

SOFT SKILLS COURSES

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50%

60%

55%

75%

80%

100%

15%

20%



Saudi Academy of Civil Aviation

It is a leading educational entity in the Kingdom of Saudi Arabia, established in 1962 as a technical training institute (Aeronautical Training Institute) in 2007 for a specialized academy offering a set of specialized diploma programs and training courses that suit the needs of the Aviation Sector and contribute to qualification and training of human resources working to support 28 airports in the Kingdom.

The programs and courses offered by the academy include the following

Specializations:

Air Traffic Control - Maintenance of Aviation Systems - Fire and Rescue - Airport Operation and Safety - Aviation Security.

Soft Courses Section



The Soft Skills Courses Section delivers the foundation year for the diploma students. Also provides short courses which includes English language training, administrative courses, and English Language Placement Test. The section accredited by GACA to conducts English Language Proficiency Test (ELPT) for all aviation personnel.

Equipment and Facilities

Three classrooms Equipped with computer, projector, and white board.

For SAELPTC Saudi Aviation English Language Proficiency Testing Center:

- One Waiting area.
- One Business office (Admin Office).
- Two Testing Rooms (Could be used for rating).
- One Rating Room.
- Two Archiving rooms.

Courses

- Aviation English - Intensive.
- Aviation English - Selective.
- SAELPT Recurrent Training for Examiners & Raters.
- SAELPT Initial Training for Examiners & Raters.
- General English Level 1.
- General English Level 2.
- General English Level 3.
- General English Level 4.
- General English Level 5.
- Business writing.
- Communication Skills.
- Time Management.
- Root Cause Analysis.
- Customer Service.
- MS PowerPoint – Basic.
- MS Excel – Basic.
- MS Word- Basic.
- A1 Starter
- A2 Elementary
- B1 Pre-intermediate
- B1+ Intermediate
- B2 Upper Intermediate

Center Accreditations



Authorized by General Authority of Civil Aviation (GACA)



General English Level 1

General English Level 1

What you will learn

Upon successful completion of this course, trainees will be able to:

- Talk to someone for the first time.
- Talk about people they know.
- Arrange to meet people.
- Say how you spend their time.
- Choose and buy things.
- Talk about things they do every day.
- Talk about things they did or saw.
- Talk about a place they visited.
- Invite someone to go out.
- Talk about their life.

Who should attend

- Line managers.
- Supervisors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Administrators.

Learning Activities



Lectures



Group exercises



Presentation

What is covered

- Grammar 1h per day
- Vocabulary 1h per day
- Reading 1h per day
- Listening 1h per day
- Speaking 1h per day



Prerequisites

- High school graduate.



Course Language

- English.



Duration

- 4 Weeks.



Assessment and Certification

QUIZZES	one progress test per four units.
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



General English Level 2

General English Level 2

What you will learn

Upon successful completion of this course, trainees will be able to:

- Introduce themselves.
- Talk about someone they know well.
- Take care of a guest.
- Invite someone out.
- Talk about an important event.
- Describe someone they admire.
- Rent a room.
- Buy a ticket.
- Describe a journey.
- Give an advice.

Who should attend

- Line managers.
- Supervisors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Administrators.

Learning Activities



Lectures



Group exercises



Presentation

What is covered

- Grammar 1h per day
- Vocabulary 1h per day
- Reading 1h per day
- Listening 1h per day
- Speaking 1h per day



Prerequisites

- High school graduate.



Course Language

- English.



Duration

- 4 Weeks.



Assessment and Certification

QUIZZES	one progress test per four units.
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



General English Level 3

General English Level 3

What you will learn

Upon successful completion of this course, trainees will be able to:

- Describe an interest.
- Have an interview.
- Plan a meal.
- Tell stories about memorable meetings.
- Do a survey.
- Get tourist information.
- Catch up with friends.
- Arrange to meet up.
- Talk about a problem.
- Have a debate.

Who should attend

- Line managers.
- Supervisors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Administrators.

Learning Activities



Lectures



Group exercises



Presentation

What is covered

- Grammar 1h per day
- Vocabulary 1h per day
- Reading 1h per day
- Listening 1h per day
- Speaking 1h per day



Prerequisites

- Successful Completion of level 2 or scoring intermediate level in SACA Placement test.



Course Language

- English.



Duration

- 4 Weeks.



