge in the UK:

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<sup>5</sup> Entnommen aus einer Stellenanzeige der Saint Louis University, Missouri, USA, abgerufen am 31.01.2018 unter dem Link <https://jobs.slu.edu/postings/15598>

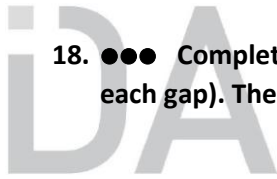
“Applications are invited for an Administrative Assistant to provide a wide range of secretarial and administrative support for the Institute of Astronomy. The post will be allocated to the Kavli Institute for Cosmology (KICC), and will include P.A. support for the Director of the KICC as well as events management, including conferences and workshops. Applicants will need a flexible approach to a variety of secretarial duties and be able to work on their own initiative. It is expected that you will have good organisational and communication skills, the ability to prioritise and work to deadlines, a smart professional public image, diplomacy and respect for confidentiality.”<sup>6</sup>

The IAAP (International Association of Administrative Professionals) also has a general list of ‘Sample Job Duties’ that might be useful.<sup>7</sup>

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<sup>6</sup> Entnommen aus einer Stellenanzeige der University of Cambridge, UK, vom 10.01.2018, abgerufen am 31.01.2018 unter dem Link <http://www.jobs.cam.ac.uk/job/16329/>

<sup>7</sup> <http://www.iaap-hq.org/page/SampleJob>



**18. ●●● Complete the email phrases (one word for each gap). The first letter is given.**

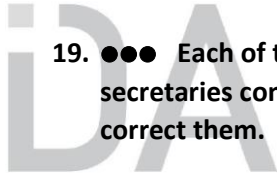
- a. Thank you for your r\_\_\_\_\_ of 2 June.
- b. We a\_\_\_\_\_ for the late reply.
- c. With r\_\_\_\_\_ to your email I would like to inform you that ...
- d. F\_\_\_\_\_ to our conversation last week, I am sending you ...
- e. R\_\_\_\_\_ your question on research funding, I am happy to tell you ...
- f. Please f\_\_\_\_\_ the attached link.
- g. Please find a\_\_\_\_\_ the requested forms.
- h. You will be p\_\_\_\_\_ to hear that ...
- i. We r\_\_\_\_\_ to have to inform you that ...
- j. I'm afraid we cannot p\_\_\_\_\_ you with any information on ...





- k. Please c\_\_\_\_\_ the attached forms.
- l. Please r\_\_\_\_\_ the form by 30 June.
- m. I hope this does not cause any i\_\_\_\_\_ to you.
- n. We hope this a\_\_\_\_\_ all your questions.
- o. I hope I was of a\_\_\_\_\_.
- p. Should you have any further questions, please do not h\_\_\_\_\_ to contact us.
- q. Yours s\_\_\_\_\_

(⇒p.52)



**19. ●●● Each of the following emails from faculty secretaries contains three mistakes. Find and correct them.**

(1.)

Hello James

Here finally come the new version of the invitation letter. Do you want to discuss about it later?

Best greetings

Konny

(2.)

Dear Dr Gonzalez Ruiz,

we are happy to invite you to our university as a Visiting Research Professor from Colombia.

We understand that you will receive full support including travel and medical insurance from your university and/or government during your stay. Funding for your research and living expenses will not be provided from our department or by the university.

Please feel free to contact us if you have any further questions.

We look forward to see you.

Yours sincerely,

Claudia Meier

(3.)

Good morning, Ms Anakam,

I am sending you the new form for your UniCard. This needs to be signed by both you and Prof Hauser. You will receive your UniCard when you bring the signed form to the university cashier and pay him 10 euros.

You find the cashier in the Central University Administration building nearby the market. When you enter the 'Rektorat', go up the stairs and turn left. The cashier is open Mondays to Fridays from 9 to 12 am.

I hope I was off assistance.

Best regards,

Lukas Stopfe

(4.)

