



COURSE GUIDE

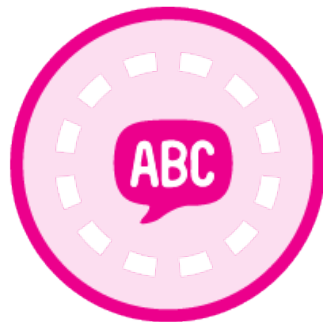
GENERAL ENGLISH COURSES AND PUBLIC CONTENT

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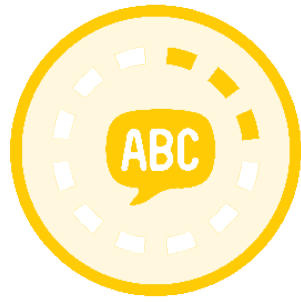
BEGINNER LITERACY ENGLISH

In this course, you will get to know the most important sight words you need to complete essential tasks like shopping for food, accessing healthcare, and finding places in the neighborhood. You will also learn the letters and numbers you need to understand signs and fill out simple forms.

By the end of this course, you will be able to:

- Use lowercase and uppercase letters of the alphabet to fill out simple forms on a computer or smartphone.
- Read, understand, and use numbers 0-100 for prices, dates, and times.
- Recognize sight words to interpret signs, directories, and instructions in public places.

| UNIT TITLE | DESCRIPTION | FUNCTIONAL OBJECTIVES | LITERACY OBJECTIVES | PROFICIENCY LEVELS |
|------------------------------------|---|---|--|--------------------|
| PERSONAL INFORMATION | In this unit, you will learn to introduce yourself. You will start to make the connection between the letters and sounds in your name and get familiar with how to type it on a smartphone keyboard. | <ul style="list-style-type: none"> » Make greetings and introductions in the classroom. » Say, identify, and type names. | <ul style="list-style-type: none"> » Identify biographical sight words. » Identify capital letters used for names. » Find letters on a QWERTY keyboard. | pre-A1 - A1 |
| ACCESSING SOCIAL SERVICES | Do you know where to find services in your city? Use letters and basic spelling to search for addresses and fill out simple forms with your personal information. | <ul style="list-style-type: none"> » Read and produce addresses and phone numbers. » Read and produce dates of birth. » Fill out basic forms including job applications. | <ul style="list-style-type: none"> » Respond to personal information sight words. » Identify and produce numbers 0-30. » Identify capital letters used for geographical information. | pre-A1 - A1 |
| SHOPPING | Use numbers and basic words to shop for things you need like food and clothing. Practicing recognizing the sounds of different letters in words you know. | <ul style="list-style-type: none"> » Read prices lists and price tags. » Understand common signs in public places. | <ul style="list-style-type: none"> » Identify and produce numbers 0-100. » Identify initial sound-letter correspondences in words. | pre-A1 - A1 |
| HEALTH & WELLNESS | Find the information you need to keep yourself and your family healthy. Practice numbers used to make appointments and find offices. | <ul style="list-style-type: none"> » Find information from directories. Read appointment cards. » Recognize days, months, times. | <ul style="list-style-type: none"> » Identify capital letters used for days and months. » Scan a list to locate target information. | pre-A1 - A1 |
| FINDING PLACES IN THE NEIGHBORHOOD | Do you feel comfortable getting around your city? Practice using your smartphone to find places you need to go. Get better at asking how to spell things and matching the words on your phone with the words you see around town. | <ul style="list-style-type: none"> » Ask how something is spelled. » Read street signs and bus schedules. » Follow directions on a smartphone map application. | <ul style="list-style-type: none"> » Type place names in a smartphone app. » Identify capital letters used to begin sentences. » Identify matching sight words. | pre-A1 - A1 |
| REVIEW | Practice all of the skills you have learned so far so you feel confident spelling your name, giving basic personal information, shopping for food and basic necessities, and getting around your city to live your life. | <ul style="list-style-type: none"> » Fill out simple forms on a computer or smartphone. » Understand prices and times. » Read signs, directories, and instructions in public places. | <ul style="list-style-type: none"> » Use lowercase and uppercase letters for names, place, days, and months. » Read, understand, and use numbers 0-100. » Recognize sight words in public places. | pre-A1 - A1 |



BEGINNER ENGLISH

In this course, you will study the most common words and phrases needed to participate in routine conversations on familiar topics.

By the end of this course, you will be able to:

- Recognize words and phrases used frequently in everyday communication.
- Understand short conversations about daily life and personal information.
- Communicate with food, travel, and health professionals to meet basic needs.
- Read short announcements, instructions, and menus.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|----------------------|---|---|--------------------|---|
| INTRODUCTIONS | Learn how to greet people, introduce yourself, and describe professions. | <ul style="list-style-type: none"> » Greet people. » Introduce yourself. » Describe professions. | pre-A1 - A2 | <ul style="list-style-type: none"> Simple present Simple present irregular Simple past |
| LETTERS | Learn how to understand the letters of the alphabet and to spell words in English. | <ul style="list-style-type: none"> » Understand letters. » Spell words. | pre-A1 - A2 | <ul style="list-style-type: none"> Simple present Wh- questions present tense Simple past Modals of ability |
| NUMBERS & MONEY | Learn how to understand numbers and prices in English. | <ul style="list-style-type: none"> » Use and understand numbers. » Talk about prices. | pre-A1 - A2 | <ul style="list-style-type: none"> Simple present Adjectives Present continuous Demonstrative pronouns |
| PERSONAL INFORMATION | Learn how to give information about your name, address, and date of birth. | <ul style="list-style-type: none"> » Give personal information. » Fill out forms. » Understand addresses and dates of birth. | pre-A1 - A2 | <ul style="list-style-type: none"> Wh- questions present tense Simple present Possessive pronoun Prepositions |
| FRIENDS & FAMILY | Learn how to talk about the members of your family, describe people, and communicate about professions. | <ul style="list-style-type: none"> » Talk about family. » Communicate about professions. » Describe family and friends. | pre-A1 - A2 | <ul style="list-style-type: none"> Simple present Simple past Adjectives |
| CALENDAR & TIME | Learn how to express time, and talk about the calendar and seasons in English. | <ul style="list-style-type: none"> » Express time. » Talk about the calendar. » Discuss the seasons. | pre-A1 - A2 | <ul style="list-style-type: none"> Simple present Possessive pronoun Adjectives Prepositions of time |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|-----------------------|---|--|--------------------|---|
| DAILY & SOCIAL LIFE | Learn how to talk about your daily routines, your hobbies, and how to make plans with friends. | <ul style="list-style-type: none"> » Talk about daily routines. » Describe your hobbies. » Make plans with friends. | pre-A1 - A2 | <ul style="list-style-type: none"> Simple present Adjectives Wh- questions present tense Simple past |
| TOWN & TRANSPORTATION | Learn how to ask for directions, describe places, and talk about different forms of transportation. | <ul style="list-style-type: none"> » Ask for directions. » Describe places in town. » Talk about different forms of transportation. | pre-A1 - A2 | <ul style="list-style-type: none"> Simple present Modals of ability Simple imperative Present continuous |
| FOOD | Learn how to talk about food, make reservations, and order at a restaurant. | <ul style="list-style-type: none"> » Talk about food. » Make restaurant reservations. » Order at a restaurant. | pre-A1 - A2 | <ul style="list-style-type: none"> Simple present Yes/No questions Present continuous |
| HEALTH | Learn key vocabulary related to health. You will also learn how to talk about exercise and fitness. | <ul style="list-style-type: none"> » Describe and understand medical symptoms. » Talk about exercise and fitness. | pre-A1 - A2 | <ul style="list-style-type: none"> Simple present Simple past Nouns Adjectives |
| TRAVEL | Learn how to complete travel-related tasks and talk about vacations in English. | <ul style="list-style-type: none"> » Ask for directions. » Travel in a taxi. » Describe vacations. | pre-A1 - A2 | <ul style="list-style-type: none"> Wh- questions present tense Simple present Prepositions of movement Demonstrative pronouns |
| REVIEW | Review the basics like the alphabet, numbers, and everyday objects. Practice your common English words and expressions. | <ul style="list-style-type: none"> » Spell basic words. » Improve listening and reading comprehension. » Learn simple words and expressions about people, places, and things. | pre-A1 - A2 | <ul style="list-style-type: none"> Simple present Wh- questions present tense Adjectives Simple past Proper nouns |