Assessment and Certification

QUIZZES	one progress test per four units
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



General English Level 4

General English Level 4

What you will learn

Upon successful completion of this course, trainees will be able to:

- Describe a book or a TV show.
- Discuss an issue.
- Sell an idea.
- Describe a dramatic experience.
- Attend a reunion.
- Give expert advice.
- Talk about people who have influenced you.
- Find something at lost property.
- Reach a compromise.
- Resolve a dispute.

Who should attend

- Line managers.
- Supervisors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Administrators.

Learning Activities



Lectures



Simulation Exercises



Presentation

What is covered

- Grammar 1h per day
- Vocabulary 1h per day
- Reading 1h per day
- Listening 1h per day
- Speaking 1h per day



Prerequisites

- Successful Completion of level 3 or scoring upper intermediate level in SACA Placement test.



Course Language

- English.



Duration

- 4 Weeks.



Assessment and Certification

QUIZZES	one progress test per four units.
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



General English Level 5

General English Level 5

What you will learn

Upon successful completion of this course, trainees will be able to:

- Give advice about an interest or occupation.
- Make a complaint.
- Decide who to nominate for an award.
- Describe well-known sites to a visitor.
- Choose a logo.
- Design a site map.
- Come up with solutions.
- Work out what happened.
- Give a factual talk.

Who should attend

- Line managers.
- Supervisors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Administrators.

Learning Activities



Lectures



Group exercises



Presentation

What is covered

- Grammar 1h per day
- Vocabulary 1h per day
- Reading 1h per day
- Listening 1h per day
- Speaking 1h per day



Prerequisites

- Successful Completion of level 4 or scoring advanced level in SACA Placement test.



Course Language

- English.



Duration

- 4 Weeks.



Assessment and Certification

QUIZZES	one progress test per four units
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



Business writing

Business writing

What you will learn

Upon successful completion of this course, trainees will be able to:

- Gain better awareness of common spelling and grammar issues in business writing.

- Review basic concepts in sentence and paragraph construction.

- Know the basic structure of agendas, email messages, business letters, business proposals, and business reports.

- Know tips and techniques to use when deciding the most appropriate format to use for agendas, email messages, business letters, business proposals, and business reports.

- Know tips and techniques in writing agendas, email messages, business letters, business proposals, and business reports.

- Gain an overview of Request for Proposals, Projections, Executive Summaries, and Business Cases.

- Define proofreading and understand techniques in improving proofreading skills.

- Define peer review and list ways peer review can help improve business writing skills.

- List guidelines in printing and publishing business writing.

Learning Activities



Lectures



Group exercises



Presentation

Who should attend

- Line managers.
- Supervisors and directors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Government officials.



Prerequisites

- Upper Intermediate level of SACA placement test or equivalent.



Course Language

- English.



Duration

- 5 days.



Assessment and Certification

QUIZZES	none
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



What is covered?

■ **Module Two:**

- Working with Words
- Spelling.
- Grammar.
- Creating a Cheat Sheet.

■ **Module Three:**

- Constructing Sentences
- Parts of a Sentence.
- Punctuation.
- Types of Sentences.

■ **Module Four:**

- Creating Paragraphs
- The Basic Parts.
- Organization Methods.

■ **Module Five:**

- Writing Meeting Agendas
- The Basic Structure.
- Choosing a Format.
- Writing the Agenda.

■ **Module Six:**

- Writing E-mails
- Addressing Your Message.
- Grammar and Acronyms.

■ **Module Seven:**

- Writing Business Letters
- The Basic Structure.
- Choosing a Format.
- Writing the Letter.

■ **Module Eight:**

- Writing Proposals
- The Basic Structure.
- Choosing a Format.
- Writing the Proposal.

■ **Module Nine:**

- Writing Reports
- The Basic Structure.
- Choosing a Format.
- Writing the Report.

■ **Module Ten:**

- Other Types of Documents
- Requests for Proposals.
- Projections.
- Executive Summaries.
- Business Cases.

■ **Module Eleven:**

- Proofreading and Finishing
- A Proofreading Primer
- How Peer Review Can Help
- Printing and Publishing

■ **Module Twelve:**

- Wrapping Up
- Words from the Wise



Aviation English – Intensive

Aviation English – Intensive

What you will learn

- Acquire insights of English Language for aviation personnel.
- Develop language awareness in the terms of the critical skills of aviation operations-related language proficiency.
- Become familiar with the principles and practice of effective English for Aviation language.
- Develop communication skills in the aviation context.
- Express themselves using adequate aviation terms.

