

# Workplace Literacy (Conversational) – Beginner

## COURSE OVERVIEW

The Beginner's module is designed for adults who can only function with simple oral communication skills and face some challenges in situations involving their surroundings and immediate needs. Learners in this module have limited information on routine matters and use simple and direct learnt expressions to articulate familiar topics and situations.

This module focuses on the basics of language and progresses to a range of target language based on various social and workplace situations. The class activities combine grammar, vocabulary development and integrated skills via collaborative learning. There are ample opportunities for learners to practice the target language leading them to language competency.

## COURSE OBJECTIVES

At the end of the course, learners will be able to:

- Speak fluently to suit the purpose, context, and audience in social and work-related situations
- Use basic sentence patterns and situation-specific phrases to start, maintain, and end conversations
- Give extended descriptions to routine situations and topics
- Describe people, places, personal experiences, and habits
- Describe processes, compare and contrast pictures and ideas
- Express likes and dislikes, agreements and disagreements
- Get simple information about instructions, directions, and travel plans
- **Understand, speak and use basic cooking vocabulary**

## COURSE OUTLINE

- Greetings and Introductions
- Family and friends
- Leisure activities and hobbies
- Jobs and workplace
- Telling time, routines and schedules
- Workplace instructions
- Things in the town
- Directions
- Shops and shopping
- Telephone Conversations
- Trainer-Facilitated Practice Sessions

# Workplace Literacy (Conversational) – Intermediate

## COURSE OVERVIEW

The Intermediate module is targeted to help adults acquire and apply intermediate language skills in their daily lives, both at home and at work. During the course, they will learn and apply intermediate reading, listening, and speaking skills. The learners will be able to use a wide range of vocabulary, idiomatic phrases and complex sentence structures.

## COURSE OBJECTIVES

At the end of the course, learners will be able to:

- start, maintain and close face-to-face conversations in everyday life and the workplace;
- understand the main points in newspaper and articles about current and familiar topics;
- understand the points of discussion on familiar topics in common situations;
- use critical communication skills to manage workplace conflicts;
- describe in detail about their experiences, feelings and reactions;
- give short prepared or impromptu presentations on familiar topics.
- **Use verbally culinary vocabulary for communication in a kitchen setting**

## COURSE OUTLINE

- People we meet
- How we feel
- Where we live
- Past experiences
- Small talk
- Travels and holidays
- Customs and habits
- Healthy living
- Types of jobs and skills
- Preparing for a job interview
- Managing workplace conflicts
- Workplace safety

# Workplace Literacy (Conversational) – Advanced

## COURSE OVERVIEW

Speaking is a tool for communication in our everyday lives. To speak effectively, it is important to use the right words, accurate grammar, correct sentence structures with the appropriate expressions. This course will help individuals learn and practise this essential life skill.

## COURSE OBJECTIVES

At the end of the course, learners will be able to:

- concede a point
- defend a point of view persuasively
- express attitudes and feelings precisely
- express opinions using hedging
- use tenses to describe past experience and futures
- express wishes and regrets
- use phrasal verbs (especially splitting) to express meanings
- understand what colloquial language is
- differentiate between formal and informal registers
- practise the use of some common idiomatic expressions
- **effectively use culinary language for communication and writing in a professional kitchen and restaurant setting**

## COURSE OUTLINE

- Past experiences and aspirations
- Travel and views on tourism
- Pros and cons of technology
- Speaking fluently at job interviews
- Communicating with colleagues
- Presentations
- Safety and health
- Films
- Books and literature
- Current affairs
- Success and failure
- Preparing for the future
- Trainer-facilitated practice sessions