BEGINNER ENGLISH

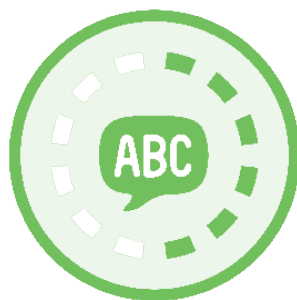
In this course, you will learn to understand common conversations by listening to audio and watching videos, as well as learning to understand short texts, such as signs, forms, and social media posts.

By the end of this course, you will be able to:

- Understand short conversations about people, sports, animals, weather, food, and work.
- Discuss simple, everyday topics and make plans with people.
- Read short texts, such as signs, announcements, forms, and social media posts.
- Communicate with people while traveling or at a shop or restaurant.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|------------------------------|--|---|--------------------|--|
| FORMS & PERSONAL INFORMATION | Learn how to fill out forms and give personal information. | <ul style="list-style-type: none"> » Recognize and understand information found in forms. » Learn how to reply to requests for information. | A1-A2 | Possessive adjectives Coordinating conjunctions Simple present |
| PEOPLE | Learn to talk about famous people and describe people you know. | <ul style="list-style-type: none"> » Understand news stories related to famous people. » Describe people you know. | A1-A2 | Superlative adjectives Prepositions of place Simple past |
| PETS AND ANIMALS | Learn to talk about pets, animals in zoos, and animals in the wild. | <ul style="list-style-type: none"> » Describe animals and pets. » Discuss topics related to pets, wild animals, and zoos. | A1-A2 | Simple present Passive voice Prepositions of place |
| SHOPPING & TRANSACTIONS | Learn to have conversations about shopping and eating at a restaurant. | <ul style="list-style-type: none"> » Discuss shopping and purchases. » Understand conversations about eating out. | A1-A2 | Yes/No questions Modals of ability Wh- questions present tense |
| MAKING PLANS WITH FRIENDS | Learn to make plans and communicate with friends. | <ul style="list-style-type: none"> » Learn how to invite friends to an activity. » Discuss plans with friends. | A1-A2 | Present continuous Simple future Yes/No questions |
| SOCIAL MEDIA POSTS | Learn to interpret social media posts and messages. | <ul style="list-style-type: none"> » Recognize language used in social media posts. » Share personal experiences through social media. | A1-A2 | Simple present Prepositions of place Possessive adjectives |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---------------------------------|---|--|--------------------|--|
| SPORTS & LEISURE | Learn to talk about sports and activities you do in your free time. | <ul style="list-style-type: none"> » Discuss sports and activities. » Describe what you like to do in your free time. | A1-A2 | Present continuous Wh- questions present tense Simple present |
| WORK | Learn to communicate about work-related matters. | <ul style="list-style-type: none"> » Understand informal conversations about work. » Understand short work emails and telephone calls. | A1-A2 | Modals of obligation Simple past Present continuous |
| FOOD & NUTRITION | Learn to express food choices and discuss nutrition issues. | <ul style="list-style-type: none"> » Discuss diets, food trends, and food preferences. » Understand news stories related to food and nutrition. | A1-A2 | Comparative adjectives Countable nouns Present perfect |
| WEATHER & ENVIRONMENT | Learn to describe the weather and discuss climate events and natural disasters. | <ul style="list-style-type: none"> » Describe the weather. » Understand conversations about weather conditions and events. | A1-A2 | Proper nouns Prepositions of place Simple past |
| SIGNS, NOTICES, & ANNOUNCEMENTS | Learn to recognize common signs and understand storefront notices and travel announcements. | <ul style="list-style-type: none"> » Recognize road and warning signs. » Understand storefront notices and travel announcements. | A1-A2 | Wh- questions present tense Gerunds Simple imperative |
| REVIEW | Review and recall familiar expressions, phrases, and short conversations from the course. | <ul style="list-style-type: none"> » Understand routine conversations about people, animals, shopping, sports, work, food, and weather. » Recall everyday expressions and phrases from the course. | A1-A2 | Prepositions of place Wh- questions present tense Simple present |



LOW INTERMEDIATE ENGLISH

In this course, you will become familiar with the language of everyday conversation through audio, video, social media posts and short articles.

By the end of this course, you will be able to:

- Understand short conversations on a variety of familiar topics.
- Discuss topics that interest you personally with friends and family.
- Apply communication strategies to make plans, ask for clarification, and discuss opinions.
- Read instructions and short news articles.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|-----------------------------------|--|---|--------------------|--|
| MAKING SMALL TALK | Become comfortable engaging in small talk with friends and acquaintances. Discuss common topics such as sports and weather. | <ul style="list-style-type: none"> » Talk about common topics such as weather and sports. » Catch up with friends and acquaintances. » Give and receive compliments with ease. | A2 - B1 | <ul style="list-style-type: none"> Wh- questions present tense Wh- questions past tense Present perfect |
| AT THE STORE | Shop confidently by learning how to request help from staff regarding products, pricing, and store hours. | <ul style="list-style-type: none"> » Inquire about product information. » Check and compare prices. » Request help from staff. | A2 - B1 | <ul style="list-style-type: none"> Wh- questions simple present Prepositions of direction Yes-No questions |
| GIVING AND FOLLOWING INSTRUCTIONS | Give instructions in a variety of subject areas, such as technology and cooking. Understand 'How to' articles and videos. | <ul style="list-style-type: none"> » Give directions on how to complete various tasks. » Understand instructions in a variety of subject areas, such as technology and cooking. | A2 - B1 | <ul style="list-style-type: none"> Phrasal verbs Infinitives of purpose Modals of ability Simple imperatives |
| TALKING ABOUT HOBBIES AND SKILLS | Chat about common hobbies related to sports, music, cooking, and more. | <ul style="list-style-type: none"> » Talk about common hobbies related to sports, music, and cooking. » Discuss skills and interests with friends and acquaintances. | A2 - B1 | <ul style="list-style-type: none"> Gerunds Adverbs of frequency Present perfect |
| TALKING ABOUT WORK | Describe job responsibilities and work-related tasks. Discuss professional plans and goals. | <ul style="list-style-type: none"> » Describe a variety of professions and their responsibilities. » Explain professional plans. | A2 - B1 | <ul style="list-style-type: none"> Simple future Infinitives of purpose Future with present continuous |
| GOING OUT | Discuss plans with friends in person, over the phone, by text, and through email. Interact with staff at bars and restaurants. | <ul style="list-style-type: none"> » Make and confirm plans with friends. » Talk about weekend plans and destinations. » Interact with staff at bars and restaurants. | A2 - B1 | <ul style="list-style-type: none"> Yes-No questions Modals of ability Prepositions of time |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|----------------------------|--|--|--------------------|---|
| TRAVEL | Traveling soon? Prepare to travel by learning how to book travel arrangements and understand reviews of travel accommodations. Become comfortable asking for directions if you are lost! | <ul style="list-style-type: none"> » Book travel arrangements, including flights and hotels. » Give and understand directions to nearby locations. » Understand written reviews of travel accommodations. | A2 - B1 | Adjective clauses Wh- questions simple present Present continuous |
| GIVING RECOMMENDATIONS | Give and understand recommendations and suggestions on a variety of topics, such as travel, health, food, and more. | <ul style="list-style-type: none"> » Make recommendations related to travel, health, food, and more. » Understand and respond to suggestions made by others. | A2 - B1 | Modals of advice Past continuous First conditional |
| UNDERSTANDING SOCIAL MEDIA | Want to go viral? Learn how to interact with others on popular social media platforms, such as Facebook and Instagram. Read and understand social media news. | <ul style="list-style-type: none"> » Understand current news related to social media. » Post confidently on popular social media channels. » Read and understand social media posts. | A2 - B1 | Past continuous First conditional Gerunds |
| ASKING FOR CLARIFICATION | Don't understand something? Ask for help! Learn how to ask for something to be repeated or explained in more detail. | <ul style="list-style-type: none"> » Ask for the meaning of words. » Ask for more detailed explanations. » Ask a speaker to repeat statements. | A2 - B1 | Wh- questions past tense Yes-No questions Modals of permission |
| EXPRESSING PREFERENCES | Describe preferences to friends and acquaintances. Provide detailed explanations supporting preferences. | <ul style="list-style-type: none"> » Express preferences on topics related to travel, health, technology, and more. » Provide some limited reasoning for personal preferences. | A2 - B1 | Zero conditional Subordinating conjunctions Adverbs of degree |
| DISCUSSING POP CULTURE | Become comfortable chatting with friends about celebrities and entertainment. Understand entertainment-related news. | <ul style="list-style-type: none"> » Understand the most up-to-date pop culture news. » Chat about celebrities and entertainment with friends. | A2 - B1 | Relative pronouns Phrasal verbs Present perfect |
| EXPRESSING POINTS OF VIEW | Express points of view on controversial topics and provide sound reasoning to defend that position. | <ul style="list-style-type: none"> » Express points of view on controversial subjects. » Take positions on topics and be able to provide some defense. | A2 - B1 | First conditional Adverbs of degree Gerunds |
| REVIEW | Review the key communication strategies in this course in relevant topics and settings. | <ul style="list-style-type: none"> » Discuss topics that interest you with family and friends. » Communicate with staff to travel and shop. » Understand short news articles and social media posts. | A2 - B1 | Wh- questions past tense Modals of ability Past continuous |