What is covered

- Runway Incursion.
- Lost.
- Technology.
- Animals.
- Gravity.
- Health.
- Fire.
- Meteorology.
- Landings.
- Fuel.
- Pressure.
- Security.

Learning Activities



Lectures



Group exercises



Presentation

Who should attend

- Managers, supervisors and Personnel from civil aviation authorities, airlines, airports, and aviation-related government and private organizations.



Prerequisites

- Upper Intermediate level of SACA placement test or equivalent.



Course Language

- English



Duration

- 5 Weeks



Assessment and Certification

QUIZZES	Minimum of one progress test
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



Aviation English - Selective

Aviation English - Selective

What you will learn

- Acquire insights of English Language for aviation personnel.
- Develop language awareness in the terms of the critical skills of aviation operations-related language proficiency.
- Become familiar with the principles and practice of effective English for Aviation language.
- Develop communication skills in the aviation context.
- Express themselves using adequate aviation terms.

What is covered

- The selective units based on the trainees needs.

Who should attend?

- Managers, supervisors and Personnel from civil aviation authorities, airlines, airports, and aviation-related government and private organizations.

Learning Activities



Lectures



Group exercises



Presentation



Prerequisites

Upper Intermediate level of SACA placement test or equivalent.



Course Language

English.



Duration

2 Weeks.



Assessment and Certification

QUIZZES	Minimum of one progress test
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



SAELPT Initial Training for Examiners & Raters

SAELPT Initial Training for Examiners & Raters

What you will learn

To be a qualified examiner who can elicit responses from candidates so as to allow a fair and effective judgment in relation to the Saudi Aviation English Language Proficiency Test (SAELPT).

To ensure candidates receive professional, fair and consistent testing.

To make sure examiner can successfully set-up the sound recording equipment and save the candidates' sound files.

What is covered

- Knowledge of ICAO Doc. 9835.
- ICAO phraseology.
- Different interview question.
- Role-play scenarios.
- Sound file saving protocols.

Who should attend

- Nominated Examiners
- Raters by SAELPT
- Accountable manager who fulfill Examiner's or Rater's requirements

Learning Activities



Lectures



Group exercises



Presentation



Prerequisites

- Successful Completion of bachelor degree in English Language / TESOL / Literature / Applied linguistic.
- Level 5 in the ICAO English language proficiency test (for ATCOs).



Course Language

- English.



Duration

- 5 days.



Assessment and Certification

- Assessment is done at the end of the course using SAELPT Examiner Assessment form.
- Certificate is issued by GACA upon successful completion of the course.



SAELPT Recurrent Training for Examiners & Raters

SAELPT Recurrent Training for Examiners & Raters

What you will learn

- Rate candidates using the ICAO Language Proficiency Rating Scale.
- Interpret the competency descriptors contained in the rating scale.
- Apply the criteria contained in.

What is covered

- Being updated and knowledgeable of ICAO Doc 9835.
- Conducting the test according to the SAELPT procedure and testing guideline.
- Following high standards of customer service & communication skills.
- Rate the sound files according to the ICAO descriptor.

Who should attend

- Certified Examiners
- Certified Raters.

Learning Activities



Lectures



Group exercises



Presentation



Prerequisites

- Successful Completion of SAELPT Initial Training for Examiners & Raters.



Course Language

- English.



Duration

- 2 days.



Assessment and Certification

- Executing a mock test and being evaluated using the Examiner Evaluation Criteria form.
- Rating 5 SACA sound files, at least 4 sound files match SACA rating.



Communication Skills

Communication Skills

What you will learn

The trainees will be able to understand the basic processes of human communication as a means of development and interaction between individuals and groups in a way that enables him to express himself properly and master the art of listening to others to bring about change and development in society in all cultural, social and economic aspects.

Acquire various communication skills, which have become one of the most important pillars of individual and institutional growth, and in a way that enables him to implement practical behavioral application in life.

That the trainees knows the skill of writing a CV and the skill of presentation and presentation.

Use electronic means and mechanisms that enable him to apply communication skills with ease and ease.

Who should attend

- Line managers, supervisors and directors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Government officials.

Learning Activities



Lectures



Group exercises



Presentation



Prerequisites

- none.



Course Language

- Arabic / English.



Duration

- 3 days.



Assessment and Certification

FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	60 MINUTES



What is covered?