Dear Mr Iwanov

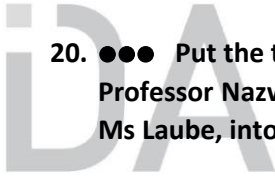
Please find attached form LBV 46201, that has to do with additional pension insurance. Ms Schneider told me that it still needs to be filled out.

So could you please complete the form and return it to me until the end of the week? If you have any questions, don't hesitate to contacting me.

Regards

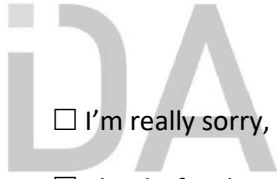
Kristina Aue

(⇒p.53)



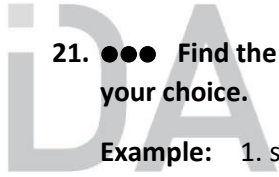
**20. ●●● Put the telephone dialogue between Professor Nazwisko and the departmental secretary, Ms Laube, into the correct order.**

- 1 Hello, this is Professor Nazwisko speaking. Is the chair of the examination board coming in this afternoon?
- (laughs) Well, everyone needs to be replaced one day... Anyway, do you want to leave a message for him?
- I guess it's the meeting about budget cuts?
- Ah, don't worry – you're irreplaceable. You're the centre of the department.
- Bye and have a good day.
- He should be in at about three. He has a meeting with the Dean before coming in.
- I'd prefer a bit later if you don't mind.
- Yes, that would be great. We need to meet up sometime to discuss the procedure of the viva of my PhD student, Jennifer Hohlmann. You remember her?



- I'm really sorry, but this is the only time slot available.
- Thanks for that. I'll send an email to both of you to confirm. Thanks for calling. Bye.
- Yes, I do. What a lovely student she is. And so organised. What time would be good for you? I can check his agenda for you.
- What about next Wednesday?
- Well, I'll have to take what I can get then.
- Probably – I hope I'm not one of those cuts!
- Let me see. His schedule is quite full on Wednesday, but he will be free early in the morning at 8.30.

(⇒p.53)

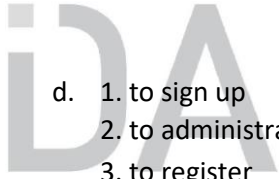


**21. ●●● Find the odd one out and give a reason for your choice.**

**Example:** 1. student  
2. teacher  
3. university  
4. professor

⇒ 3. is the odd one out because it's not a person

- a. 1. deputy  
2. vacancy  
3. substitute  
4. replacement
- b. 1. post box  
2. pigeon hole  
3. hole in the wall  
4. email account
- c. 1. seminar  
2. lecture  
3. tutorial  
4. office hour



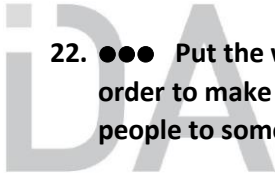
- d.
  1. to sign up
  2. to administrate
  3. to register
  4. to enrol

- e.
  1. late
  2. delayed
  3. clockwise
  4. on time

- f.
  1. event
  2. monitor
  3. projector
  4. speakers

- g.
  1. appointment
  2. consultation
  3. meeting
  4. deadline

(⇒p.54)



**22. ●●● Put the words and phrases into the correct order to make sentences that can be used to refer people to someone else.**

- a.  the right person  I'm really  to ask  
 I'm not  sorry, but
- b.  I called the  responsible person  for the  
 HR Department for  I think it would  
 you and asked  be helpful if
- c.  I am  from IT  of more  services will be  
 my colleague  matter than  I am sure  
 assistance in that
- d.  the topic  better contact  I think you'd  
 not really  insurance provider directly  
 as I am  familiar with  your health
- e.  email – it's always  information first hand  
 perhaps you  better to get  them an  
 the relevant  should send
- f.  I am not  a look for  responsibility  to have  
 you, but  I am happy  question falls  
 into my  sure if that

(⇒p.55)



**Key****1 A.**

- a. I'm delighted to meet you.
- b. May I take your coat?
- c. How was your flight?
- d. Did you find your way easily?
- e. How is your family?
- f. Can I get you something to drink?
- g. I found your talk very interesting!
- h. Where are you staying?
- i. Have you found a hotel yet?
- j. Which part of Britain are you from?
- k. Is this your first visit to Germany?
- l. Are you planning to go sightseeing?
- m. Are you looking forward to the conference?