INTERMEDIATE ENGLISH

In this course, you will use a variety of real-life media to develop the ability to navigate the English-speaking world with confidence.

By the end of this course, you will be able to:

- Understand extended speech like TV news and short academic lectures.
- Discuss a wide variety of topics that interest me with native speakers.
- Communicate with people in most public places to get information, services, and assistance.
- Read most popular news articles, social media posts, and travel documents.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---------------------|---|--|--------------------|--|
| GETTING AROUND TOWN | Understand directions and learn how to read maps and confirmation emails. This unit will make you feel comfortable navigating a new place in English! | <ul style="list-style-type: none"> » Understand and give directions. » Read and interpret confirmation/cancellation emails related to transportation. » Make simple requests related to transportation. | B1 - B2 | <ul style="list-style-type: none"> Present perfect Modals of ability Simple future Simple imperatives |
| AT A RESTAURANT | Do you like to go out to eat with your friends and family? In this unit you will become familiar with different vocabulary and situations related to restaurants. After this unit, you'll feel comfortable ordering and paying the check! | <ul style="list-style-type: none"> » Understand vocabulary related to restaurants. » Make specific requests and order food. » Talk about food preferences. | B1 - B2 | <ul style="list-style-type: none"> Gerunds Wh- questions present tense Simple future Simple past |
| AT THE DOCTOR | Learn about health, medical research, and medical terms that you can use to talk to your doctor or healthcare provider. | <ul style="list-style-type: none"> » Schedule doctor appointments. » Explain symptoms to medical staff. » Discuss topics related to health and medicine. | B1 - B2 | <ul style="list-style-type: none"> Present perfect Phrasal verbs Simple imperative First conditional Modals of advice |
| AT WORK | Become comfortable communicating in the office whether in person or over email. Understand the main idea in presentations, and learn key business terminology related to meetings and general business protocol. | <ul style="list-style-type: none"> » Learn business terminology. » Make presentations and communicate in the workplace. » Discuss topics related to business and business news. | B1 - B2 | <ul style="list-style-type: none"> Phrasal verbs Modals of ability Present continuous Simple future |
| AT SCHOOL | Are you planning on studying in English? This unit will help you feel comfortable with academic situations in English. | <ul style="list-style-type: none"> » Understand instructions in the classroom. » Understand key vocabulary related to academic English. » Talk about academic goals and interests. | B1 - B2 | <ul style="list-style-type: none"> Modals of obligation Noun clauses Gerunds Present continuous |
| SHOPPING | Want to be a smarter shopper? Learn how to get the best deals, shop online, or communicate when you want to return something that you don't like. | <ul style="list-style-type: none"> » Interact with staff at stores and markets. » Ask for prices and purchase goods. » Discuss topics related to shopping and retail news. | B1 - B2 | <ul style="list-style-type: none"> Present continuous Gerunds Phrasal verbs Adverbs of degree |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|-----------------------------|--|---|--------------------|--|
| AT THE AIRPORT | Learn how to communicate with airport staff and understand key announcements before and during your flight. | <ul style="list-style-type: none"> » Interact with airport staff. » Understand key airport announcements. » Understand in-flight announcements. | B1 - B2 | <ul style="list-style-type: none"> Phrasal verbs Present perfect Simple future Passive voice |
| AT A HOTEL | Build the vocabulary you need to communicate with staff and customers in the hospitality industry. Understand authentic texts related to hotel reservations. Learn how to make requests while staying in a hotel. | <ul style="list-style-type: none"> » Learn greetings and phrases to communicate with guests and hosts. » Improve your listening and reading comprehension. » Make requests and respond to questions in hotels, restaurants and more. | B1 - B2 | <ul style="list-style-type: none"> Phrasal verbs Passive voice Gerunds Present continuous |
| SOCIALIZING | Become comfortable talking about your everyday life, interests, and hobbies. Understand conversations about past and upcoming plans. | <ul style="list-style-type: none"> » Understand conversations in an informal context. » Express plans in the past and future. » Express personal interests. | B1 - B2 | <ul style="list-style-type: none"> Simple future Phrasal verbs Present perfect Adverbs |
| INTERACTING ON SOCIAL MEDIA | Do you use Facebook? Twitter? Instagram? If yes, then this unit is perfect for you. Social media is changing the way we communicate and this unit will help you do so in English. Read about tweets, status updates, news feeds, and many more social media features. Stay on top of social media news and trends. | <ul style="list-style-type: none"> » Use key social media vocabulary in English. » Read about social media news and trends. » Discuss topics related to social media. | B1 - B2 | <ul style="list-style-type: none"> Adjective clauses Present perfect Present continuous Gerunds |
| EXPRESSING OPINIONS | Are you an opinionated person? In this unit you'll learn how to express those opinions in English. Feel comfortable engaging in a debate with your friends! | <ul style="list-style-type: none"> » Identify the topic of conversation conducted around you. » Express your opinions on current events. » Talk about your personal preferences. | B1 - B2 | <ul style="list-style-type: none"> Gerunds Modals of ability Modals of advice Noun clauses |
| COMMON IDIOMS | In this unit you will familiarize yourself with some common idioms in English. Read through these articles to see how these idioms are used in an authentic context! | <ul style="list-style-type: none"> » Understand common idioms in context. » Read and understand longer texts. » Be able to use common idioms in a conversation. | B1 - B2 | <ul style="list-style-type: none"> Present continuous Adjective clauses Noun clauses Simple future |
| WORLD NEWS | Read and understand texts, documents, images, and recordings relating to world news and current events including topics related to international headlines, politics, business, travel, science, health, entertainment, sports, and more. Become familiar with current events vocabulary and topics. | <ul style="list-style-type: none"> » Use everyday expressions related to international headlines. » Read and listen to passages about a variety of topics. » Discuss topics related to international news stories. | B1 - B2 | <ul style="list-style-type: none"> Present perfect Passive voice Phrasal verbs Simple past irregular |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|-----------------------------|---|---|--------------------|---|
| CELEBRITIES & ENTERTAINMENT | If you can't get enough of the latest celebrity gossip, this unit is for you. From music to movies and television, stay up to date on entertainment you love. | <ul style="list-style-type: none"> » Understand key terms related to entertainment and celebrities. » Read about music, movies, and television. » Discuss topics related to pop culture. | B1 - B2 | <ul style="list-style-type: none"> Present perfect Passive voice Phrasal verbs Relative pronouns |
| REVIEW | In this unit, you will review key terms and expressions found in this course related to relevant topics and settings. | <ul style="list-style-type: none"> » Understand key terms related to everyday English. » Read about relevant topics and interests. » Discuss topics related to pop culture. | B1 - B2 | <ul style="list-style-type: none"> Phrasal verbs Present continuous Present perfect First conditional |