This program is divided into several main units:

■ Unit One: Introduction to the study of communication

- The nature and types of communication.
- Effective Communication.
- Contact forms.
- Communication barriers.

■ Unit Two: Oral Communication

- The concept of oral communication and its elements.
- Speaking skills.
- Listening skills.

■ Unit Three: Nonverbal Communication

- The concept of non-verbal communication.
- Types of non-verbal communication.
- The importance of nonverbal communication.
- Calibration (staging).
- Building familiarity and compatibility with others.

■ Unit Four: Written Communication

- The concept of written communication.
- Elements and principles of written communication.
- Good writer skills.
- The concept of reading and its importance.
- Strategies to improve reader skills.

■ Unit Five: Group and Mass Communication

- Group communication and mass communication.
- Methods and strategies for resolving conflicts.
- Mediation between the parties.
- Constructive criticism.
- The skill of asking questions.
- How and when to say “no”.
- Conducting personal interviews.

- Presentation and speaking skills.
- Skills of dealing with the media.
- Skills of drafting media reports.

■ Unit Six: Dialogue and Persuasion Skills.

- Dialogue skills.
- Negotiation and persuasion.
- Dimensions of the negotiation process.
- Methods of persuasion.
- Behavioral models for patterns of delegates.
- Huff rank’s strategy of persuasion.
- Negotiation methods and strategies.



Time Management

Time Management

What you will learn

- Brief about the art of time management
- Increase the awareness of time management
- Apply successful time management skills and methods

What is covered

- The concept of time and its importance and objectives of time management.
- Successful time management.
- Time wasters and overcoming them.
- Time management and its relationship to the nature and behavior of the individual.
- Types of time and ways to develop your own time management.
- Types of time and ways to organize it.
- Steps to Develop Your Self-Management of Time.
- Making critical decisions and their impact on time.
- Individual time management strategies And the institution and recognition On time in our religion and Arab civilization.
- Time management strategies.
- Enterprise time management.
- Time in our religion and Arab civilization, and how to control time and overcome attempts to waste it.

Learning Activities



Lectures



Group exercises



Presentation

Who should attend

- Line managers, supervisors and directors.
- Customer service representatives.
- Public relations professionals, Sales and marketing staff.
- Government officials.



Prerequisites

- none.



Course Language

- Arabic / English.



Duration

- 3 days.



Assessment and Certification

FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	60 MINUTES



Root Cause Analysis

Root Cause Analysis

What you will learn

Upon successful completion of this course, participants will be able to:

- Manage hazards.
- Describe the principles of Root Cause Analysis.
- Explain the objectives of Root Cause Analysis, as a procedure to find and evaluate the causes of problems.
- Provide a methodology to effectively solve operational issues.
- Summarize the Root Cause requirements and guidance under ICAO, FAA, EASA and IATA.
- Identify the problem definition process and the tool used.
- Explain the basics of Root Cause Identification.
- Summarize methods to identify Root Cause.
- Identify key steps for a good root cause analysis.

Who should attend

- Line managers, supervisors and directors.
- Customer service representatives.
- Public relations professionals, Sales and marketing staff.
- Government officials.

Learning Activities



Lectures



Group exercises



Presentation

What is covered

- Introduction.
- Principles of Root Cause Analysis.
- Regulations and Standards h.
- Root Cause Analysis Process h.
- Root Cause Identification Tools.



Prerequisites

- none.



Course Language

- Arabic / English.



Duration

- 3 days.



Assessment and Certification

FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	60 MINUTES



Customer Service

Customer Service

What you will learn

- Knowing the concept of customer service.
- Apply the principles of excellence in customer service delivery.
- Use effective communication to achieve customer satisfaction.
- The application of the mechanism of dealing with Customer complaints.

What is covered

- Customer service concept.
- Excellence in customer service.
- The role of communication in providing the service.
- Customer complaints and how to deal with them.
- Patterns and customer behaviors.

Who should attend

- Line managers, supervisors and directors.
- Customer service representatives.
- Public relations professionals, Sales and marketing staff.
- Government officials.

Learning Activities



Lectures



Group exercises



Presentation



Prerequisites

- none.



Course Language

- Arabic / English.



Duration

- 3 days.



Assessment and Certification

FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	60 MINUTES



MS Excel - Basic

MS Excel - Basic

What you will learn

At the end of this course, the trainee will have a good working knowledge of Excel basics:

Trainee will feel more confident using Excel and be able to create a spreadsheet from scratch.

