

# Workplace English

This course is designed for good intermediate or upper-intermediate students who are already working in an office or other workplace in which English is used to communicate with colleagues and customers. The English included in this course is functional and designed to help with every day communication.

## **Course Description**

This course is intended for non-native English speakers who wish to improve their skills and confidence with English in the workplace. While materials and topics are provided as part of the course, some classes will draw on real-life scenarios and so it is expected that students who take this course have workplace experiences they can bring to the classroom to build upon.

The course focuses on the productive skills (writing and speaking) with particular attention on telephone, face-to-face and email English. There will be a smaller amount of reading and listening. There is no specific teaching of grammar although each lesson includes on-the-spot corrections and written homework error correction is included in a number of the lessons. Excel College's intensive Workplace English course is communicative and students should be prepared to engage in role play, discussions and to share their written work with their classmates.

The intensive course runs for 1-week, with 24 hours of teacher-led lessons. The classes are during the day-time, with a mixture of morning and afternoon sessions.

## **Topic Areas** \*

- Requests and permission
- Accepting and declining
- Dealing with problems on the phone
- Dealing with facts & numbers
- Requesting information
- Small talk & networking
- Opening & closing emails
- Being polite in English
- Culture differences
- Taking phone messages
- Formal and Informal phrases
- Complaints and apologies
- Prepositions and collocations for workplace vocabulary
- Clarifying and paraphrasing

\* Exact course contents may alter slightly. Check with course tutor to confirm.

### Course Pre-requisites

- Students must have, as a minimum, an intermediate level of English, equivalent to:  
CEFR level B2 or above  
IELTS band score 5 or above
- Students are initially given a placement test to ensure that they will be able to understand the level of English used on the course.

### Course Outcomes

By the end of the course students will:

- have increased their general communicative effectiveness in various workplace scenarios.
- have practiced and gained confidence in email writing for several different purposes and developed an awareness of register.
- have gained an understanding of how to be polite and diplomatic in English.
- have improved their accuracy of workplace vocabulary.

<b>Length</b>	1 week
<b>Hours</b>	24 hours
<b>Time</b>	Monday, Wednesday & Friday: <i>10am – 1pm &amp; 2pm – 5pm</i> Tuesday & Thursday: <i>10am – 1pm</i>
<b>Fees</b>	£300

The Excel College Workplace English course is also delivered over 2 evenings a week for 4 weeks, for students who work during the day.

For more information, please telephone **0161 236 5551** or email us:

[info@excel-college.com](mailto:info@excel-college.com)

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