**1 B.**

- |         |        |        |         |
|---------|--------|--------|---------|
| a. – 2  | b. – 7 | c. – 9 | d. – 1  |
| e. – 12 | f. – 5 | g. – 3 | h. – 11 |
| i. – 10 | j. – 6 | k. – 8 | l. – 4  |

**2.**

- |        |        |        |        |
|--------|--------|--------|--------|
| a. – 6 | b. – 5 | c. – 4 | d. – 7 |
| e. – 1 | f. – 8 | g. – 3 | h. – 2 |



**3.**

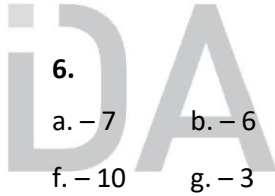
- a. attached
- b. pleased
- c. whom
- d. mind
- e. Best
- f. need
- g. return
- h. sincerely
- i. Following
- j. regards
- k. consult
- l. reference

**4.**

- a. provided – depends
- b. attend – preparing
- c. searching – wait
- d. run – cooking

**5.**

- a. – 6      b. – 5      c. – 2      d. – 7      e. – 9
- f. – 1      g. – 10      h. – 8      i. – 4      j. – 3



**6.**

a. – 7

b. – 6

c. – 9

d. – 8

e. – 1

f. – 10

g. – 3

h. – 5

i. – 4

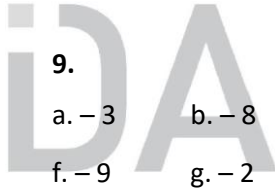
j. – 2

**7.**

- a. pre-school children
- b. suitable
- c. working hours
- d. bilingual
- e. embassies
- f. above-mentioned
- g. individual
- h. child benefits

**8.**

- a. to ⇒ for
- b. write ⇒ take
- c. spell ⇒ spelling
- d. the ⇒ a
- e. up ⇒ on
- f. hang ⇒ hold
- g. mail ⇒ send
- h. say ⇒ speak
- i. calling ⇒ call
- j. no ⇒ a

**9.**

a. – 3

b. – 8

c. – 10

d. – 7

e. – 1

f. – 9

g. – 2

h. – 5

i. – 4

j. – 6

**10.**

- a. speak
- b. available
- c. calling
- d. catch
- e. repeat
- f. through
- g. engaged
- h. message
- i. talking
- j. extension

**11 A.**

a. – 3

b. – 9

c. – 2

d. – 8

e. – 4

f. – 7

g. – 6

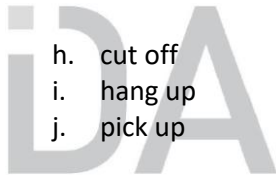
h. – 1

i. – 10

j. – 5

**11 B.**

- a. look up
- b. Hold on
- c. get through
- d. put through
- e. speak up
- f. get back
- g. call back



- h. cut off
- i. hang up
- j. pick up

**12.**

(1.)

speaking – speak – available – Hold – put – again

(2.)

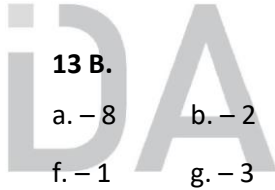
hold – office – ask – give – it's – about

(3.)

hear – What – sounds – about – noticed – completely –  
worries – soon

**13 A.**

- a. in – in
- b. on – at
- c. for – with
- d. at – out
- e. along – in
- f. on – in
- g. at – on
- h. for – by
- i. by – in

**13 B.**

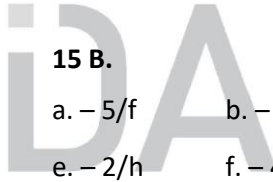
- a. – 8      b. – 2      c. – 9      d. – 7      e. – 5  
f. – 1      g. – 3      h. – 6      i. – 4

**14.**

- a. advice
- b. office
- c. researchers
- d. harassment
- e. lives
- f. disorders
- g. programme
- h. variety