Trainee to be more productive in your work and home Excel environments.

Spreadsheets that you create will be easier to use and look more presentable.

Quickly summarize multiple sheets of data into one.

Turn long lists and reports into easy to read tables.

Formulas to check whether cells pass or fail your rules.

Create links between cells so that they all update automatically.

Highlight targets, trends, duplicates and errors with Conditional Formatting.

Formatting and layout consistency by saving as a Template Learning Activities.

Learning Activities



Lectures



Group exercises



Computer lab



Presentation

Who should attend

- Line managers, supervisors and directors.
- Customer service representatives.
- Public relations professionals, Sales and marketing staff.
- Government officials.



Prerequisites

- none.



Course Language

- Arabic.



Duration

- Two weeks.



Assessment and Certification

QUIZZES	Minimum of one progress test
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	60 MINUTES



What is covered?

- The MS Excel 2013 interface.
- Working with the tabs.
- Ribbon Tabs.
- Cell Basics.
- Modifying Columns, Rows, and Cells.
- Tasks in Excel 2013.
- AutoSum to sum numbers.
- Formatting Cells.
- Number format.
- Sorting data.
- Filtering data.
- Formulas.
- Complex Formulas.
- Progress Test.
- Relative Cell references.
- Absolute Cell References.
- Functions.
- IF Function.
- Chart , Conditional Formatting, Saving work and Printing.



MS PowerPoint

MS PowerPoint

What you will learn

At the end of this course trainee will have a good working knowledge of PowerPoint basics.

■ Trainee will feel more confident using PowerPoint and be able to create a presentation from scratch.

■ Trainee will learn how to improve the format of your text as well as getting to grips with importing and manipulating graphics, using the PowerPoint drawing tools and the chart and table design tools to make your presentation much more visually stimulating.

■ Trainee will also learn how to make modifications to your presentation before you learn how PowerPoint is used in a live presentation.

■ Trainee will be able to use templates to build custom presentations and introduce much more stimulating graphical and animated content.

■ We will show trainee how to use the advanced delivery options, customize your workspace and interrelate your presentation with both Excel and Word files.

Learning Activities



Lectures



Group exercises



Computer lab



Presentation

Who should attend

- Line managers, supervisors and directors.
- Customer service representatives.
- Public relations professionals, Sales and marketing staff.
- Government officials.



Prerequisites

- none.



Course Language

- Arabic.



Duration

- Two weeks.



Assessment and Certification

QUIZZES	Minimum of one progress test
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	60 MINUTES



What is covered

- Building New Presentations
- Formatting and Proofing
- Using the spelling checker
- Working with text in objects
- Using Tables and Charts
- Enhancing Presentations
- Delivering Presentations
- Using Multimedia in Presentations
- Using Organization Charts and Tables
- Advanced Presentation Techniques
- Advanced Presentation Delivery Options
- Customizing the Environment
- Microsoft Office Integration



MS Word

MS Word

What you will learn

At the end of this course you will have a good working knowledge of PowerPoint basics.

Trainee will have a complete understanding of the higher functions of Word.

Trainee will be able to perform the most advanced functions, including merging your documents with databases for mail-shots and producing well-defined forms.

Trainee will learn how to work with extremely large documents and how to use macros to speed through any repetitive functions.

What is covered

- The MS Word 2013 interface.
- Working with the tabs.
- Ribbon Tabs.
- Key Tips.
- Keyboard shortcut.
- Formatting Text.
- Find and Replace.
- Spelling and Grammar check.
- Page Layout.
- Lists.
- Breaks.
- Header and Footer.
- Numbering the pages.
- Inserting Pictures and Text Wrapping.
- Modifying Picture.
- Inserting Shapes, Text Boxes and WordArt.
- Insert a symbol.
- Working with Tables.
- Saving Document.
- Printing.

Learning Activities



Lectures



Group exercises



Computer lab



Presentation

Who should attend

- Line managers, supervisors and directors.
- Customer service representatives.
- Public relations professionals, Sales and marketing staff.
- Government officials.



Prerequisites

- none.



Course Language

- Arabic.



Duration

- Two weeks.



Assessment and Certification

QUIZZES	Minimum of one progress test
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	60 MINUTES



A1 Starter

A1 Starter

What you will learn

Upon successful completion of this course, trainees will be able to:

- Talk to someone for the first time.
- Talk about people they know.
- Arrange to meet people.
- Say how they spend their time.
- Choose and buy things.
- Talk about things they do every day.
- Talk about things they did or saw.
- Talk about a place they visited.
- Invite someone to go out.
- Talk about their life.