HIGH INTERMEDIATE ENGLISH

In this course, you will deepen your knowledge of a variety of topics like modern technology, self-care, and recreational activities through authentic content including conversations, interviews, and news articles.

By the end of this course, you will be able to:

- Talk in detail about many aspects of your personal and professional lives.
- Learn how to engage in extended conversations both in-person and online.
- Read about specialized topics and discuss and debate their relevance.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---------------------------------|--|---|--------------------|---|
| CONNECTING THROUGH CONVERSATION | Don't get lost during long conversations! Learn to communicate with friends, family, colleagues, and more by listening to authentic conversations about everyday topics. | <ul style="list-style-type: none"> » Tell detailed stories in conversations. » Ask questions and give detailed answers. » Describe someone else in detail. | B2 | Past continuous Noun clauses Present perfect |
| PROFESSIONAL LIFE | Learn to talk about your professional life, from your prior experience and your career goals to advice about how to navigate the professional world and be successful in your position. | <ul style="list-style-type: none"> » Talk about work experience and career goals. » Make suggestions about interactions at work. » Give career advice. | B2 | Simple future Infinitives of purpose Relative clauses |
| SELF-CARE AND WELLBEING | Discover the best ways to care for your mind and body by listening to advice from wellness coaches and conversations between friends. Become an expert in recent findings and trends by reading science-based articles. | <ul style="list-style-type: none"> » Give advice on emotional and mental health. » Describe self care practices and services. » Discuss lifestyle, mental health, and wellbeing. | B2 | Coordinating conjunction Modals of ability Phrasal verbs |
| COOKING AND CUISINE | Expand your culinary vocabulary and knowledge by listening to recipes given by chefs, reading authentic restaurant review, and exploring diverse global cuisines and ingredients.. | <ul style="list-style-type: none"> » Follow a recipe and describe ingredients. » Describe and review a dining experience. » Understand culinary trends and international cuisines. | B2 | Past passive voice Present perfect Relative clauses |
| SHAPING HISTORY | Explore the events and people who shaped the past and made the world what it is today. Read about important mathematical, scientific and artistic advances and learn how our history continues to influence our lives to this day. | <ul style="list-style-type: none"> » Describe an event and its historical significance. » Understand how certain people have shaped global history. » Learn about historical events that shape current news stories. | B2 | Modals of obligation Noun clauses Gerunds Present continuous |
| DEBATES & DISCUSSIONS | Understand how to engage in discussions with confidence and to express your opinions clearly in debates. Listen to real conversations covering a range of topics like gender equality, education, and eco-tourism. | <ul style="list-style-type: none"> » State opinions about political topics. » Express personal opinions with supporting arguments. » Compare and contrast facts to form opinions. | B2 | Complex sentences Zero conditional Present continuous |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|-----------------------------------|--|--|--------------------|--|
| MODERN INNOVATIONS | Learn about the newest innovations from apps and wearables to drones and driverless cars and debate the safety and future of these new technologies.. | <ul style="list-style-type: none"> » Describe features on an app. » Understand elaborate descriptions of technological ideations. » Talk about controversies in technology. | B2 | Future simple Present perfect Infinitives of purpose |
| THE ARTS | Delve into the arts by exploring museums, fashion, design, and music and by listening to artists talk about their work. Understand both historical developments and current social movements that shape the world of art today. | <ul style="list-style-type: none"> » Express detailed opinions on museums and art exhibitions. » Discuss developments in art forms and technology through history. » Explore the role of art and artists in social movements. | B2 | Complex sentences Passive voice Relative clauses |
| GEOGRAPHY AND TRAVEL | Polish up your travel lingo by exploring top global destinations and travel routes to places like Tulum Mexico and Japan’s golden route. Learn about the impact of tourism on the environment and how you can be a more responsible traveler. | <ul style="list-style-type: none"> » Learn about the historical significance of global designations. » Explore exiting global destinations and learn about travel trends. » Understand the impact of tourism on destinations and the environment. | B2 | Superlative adjectives Present perfect Passive voice |
| RECREATIONAL ACTIVITIES | What do you do in your free time? Listen to people discuss their favorite hobbies and free time activities, from blogging and knitting to surfing and rock climbing, there are many activities to explore. | <ul style="list-style-type: none"> » Explain activities and hobbies in detail. » Give recommendations for activities and hobbies. » Review and summarize and experience. | B2 | Adverbs of degree Yes/No questions Modals of ability |
| COMMUNICATING IN THE 21ST CENTURY | Learn about the social media and messaging platforms people use to stay in touch by reading texting chains, Instagram posts, emails, and more. Explore how these platforms shape the way we communicate with our friends, family, and coworkers. | <ul style="list-style-type: none"> » Understand how people use technology to communicate. » Communicate through text, email, chat, and social media. » Use email and social media for work. | B2 | Present perfect Complex sentences Relative clauses |
| REVIEW | Review material from the course. | <ul style="list-style-type: none"> » Review material from the course. | B2 | Preposition verb collocations Noun clauses Complex sentences |



ADVANCED ENGLISH

In this course, you will explore the subtleties of complex natural language in order to interact with native speakers around the world with ease.

By the end of this course, you will be able to:

- Understand TV, news, and conversations between native speakers on both familiar and unfamiliar topics.
- Communicate with native speakers with little difficulty and only occasional requests for clarification.
- Read a variety of texts for study, work, pleasure, news, and information.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---|--|---|--------------------|---|
| ENTERTAINMENT | Watch entertainment news reports and read detailed articles giving in-depth information and opinion on celebrities and the entertainment industry. Analyze complex arguments and learn how to discuss your favorite entertainment topics in detail. | <ul style="list-style-type: none"> » Understand reviews and celebrity news using a wide range of colloquialisms, idioms, and technical terminology. » Give clear, detailed descriptions and evaluations of films and TV programs. » Discuss topics related to pop culture in a lengthy conversation with a native speaker. | C1 - C2 | <ul style="list-style-type: none"> Phrasal verbs Passive voice Past perfect Gerunds Relative clauses |
| SOCIALIZING AND EFFECTIVE COMMUNICATION | Listen to a variety of conversations on informal topics like social media, pop culture, social issues and more. Learn how to follow multiple speakers in noisy situations as they discuss and debate, often using slang and idioms to add color and humor. | <ul style="list-style-type: none"> » Understand long stretches of speech with many speakers that may be frequently interrupted. » Recognize discourse markers used for signposting, turn-taking, and polite disagreement. » Discuss a wide variety of topics both familiar and unfamiliar in a large group setting. | C1 - C2 | <ul style="list-style-type: none"> Past perfect Subordinating conjunctions Noun clauses Conjunctive adverbs |
| TECHNOLOGY | Learn how to discuss all things technology as you watch videos to learn exciting hacks, read articles about the future of tech and listen to interviews with leaders in the field. Understand how to use and compare sophisticated products. | <ul style="list-style-type: none"> » Understand lengthy, complex, detailed instructions. » Read detailed product reviews with highly technical information and sophisticated arguments. » Discuss a wide range of both familiar and unfamiliar technology topics. | C1 - C2 | <ul style="list-style-type: none"> Noun clauses Gerunds Infinitives following verbs Adverbial phrases |
| TRAVEL AND LEISURE | Learn how to discuss complex itineraries, unusual activities and prepare for a wide variety of vacations and excursions with travel videos and more. Understand specialized topics in travel and tourism so you can get the most out of your next trip. | <ul style="list-style-type: none"> » Understand detailed travel itineraries and deal with complications that may arise. » Recognize key terms in architecture and geography used in tours, directions, and travel reviews. » Discuss travel experiences in great detail, comparing and contrasting alternatives with well-developed arguments. | C1 - C2 | <ul style="list-style-type: none"> Passive voice Relative clauses Modals of ability Subordinating and coordinating conjunctions |
| CAREER SUCCESS | Read articles, watch videos, and listen to conversations about career success and the modern business world. From how-to videos to interviews with prominent leaders, you will learn about best practices in career development and be better able to discuss complex topics from the world of work. | <ul style="list-style-type: none"> » Understand complex, detailed instructions on how to perform in job interviews and work-related tasks. » Give well-developed arguments justifying your opinions on career development and strategy. » Accomplish work-related written tasks with a high degree of professionalism. | C1 - C2 | <ul style="list-style-type: none"> Noun clauses Infinitives of purpose Modals of advice Subordinating conjunctions |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|-----------------|--|---|--------------------|--|
| LIFESTYLE | Read articles and watch videos about the latest research and trends in mental health, relationships, nutrition and fitness. | <ul style="list-style-type: none"> » Understand in detail a wide range of lengthy, complex texts. » Recognize implied as well as stated opinions in argumentative texts. » Discuss recent research trends and support opinion with facts. | C1 - C2 | <ul style="list-style-type: none"> Passive voice Comparatives Modals of probability Reported Speech |
| ACADEMIC SKILLS | Listen to lectures, watch videos, and read lengthy articles to sharpen your academic skills. Explore best practices in academic research as you develop your ability to dive into complex texts with nuanced arguments. | <ul style="list-style-type: none"> » Understand lengthy, detailed lectures on unfamiliar academic topics. » Read texts with highly specialized content that require inference of implied meaning from context. » Discuss your interpretations of academic texts with well-developed analysis of the content. | C1 - C2 | <ul style="list-style-type: none"> Present Perfect Relative Clauses Subordinating Conjunctions |
| CURRENT EVENTS | Read and understand texts, documents, images, and recordings relating to world news and current events including topics related to international headlines, politics, business, travel, science, health, entertainment, sports, and more. Become familiar with current events vocabulary and topics. | <ul style="list-style-type: none"> » Understand in detail a wide range of lengthy, complex texts. » Recognize implied as well as stated opinions in argumentative texts. » Discuss world events developing arguments and supporting opinion with facts. | C1 - C2 | <ul style="list-style-type: none"> Past Perfect Reported Speech Modals of Probability |
| REVIEW | Review course material. | <ul style="list-style-type: none"> » Understand general tips for how to manage classrooms. » Effectively manage your online classroom. » Teach with limited resources. | C1 - C2 | <ul style="list-style-type: none"> First conditional Zero conditional Conjunctive adverbs Infinitives of purpose |

**IELTS PREP**

In this course, you will learn how to improve your IELTS score as fast as possible. You will hear advice and strategies from experienced teachers and get a chance to practice the most common question types on the exam.

By the end of this course, you will be able to:

- Recognize IELTS task types and identify strategies to complete them successfully.
- Analyze speaking and writing to identify the structure and forms used in successful responses to exam questions.
- Apply a variety listening and reading skills to analyze the structure of texts, lectures, and conversations to recognize main ideas, specific details, discourse functions, tone and opinion.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|--------------------------|--|---|--------------------|---|
| INTRODUCTION TO IELTS | Get the basics on IELTS from experienced teachers. Learn who the exam is designed for, how it is set up, and how you can set yourself up for success. | <ul style="list-style-type: none"> » Understand who should take IELTS and who accepts it. » Understand the overall structure of IELTS. » Feel more confident about preparing for the exam. | B1 - C1 | Simple future Gerunds First conditional |
| IELTS: LISTENING SKILLS | Work with everyday conversations, inspiring talks, and lectures to improve your listening skills. Along the way, you will get tips from teachers on how to ace the most common task types on the IELTS Listening and lots of opportunities for practice. | <ul style="list-style-type: none"> » Recognize the task types used in IELTS Listening. » Listen for specific information and understand relationships between key concepts. » Identify verbal signals to analyze and summarize the overall structure of a conversation or monologue. | B1 - C2 | Noun clauses Modals of probability Present perfect Future continuous |
| IELTS: READING SKILLS | Study informational and academic articles to prepare for IELTS Academic Reading. Expert teachers will help you understand how to identify and plan for the kinds of questions you'll face in the real exam. | <ul style="list-style-type: none"> » Analyze academic texts to identify main ideas and specific details. » Understand the structure of a text at sentence and paragraph level and follow the development of arguments. » Evaluate a statement to determine whether it agrees with the views of the writer, contradicts them, or is impossible to tell. | B1 - C2 | Complex sentences Relative clauses Adverbial phrases |
| IELTS: WRITING FOR EXAMS | Are you afraid of academic writing? With advice on writing strategies and examples of excellent responses to IELTS Academic Writing tasks, you'll be much more confident after this unit! | <ul style="list-style-type: none"> » Describe the most important and relevant information and trends in a diagram, and give a well-organized overview of it using language accurately in an academic style. » Identify clear, relevant, well-organized arguments that give evidence or examples to support ideas and use language accurately. | B1 - C2 | Noun clauses Relative clauses Transition words Passive voice |
| IELTS: SPEAKING MODELS | Get to know how IELTS Speaking tasks are structured and what you should do to earn a top score. Watch videos and listen to everyday conversations, well-structured short talks, and analytical discussions to get the vocabulary and techniques you need most. | <ul style="list-style-type: none"> » Give personal information and participate in conversations on everyday subjects with confidence. » Give a short talk with a well-developed argument in response to an exam prompt. » Use common expressions for introducing opinions, comparing alternatives, and describing contrasting ideas in an analytical discussion. | B1 - C2 | Adverbial phrases Present perfect Transition words |

**TOEFL PREP**

In this course, you will complete units on speaking, reading, listening and writing in order to be fully prepared for the TOEFL exam. You will see and hear real-life examples of test questions, and become familiar with common question types.