**15 A.**

- a. International Office – (8.) Akademisches Auslandsamt
- b. Foreigner's Registration Office – (7.) Ausländerbehörde
- c. Registrar's Office – (1.) Studierendensekretariat
- d. Examinations Board – (4.) Prüfungsausschuss
- e. Careers Service – (6.) Berufsberatung
- f. Examinations Office – (5.) Prüfungsamt
- g. Language Centre – (3.) Sprachlernzentrum
- h. Student Advisory Service – (2.) Studienberatung

**15 B.**

- a. – 5/f      b. – 1/c      c. – 8/a      d. – 3/g  
e. – 2/h      f. – 4/d      g. – 7/b      h. – 6/e

**15 C.**

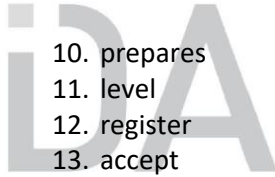
- a. regulations
- b. fraudulent – replacement
- c. advise – financial
- d. variety
- e. simply – necessary
- f. extension – approval
- g. requiring
- h. information – employers

**16.**

- a. – 8      b. – 4      c. – 7      d. – 5  
e. – 3      f. – 2      g. – 1      h. – 6

**17.**

- 1. advice
- 2. contact
- 3. apparently
- 4. worth
- 5. courses
- 6. mainstream
- 7. principal
- 8. exception
- 9. option

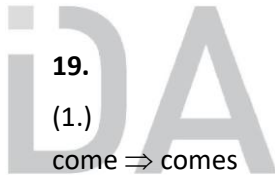


10. prepares
11. level
12. register
13. accept
14. term
15. additional
16. accepted
17. expensive
18. motivated
19. activities
20. questions
21. hesitate
22. wishes

**18.**

- a. request
- b. apologise
- c. reference
- d. Further
- e. Regarding
- f. follow
- g. attached
- h. pleased
- i. regret
- j. provide
- k. complete
- l. return
- m. inconvenience
- n. answers
- o. assistance
- p. hesitate
- q. sincerely



**19.**

(1.)

come ⇒ comes

about ⇒ –

greetings ⇒ wishes/regards

(2.)

we ⇒ We

from ⇒ by

see ⇒ seeing

(3.)

bring ⇒ take

nearby ⇒ near

off ⇒ of

(4.)

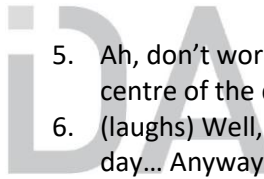
that ⇒ which

until ⇒ by

contacting ⇒ contact

**20.**

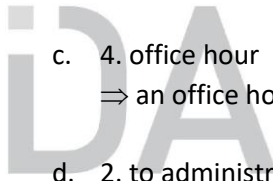
1. Hello, this is Professor Nazwisko speaking. Is the chair of the examination board coming in this afternoon?
2. He should be in at about three. He has a meeting with the Dean before coming in.
3. I guess it's the meeting about budget cuts?
4. Probably – I hope I'm not one of those cuts!



5. Ah, don't worry – you're irreplaceable. You're the centre of the department.
6. (laughs) Well, everyone needs to be replaced one day... Anyway, do you want to leave a message for him?
7. Yes, that would be great. We need to meet up sometime to discuss the procedure of the viva of my PhD student, Jennifer Hohlmann. You remember her?
8. Yes, I do. What a lovely student she is. And so organised. What time would be good for you? I can check his agenda for you.
9. What about next Wednesday?
10. Let me see. His schedule is quite full on Wednesday, but he will be free early in the morning at 8.30.
11. I'd prefer a bit later if you don't mind.
12. I'm really sorry, but this is the only time slot available.
13. Well, I'll have to take what I can get then.
14. Thanks for that. I'll send an email to both of you to confirm. Thanks for calling. Bye.
15. Bye and have a good day.