Who should attend

- Individuals who have limited outcome of English language and a weak command of basic grammatical structures.

Learning Activities



Lectures



Group exercises



Presentation

What is covered

- Grammar 1h per day
- Vocabulary 1h per day
- Reading 1h per day
- Listening 1h per day
- Speaking 1h per day



Prerequisites

- none.



Course Language

- English.



Duration

- 5 weeks.



Assessment and Certification

QUIZZES	Minimum of one progress test
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



A2 Elementary

A2 Elementary

What you will learn

Upon successful completion of this course, trainees will be able to:

- Introduce themselves and people.
- Make and respond to requests.
- Say what they do in their free time.
- Talk about past events.
- Talk about cities and neighborhoods
- Buy things in shops
- Talk about work and studies.
- Talk about their families.
- Get information in places they visit.
- Talk about films.
- Check in and board a flight.
- Talk about health.
- Talk about experiences.
- Give opinions.

Who should attend

- Individuals who have limited outcome of English language and a weak command of basic grammatical structures.

Learning Activities



Lectures



Group exercises



Presentation

What is covered

- Grammar 1h per day
- Vocabulary 1h per day
- Reading 1h per day
- Listening 1h per day
- Speaking 1h per day



Prerequisites

- none.



Course Language

- English.



Duration

- 7 weeks.



Assessment and Certification

QUIZZES	Minimum of one progress test
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



B1 Pre-intermediate

B1 Pre-intermediate

What you will learn

Upon successful completion of this course, trainees will be able to:

- Talk about music.
- Talk about personal experience.
- Give opinions.
- Use a taxi.
- Change money.
- Talk about present habits.
- Make guesses and predictions.
- Ask about and buy things.
- Say how they feel.
- Book a room and check in to a hotel.
- Talk about homes and housing.
- Say where places are.
- Talk about electronic gadgets they use.
- Express and respond to opinions.

Who should attend

- Individuals who have sufficient command of basic grammatical structures but not good control of complex structures.

Learning Activities



Lectures



Group exercises



Presentation

What is covered

- Grammar 1h per day
- Vocabulary 1h per day
- Reading 1h per day
- Listening 1h per day
- Speaking 1h per day



Prerequisites

- none.



Course Language

- English.



Duration

- 7 weeks.



Assessment and Certification

QUIZZES	Minimum of one progress test
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



B1+ Intermediate

B1+ Intermediate

What you will learn

Upon successful completion of this course, trainees will be able to:

- Talk about entertainment media.
- Talk about methods of communication.
- Talk about business idea.
- Talk about accidents and injuries.
- Discuss plans and arrangements.
- Give advice.
- Describe qualities they need for different activities.
- Talk about attitudes to possession.
- Describe problems in the home.
- Talk about memory.
- Relate a conversation.
- Give a talk about an interest for activity.
- Talk about mistakes.
- Understand news stories.

Who should attend

- Line managers.
- Supervisors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Administrators.

Learning Activities



Lectures



Group exercises



Presentation

What is covered

- Grammar 1h per day
- Vocabulary 1h per day
- Reading 1h per day
- Listening 1h per day
- Speaking 1h per day



Prerequisites

- none.



Course Language

- English.



Duration

- 8 weeks.



Assessment and Certification

QUIZZES	Minimum of one progress test
FINAL TEST	100 MARKS
PASSING GRADE	70 %
TIME	90 MINUTES



B2 Upper Intermediate

B2 Upper Intermediate

What you will learn

Upon successful completion of this course, trainees will be able to:

- Talk about people's success
- Describe events in detail
- Express views about different options
- Describe and talk about landmarks
- Describe and give opinions about images
- Talk about crimes and justice
- Report different points of view
- Talk about how you deal with problems
- Make deductions about the past
- Explain how something is made
- Talk about exploration and discovery
- Describe people's skills
- Talk about health treatments
- Support an argument
- Make and justify recommendations
- Talk about the future and make predictions about the world

Who should attend

- Line managers.
- Supervisors.
- Customer service representatives.
- Public relations professionals.
- Sales and marketing staff.
- Administrators.

Learning Activities



Lectures



Group exercises



Presentation

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Prerequisites

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Course Language

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Duration

- 8 weeks.



Assessment and Certification

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