By the end of this course, you will be able to:

- Understand the structure and content of the TOEFL exam.
- Apply proven test preparation strategies to score higher.
- Recognize question types on reading, speaking, listening, and writing exams.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---|---|---|--------------------|--|
| TEST PREP: PREPARE FOR MY ENGLISH TESTS | Read long passages similar to those found on standardized English exams. Answer complex, multi-part reading comprehension questions. | <ul style="list-style-type: none"> » Use key vocabulary terms from the Academic Word List. » Read and understand long and complex passages. » Listen to and understand academic lectures. | ALL | Present perfect Passive voice Phrasal verbs Prepositions of time & place |
| TOEFL PREP: READING SKILLS | Strengthen your English skills by reading academic passages on a variety of topics. Through practice, you will become familiar with common question types found in the reading sections of the TOEFL. | <ul style="list-style-type: none"> » Read and understand complex texts on a variety of topics. » Answer common question types found in reading sections on TOEFL. » Understand the meaning of new vocabulary words based on context. | B1 - C1 | Passive voice Phrasal verbs Present perfect Adjective clauses |
| TOEFL PREP: SPEAKING MODELS | Develop and sharpen your speaking skills by listening to a variety of native English speakers answer the most common speaking prompts from the TOEFL. | <ul style="list-style-type: none"> » Answer TOEFL speaking questions with confidence. » Understand common phrases used when expressing preferences and opinions. » Respond to the common speaking questions used in exams. | B1 - C1 | Gerunds Modals of ability Phrasal verbs Present perfect |
| TOEFL PREP: LISTENING SKILLS | Prepare for and strengthen your TOEFL listening skills. Challenge yourself with upper-level listening activities! | <ul style="list-style-type: none"> » Practice question types from the TOEFL exam. » Comprehend academic lectures and conversations. » Understand different topics found on popular exams. | B1 - C1 | First conditional Gerunds Present perfect Passive voice |
| TOEFL PREP: WRITING FOR EXAMS | This unit contains guides to the most common writing prompts on the TOEFL exam. Also, study real-life examples of these essays and learn how to conquer the most intimidating writing exams! | <ul style="list-style-type: none"> » Learn about the different TOEFL essays. » Study authentic essay samples. » Sharpen your exam writing skills. | B1 - C1 | Coordinating conjunctions Subordinating conjunctions Gerunds Adjective clause |



ENGLISH FOR STATISTICS FOR DATA SCIENCE & BUSINESS ANALYSIS

In this course, you will learn the basics of statistics, from standard deviation to scatter plots. This course also prepares learners to use these statistical methods in real-life business analyses.

By the end of this course, you will be able to:

- Understand the main principles of statistics.
- Apply statistical methods to business analyses.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---|--|--|--------------------|---|
| POPULATION & SAMPLES | Learn the difference between population and samples, and understand random and representative samples. | <ul style="list-style-type: none"> » Define “populations” and “samples” and understand the difference between the two. » Describe random samples and representative samples. | B1+ | <ul style="list-style-type: none"> Infinitives of purpose Modals of probability |
| TYPES OF DATA: CATEGORICAL & NUMERICAL | Understand categorical data, and the types of numerical data: discrete and continuous. | <ul style="list-style-type: none"> » Understand the basics of data classification. » Describe categorical and numerical data. | B1+ | <ul style="list-style-type: none"> Phrasal verbs Adverbs |
| LEVELS OF MEASUREMENT | Learn about qualitative and quantitative measurement. | <ul style="list-style-type: none"> » Understand levels of measurement. » Recognize whether data is qualitative or quantitative. | B1+ | <ul style="list-style-type: none"> Present perfect Passive voice |
| VISUALIZING DATA: CATEGORICAL & NUMERICAL VARIABLES | Learn the basics of visualizing data with both numerical and categorical variables. | <ul style="list-style-type: none"> » Describe different visual representations of data. » Understand how frequency distribution differs in categorical and numerical data. | B1+ | <ul style="list-style-type: none"> Conditionals Modals of ability |
| VISUALIZING DATA WITH GRAPHS & CHARTS | Understand how to create histograms, cross tables, and scatter plots. | <ul style="list-style-type: none"> » Explain how histograms are created and describe how the data is represented. » Understand when to use cross tables, scatter plots, and side-by-side bar charts. | B1+ | <ul style="list-style-type: none"> Adjective clauses Imperatives |
| MEASURES OF CENTRAL TENDENCY | Understand how to calculate the mean, median, and mode of a data set. | <ul style="list-style-type: none"> » Define “mean,” “median,” and “mode.” » Understand why measures of central tendency should be used together. | B1+ | <ul style="list-style-type: none"> Passive voice Infinitives of purpose |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---------------------------------|--|--|--------------------|--|
| ASYMMETRY & VARIABILITY | Take a closer look at skewness, variance, standard deviation, and the coefficient of variance. | <ul style="list-style-type: none"> » Understand how measures of asymmetry allow for a more complete understanding of data. » Describe measures of variability. » Understand standard deviation and coefficient of variance. | B1+ | <ul style="list-style-type: none"> Modals of advice Prepositions of direction Simple future |
| COVARIANCE & CORRELATION | Understand covariance and correlation and the important factors of each. | <ul style="list-style-type: none"> » Understand measures that are used when you have more than one variable. » Understand examples of covariance and the linear correlation coefficient. | B1+ | <ul style="list-style-type: none"> Adjective clauses Relative pronouns Phrasal verbs |
| CASE STUDY: A BUSINESS ANALYSIS | Apply learnings from the course to analyze a California real estate company. | <ul style="list-style-type: none"> » Identify types of data and levels of measurement. » Apply statistical knowledge to real-world context. » Draw conclusions based on statistical analysis. | B1+ | <ul style="list-style-type: none"> Modals of permission Adverbs of degree Passive voice |



ENGLISH FOR DIGITAL MARKETING (GENERAL ASSEMBLY)

In this course, you will learn about the methods, platforms and strategies to reach consumers across the digital media landscape.

By the end of this course, you will be able to:

- Understand the core areas of digital marketing, such as content marketing, social media and mobile marketing, and user experience.
- Apply best marketing practices in order to meet specific business goals.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|--------------------------------------|--|---|--------------------|--|
| DIGITAL MARKETING | Digital marketing allows us to use new methods, platforms, and strategies to reach consumers. To be a successful digital marketer, it is vital to understand the ever-evolving digital media landscape. In this unit, we will review the five essential areas of digital marketing that drive this change and an objective-first framework to approach your latest initiatives. | <ul style="list-style-type: none"> » Understand how digital marketing has evolved and what the core areas of digital marketing are. » Understand how data works as a part of digital marketing. » Learn the framework for digital marketing. | B1 - C1 | Simple future Phrasal verbs Gerunds |
| DIGITAL MARKETING: SOCIAL MEDIA | In this unit, we'll explore the latest developments in social media, take a look at established and emerging social media channels, and outline the content marketing opportunities that each channel provides. You'll learn how to deliver great content and experiences to your community while aligning your social media strategy to overall business goals. | <ul style="list-style-type: none"> » Examine the latest developments in social media. » Explore the newest social and content opportunities for marketers. » Understand how to measure social media ROI with metrics and KPIs. | B1 - C1 | Passive voice Gerunds Noun clauses Modals of ability |
| DIGITAL MARKETING: MOBILE | Mobile ubiquity and connectivity has, without a doubt, impacted digital marketing efforts. Understanding the basics of mobile hardware and software will allow digital marketers to successfully take advantage of mobile opportunities. In this unit, we'll explore consumer behavior and how mobile hardware and software trends will contribute to your mobile marketing campaigns. | <ul style="list-style-type: none"> » Articulate the current global state of mobile technology and marketing. » Define what current mobile hardware and operating systems are. » Describe consumer behavior resulting from mobile technology. | B1 - C1 | Gerunds Phrasal verbs Noun clauses Passive voice |
| DIGITAL MARKETING: CONTENT MARKETING | The more advertising bombards consumers, the less effective it becomes. Marketers are challenged more than ever to find a voice in the noise. Content marketing tools and tactics equip marketers to engage with, offer value to, and converse with a brand's audience. | <ul style="list-style-type: none"> » Define content marketing and its value for relationship building. » List various content marketing formats and their pros/cons. » Assess which content marketing tactics meet specific marketing and business goals. | B1 - C1 | Phrasal verbs Noun clauses Compound nouns Adverbs |
| DIGITAL MARKETING: USER EXPERIENCE | Holistic user experience is about understanding the user's perspective across touchpoints and over time. In this unit, we'll discuss how to plan at every level of experience and orchestrate many individual components into a balanced vision. | <ul style="list-style-type: none"> » Define a holistic user experience in a brand marketing context. » Understand basic terms related to user experience design. » Weigh considerations for communicating cohesive experiences across touchpoints and over time. | B1 - C1 | Passive voice Adverbs Infinitives of purpose Present perfect continuous |



ENGLISH FOR INVESTMENT BANKING

In this course, you will study the foundation of investment banking. This course includes an overview history of investment banking, as well as the lessons on main divisions of investment banks and their roles and responsibilities.