**21.**

- a. 2. vacancy  
⇒ a vacancy is not a person standing in for someone
- b. 3. hole in the wall  
⇒ a hole in the wall is not for contacting people



- c. 4. office hour  
⇒ an office hour is not for teaching
- d. 2. to administrate  
⇒ to administrate is not what you do to take part in a class, course, etc.
- e. 3. clockwise  
⇒ clockwise isn't used in connection with time
- f. 1. event  
⇒ an event is not presentation equipment
- g. 4. deadline  
⇒ the others are about meeting people

**22.**

- a. I'm really sorry, but I'm not the right person to ask.
- b. I think it would be helpful if I called the HR Department for you and asked for the responsible person.
- c. I am sure my colleague from IT services will be of more assistance in that matter than I am.
- d. I think you'd better contact your health insurance provider directly as I am not really familiar with the topic.

- iDA
- e. Perhaps you should send them an email – it's always better to get the relevant information first hand.
  - f. I am happy to have a look for you, but I am not sure if that question falls into my responsibility.

## Glossary English-German

### A

accompany, to	begleiten
advise, to	beraten
advisable	ratsam, empfehlenswert
agenda	Terminplanung; Terminplaner
aggregate, to	summieren, sich auf etw. belaufen
application	Bewerbung; Antrag
appointment	Termin
approval	Einverständnis; Genehmigung
appreciate, to	(wert)schätzen, verstehen
approve, to	genehmigen; einverstanden sein mit etwas
area of study	Unterrichtsfach
assess, to	bewerten, beurteilen
assume, to	vermuten; annehmen
at the latest	spätestens
authority	Behörde
available	verfügbar; frei

### B

be back on duty, to	wieder im Dienst sein
be in force, to	gelten; in Kraft sein
be on leave, to	freigestellt sein
benefit	<i>allg.:</i> Vorteil, Nutzen; <i>auch:</i> Beihilfe, Unterstützung
boarding school	Internat
booked up, to be	ausgebucht sein
bring about, to	herbeiführen; verursachen

business trip	Dienstreise
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**C**

cancel, to	absagen; streichen
Careers service	Berufsberatung
cashier	Kassierer/in
cause, to	herbeiführen; verursachen
child benefits	Kindergeld, Familienhilfe
child care	Kinderbetreuung
Citizens' Service Office	Bürgerdienst
claim	Anspruch (auf)
claim, to	fordern
column	Spalte
complete, to	ausfüllen
comprehensive school	Gesamtschule
comprise (of), to	umfassen; beinhalten
compulsory	erforderlich, verpflichtend
consulate	Konsulat
concentration disorder	Konzentrationsschwierigkeiten
conference venue	Tagungs-/ Konferenzort
consult, to	befragen, beratschlagen
consultation	Beratung
convert, to	umwandeln
country of residence	Ansässigkeits-/ Aufenthaltsstaat
credential s.b., to	jd'n zulassen, zertifizieren
curriculum	Lehrplan
curriculum vitae ( <i>abbr.</i> : CV)	Lebenslauf

**D**

deadline	Frist
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demands	Forderungen, Nachfragen
deputy	Stellvertreter/in, stellvertretend
distance learning	Fernunterricht
doctoral defence	Verteidigung (der Doktorarbeit)
double-check, to	nachprüfen
drop in, to	(ohne Termin) vorbeikommen

**E**

embassy	Botschaft
engaged (BE) / busy (AE)	besetzt ( <i>Telefon etc.</i> )
enrol, to	immatrikulieren
equal opportunity commissioner/office	Gleichstellungsbeauftragte/r
Examination board	Prüfungsausschuss
expense reimbursement	Kostenerstattung, Spesenvergütung
extend, to	verlängern
extension	Verlängerung

**F**

factotum	Faktotum; Person, die Vielzahl von Aufgaben übernimmt
faculty	Fakultät; Lehrkörper
fare reduction	Fahrpreisermäßigung
federal state	Bundesland
fill in/out, to	ausfüllen
financial aid/ support	Unterstützung, finanzielle
Foreigners' / Aliens' (Registration) Office	Ausländerbehörde
form	Formular
fraud	Betrug

free of charge	kostenlos; gratis; frei
fund(s)	Mittel, finanzielle
further to	bezugnehmend auf