By the end of this course, you will be able to:

- Understand the main principles of Investment Banking.
- Describe the divisions and roles within an Investment Bank.
- Take a in-depth look at initial public offerings and mergers & acquisitions.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|--|--|--|--------------------|--|
| OVERVIEW AND HISTORY OF INVESTMENT BANKING | Discover the origins of investment banking. | <ul style="list-style-type: none"> » Give a historical overview of investment banking. » Understand the purpose of investment bankers. » Explain how conflict of interest is relevant to the investment banking industry. | B1+ | <ul style="list-style-type: none"> Adjective clauses Noun gerunds Infinitives of purpose |
| TYPES OF BANKS | Learn about the different types of banks and the difference between commercial and investment banks. | <ul style="list-style-type: none"> » Explain the difference between commercial banks and investment banks. » Describe universal banks. | B1+ | <ul style="list-style-type: none"> Modal probability Passive voice Simple future |
| AREAS OF INVESTMENT BANKING: CAPITAL MARKETS | Learn about capital markets, raising capital, and companies going public. | <ul style="list-style-type: none"> » Understand capital markets and going public. » Define Initial Public Offering (IPO) and Seasoned Equity Offering (SEO). | B1+ | <ul style="list-style-type: none"> Infinitives following verbs Noun clauses Modals |
| AREAS OF INVESTMENT BANKING: ADVISORY SERVICES | Understand the role of advisory services in investment banking. | <ul style="list-style-type: none"> » Describe types of advisory services. » Understand what investment bankers do in mergers and acquisitions deals. » Explain when restructuring services are necessary. | B1+ | <ul style="list-style-type: none"> Conjunctive adverbs Infinitives of purpose Present perfect |
| AREAS OF INVESTMENT BANKING: TRADING AND BROKERAGE | Learn the fundamentals of trading and brokerage. | <ul style="list-style-type: none"> » Define trading and brokerage. » Explain how investment banks carry out trading and brokerage. | B1+ | <ul style="list-style-type: none"> Passive voice Noun gerunds Conjunctive adverbs |
| AREAS OF INVESTMENT BANKING: ASSET MANAGEMENT | Understand the responsibilities of asset managers and the roles within the division. | <ul style="list-style-type: none"> » Describe the responsibilities of asset managers. » Understand the different jobs within an asset management division. | B1+ | <ul style="list-style-type: none"> Preposition verb collocations Conjunctive adverbs Relative clauses |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|--------------------------|---|---|--------------------|--|
| INITIAL PUBLIC OFFERINGS | Learn about the reasons companies go public, and understand the roles of investors in an IPO. | <ul style="list-style-type: none"> » Understand why a company would choose to make an IPO. » Describe the three types of investors in an IPO and what they look for. | B1+ | <ul style="list-style-type: none"> Present perfect Relative clauses Passive voice |
| MERGERS & ACQUISITIONS | Explore the reasons for mergers and acquisitions, and review the typical M&A life cycle. | <ul style="list-style-type: none"> » Understand why a company would merge with or acquire another company. » Understand mergers and acquisitions in a real-world context. » Describe the life cycle of a company's mergers and acquisitions deals. | B1+ | <ul style="list-style-type: none"> Conditionals Present perfect Passive voice |

| TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|--------------------------------|--|--|--------------------|--|
| INTRODUCTION TO DENTISTRY | In this course, you will learn how to describe common diseases and conditions related to dentistry, how to interact with doctors and patients, and use and understand key terminology in dentistry. | <ul style="list-style-type: none"> » Learn about common dental procedures and conditions. » Interact with doctors and patients. » Understand key terminology related to dentistry. | B1 - C1 | Modals of probability Phrasal Verbs Future forms |
| INTRODUCTION TO MEDICINE | In this course, you will learn how to describe common diseases and conditions, how to interact with doctors and patients, and use and understand key terminology in specialized medical fields. | <ul style="list-style-type: none"> » Discuss common diseases and conditions. » Interact with doctors and patients. » Understand key terminology in specialized medical fields. | B1 - C1 | Conditionals Relative pronouns Modals of probability |
| INTRODUCTION CIVIL ENGINEERING | This course includes the education and testing requirements to become a civil engineer, average salary information, different types of civil engineering and what's expected in the role. There are also many how-to articles, such as how to eco-proof your home. | <ul style="list-style-type: none"> » Learn key vocabulary related to civil engineering in English. » Learn about the civil engineering profession. » Read about topics related to civil engineering. | B1 - C1 | Passive voice Compound nouns Gerunds and infinitives |
| PREPARE FOR JOB INTERVIEWS | Learn good tips on how to create a resume and cover letter to help you get the interview. Once you get an interview, practice how to describe your past work and education experience, talk about your current job, and answer common interview questions. | <ul style="list-style-type: none"> » Learn tips on how to create a good resume and cover letter. » Talk about past work and education experience. » Learn how to answer different types of interview questions. | A2 - B2 | Modals of ability Simple past Present perfect Wh- questions |
| INTRODUCTION TO LAW | This course includes a comprehensive overview of the American Supreme Court and judicial system and trial process from start to finish. Watch video footage from a number of real world trials. | <ul style="list-style-type: none"> » Learn key legal vocabulary in English. » Read about legal systems and processes. » Watch real world footage of criminal trials. | B1 - C1 | Passive voice Adjective clauses Phrasal verbs |
| INTRODUCTION TO MINING | Do you work in the mining industry? Are you interested in learning the basics of mining? Learn to recognize key vocabulary related to mining. Read safety tips and best practices for working in a mine. Read about mining in the news. | <ul style="list-style-type: none"> » Learn key mining vocabulary in English. » Read about mining safety tips and industry news. » Discuss topics related to mining. | A2 - B2 | Passive voice Subordinating conjunctions Gerunds and infinitives |
| INTRODUCTION TO OIL & GAS | Learn to recognize key vocabulary related to the oil & gas industry. Stay up to date with oil & gas news. | <ul style="list-style-type: none"> » Communicate in the oil & gas industry. » Understand and talk about news related to the oil & gas industry. » Describe techniques used by oil & gas companies. | A2 - B2 | Passive voice Adverbs and Adjectives Subordinating Conjunctions |

| TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---------------------------------------|---|---|--------------------|---|
| WORKFORCE SKILLS: CONSTRUCTION | In this course, you will prepare yourself to work in the construction field. | <ul style="list-style-type: none"> » Describe the roles and responsibilities of construction jobs. » Understand safety rules and regulations. | B1+ | Modals of permission Infinitives of purpose |
| WORKFORCE SKILLS: FOOD SERVICES | In this course, you will learn about the responsibilities of food service managers and servers, the importance of food safety and sanitation, and how to take orders from customers. | <ul style="list-style-type: none"> » Understand the roles and responsibilities of food service managers and servers. » Describe the importance food safety and sanitation. » Take orders from customers. | A2+ | Adverbial phrases First conditional |
| WORKFORCE SKILLS: HOME HEALTH AIDES | In this course, you will learn about the responsibilities of home health aides and nurses. In addition, you will become familiar with common medical conditions and understand directions from pharmacologists. | <ul style="list-style-type: none"> » Describe the role and responsibilities of home health aides. » Understand common medical conditions. » Give directions about medication. | B1+ | Modals of ability Imperatives |
| ENGLISH FOR FLIGHT ATTENDANTS | In this course, you will learn how to perform routine flight attendant duties with ease by engaging with authentic conversations, in-flight announcements, and air travel news articles. | <ul style="list-style-type: none"> » Describe cabin and in-flight amenities. » Make in-flight announcements. » Talk about safety regulations. | B1+ | Prepositions of location Wh- questions |
| PREPARE FOR THE U.S. CITIZENSHIP TEST | In this course, you will prepare for the U.S. Citizenship Test. | <ul style="list-style-type: none"> » Describe the application process for U.S. citizenship. » Understand the purpose of Declaration of Independence and the Bill of Rights. | B1 - C1 | Passive voice Adjective clauses Phrasal verbs |