**G**

grants received from third parties	Zuwendungen von Dritten
(office/campus) grapevine ( <i>fam.</i> )	<i>ugs.:</i> Flurfunk, Gerüchteküche [ <i>allg.:</i> grapevine = Weinstock]
grapevine, to hear sth. on/through the ( <i>fam.</i> )	etw. zu Ohren kommen lassen, munkeln hören
gratuitous	kostenlos, gratis

**H**

harassment	Belästigung
head of department	geschäftsführende/r Direktor/in, Leiter/in
health insurance	Krankenversicherung
hinder, to	hindern; aufhalten
hole in the wall ( <i>fam.</i> )	<i>ugs. für:</i> Bankautomat ( <i>BE</i> ), kleines/r Restaurant/Laden ( <i>AE</i> )
human resources (HR) department	Personalabteilung

**I**

immediately	unverzüglich; sofort
in advance	vorher; im Voraus
inconvenience	Unannehmlichkeit
intelligence purposes	zum Zweck der Informations- /Erkenntnissammlung
intermediary	Vermittler/in



institute	Institut
institution funds	Institutsmittel
irreplaceable	unersetzbar

**L**

lecture hall	Hörsaal
legal advice service	rechtliche Beratung
limit, to	begrenzen
line manager	Vorgesetzte/r

**M**

majority	Mehrheit, <i>auch</i> : Volljährigkeit
mandatory	erforderlich, vorgeschrieben
matriculation certificate	Immatrikulations-bescheinigung
medical assessment/ certificate	ärztliches Zeugnis
medical insurance	Krankenversicherung
meeting venue	Tagungs-/Veranstaltungsort

**N**

notice board	schwarzes Brett
nursery (school)	Kindergarten/Kinderkrippe

**O**

office hours	Sprechzeiten
original documents/receipts	Originalbelege

**P**

Payroll Office	Lohnbüro
PhD supervisor	Doktorvater/-mutter
pigeon hole	(Abhol- oder Brief-)Fach
precipitate, to	herbeiführen; verursachen

prerequisite	Voraussetzung; Erfordernis
presentation	Vortrag
pressure	Druck
primary/elementary education	Grundschulbildung
prioritise, to	priorisieren
privy to sth., to be	in etw eingeweiht sein
projector	Beamer
proof	Nachweis
provisional	vorläufig

**R**

recommendation	Empfehlung
reference	<i>je nach Kontext:</i> Bezugnahme, Verweis, Referenz
with reference to	mit Bezug auf
register, to	sich anmelden, einschreiben
registration fee	Anmeldegebühr
regret, to	bereuen
replacement	Vertretung
representation	Darstellung, Vertretung,
request	Antrag; Anfrage
require, to	benötigen
reschedule, to	(einen Termin) verschieben
research leave	Forschungsfreisemester
researcher	Forscher, Wissenschaftler
resort (to), to	zurückgreifen (auf)
review, to	überprüfen, durchsehen

**S**

sabbatical	Forschungsfreisemester
schedule	(Zeit-)Plan

school subject	Unterrichtsfach
sensitive information	vertrauliche/kritische Informationen
sick note	Krankschreibung
sign up for a course, to	sich für einen Kurs anmelden/einschreiben
speaker	<i>je nach Kontext:</i> Lautsprecher, Redner
special needs	Förderung, besondere
submit sth., to	etw. einreichen, vorlegen
substantiate, to	bekräftigen, bestätigen
substitute	Vertretung
supervisor	Betreuer/in, Vorgesetzte/r
student ID	Studierendenausweis

## T

thesis	Abschlussarbeit
third party funds	Drittmittel
time frame	Zeitraumen
time slot	Zeitfenster
Travel Cost Centre/ Department for Travel Expenses	Reisekostenstelle
travel (expense) reimbursement	Reisekostenrückerstattung

## U

university degree	Universitätsabschluss
university graduate	Hochschulabsolvent/in

**v**

vacancy	freie/offene Stelle,
visible	sichtbar
viva (voce)	Disputation/Verteidigung