VOXY PERSONALIZED UNIT GUIDE

| UNIT TITLE | DESCRIPTION | OBJECTIVES |
|-----------------------------|---|--|
| ARCHITECTURE | Learn about the art or practice of designing and constructing buildings in English. Read about current architecture news and events. Practice words and expressions related to architecture. | <ul style="list-style-type: none"> » Use key architecture vocabulary in English. » Read about current architecture news and events. » Discuss topics related to architecture. |
| ARTS & CULTURE | Build your vocabulary related to literature, learn to describe a famous painting, or discuss an artistic style. | <ul style="list-style-type: none"> » Learn key terms related to arts and culture. » Improve your listening and reading comprehension. » Discuss works of art and cultural events. |
| BRAZIL | There's nothing quite like Brazilian culture. From the food to the music, learn how to talk and write about all that Brazil has to offer in English. | <ul style="list-style-type: none"> » Use key words and phrases in English. » Read about Brazilian politics, sports, and food. » Discuss topics related to Brazil's culture. |
| BUSINESS | Build your business intelligence learning about everything from entrepreneurs, startups and new markets to funding, conferences, and investing. | <ul style="list-style-type: none"> » Navigate the business world in English. » Make presentations and communicate in the workplace. » Discuss topics related to business and business news. |
| CELEBRITIES & ENTERTAINMENT | If you can't get enough of the latest celebrity gossip, this unit is for you. From music to movies and television, stay up to date on entertainment you love. | <ul style="list-style-type: none"> » Understand key terms related to entertainment and celebrities. » Read about music, movies, and television. » Discuss topics related to pop culture. |
| COMMUNICATIONS | Learn about topics related to communications including journalism, face-to-face conversation, social media, and telecommunications. Read about current news and trends related to communications. Practice words and expressions related to communications. | <ul style="list-style-type: none"> » Discuss topics related to communications including journalism, face-to-face conversation, social media, and telecommunications. » Read about current news and trends related to communications. » Use words and expressions related to communications. |
| DATING & RELATIONSHIPS | Your relationships touch every corner of your life. Learn how to express yourself in any situation involving your romantic life and understand U.S. dating practices and norms. | <ul style="list-style-type: none"> » Use key terms related to love and marriage. » Discuss topics related to dating and relationships in different cultures. |

| UNIT TITLE | DESCRIPTION | OBJECTIVES |
|------------------|--|---|
| DESIGN | Learn about the art of graphic, product, and fashion design. Read about current design news, events, and trends. Practice words and expressions related to design. | <ul style="list-style-type: none"> » Discuss topics related to art of graphic, product, and fashion design. » Read about current design news, events, and trends. » Use words and expressions related to design. |
| ENVIRONMENT | Are you interested in science and the world around you? Learn about the natural world including topics such as animals, plants, weather and climate, sustainability and much more. Read the latest in environmental news. Learn to discuss environmental issues and phenomena. | <ul style="list-style-type: none"> » Learn key vocabulary related to the environment. » Read environmental news and studies. » Discuss topics related to the environment. |
| FAMILY & FRIENDS | Discuss topics related to family units, coworkers, parenting tips, friendship advice, and much more. | <ul style="list-style-type: none"> » Make plans and socialize with friends. » Describe your family and friends. » Learn key terms related to relationships with family and friends. |
| LIFESTYLE | Explore the complexities of life in the modern world. Learn about home and family issues, managing personal and professional goals, and explore themes like our cultural relationship with technology. | <ul style="list-style-type: none"> » Understand conversations about family relationships and parenting. » Get the latest news on personal organization and motivation. » Explore how themes like technology, work, and entertainment affect culture and society. |
| FOOD & DRINK | Are you a foodie? Learn to recognize key written and spoken terms about food, restaurants, recipes, professional and amateur cooking, and much more. | <ul style="list-style-type: none"> » Communicate with staff at restaurants. » Read about current food and restaurant news and events. » Practice words and expressions related to dining. |
| HEALTH | Learn about health, medical research, and medical terms that you can use to talk to your doctor or healthcare provider. | <ul style="list-style-type: none"> » Schedule doctor appointments. » Explain symptoms to medical staff. » Discuss topics related to health and medicine. |
| HOSPITALITY | Build the vocabulary you need to communicate with staff and customers in the hospitality industry. | <ul style="list-style-type: none"> » Learn greetings and phrases to communicate with guests and hosts. » Improve your listening and reading comprehension. » Make requests and respond to questions in hotels, restaurants and more. |
| LIVE IN THE U.S. | Visiting or moving to the U.S.? Practice everyday phrases used by native speakers so you can spend less time sounding like a tourist and more time seeing the country. | <ul style="list-style-type: none"> » Use terms related to U.S. customs and culture. » Improve listening and reading comprehension. » Discuss topics related to U.S. customs and culture. |

| UNIT TITLE | DESCRIPTION | OBJECTIVES |
|---------------------|--|---|
| MANUFACTURING | Read and understand texts, documents, images, and recordings relating to manufacturing including topics related to engineering, technology, and electric motors and pumps. Become familiar with manufacturing vocabulary and topics. | <ul style="list-style-type: none"> » Learn manufacturing expressions related to engineering, technology, and electric motors and pumps. » Improve your listening and reading comprehension skills. » Discuss manufacturing topics related to engineering, technology, and electric motors and pumps. |
| PERSONAL FINANCE | Want to get smarter about your finances? In this unit, learn about bank accounts, saving money, everyday transactions, and much more. | <ul style="list-style-type: none"> » Navigate the financial world in English. » Discuss topics related to finance and financial news. » Read about financial news and events. |
| POLITICS | Focus on key written and spoken political terms with the help of authentic news sources that include opinion and editorial-based lessons. | <ul style="list-style-type: none"> » Use key political terminology. » Read about politics around the world. » Discuss topics related to politics and political news. |
| PROFESSIONAL SKILLS | Improve understanding of U.S. workplace customs and protocols. Recognize key written and spoken terminology related to job searches. | <ul style="list-style-type: none"> » Use key work-related terms and expressions. » Communicate with coworkers in English. » Write a resume and answer common interview questions. |
| SHOPPING | Want to be a smarter shopper? Learn how to get the best deals, shop online, or communicate when you want to return something that you don't like. | <ul style="list-style-type: none"> » Interact with staff at stores and markets. » Ask for prices and purchase goods. » Discuss topics related to shopping and retail news. |
| SOCIAL MEDIA | Do you use Facebook? Twitter? Instagram? If yes, then this unit is perfect for you. Social media is changing the way we communicate and this unit will help you do so in English. Read about tweets, status updates, news feeds, and many more social media features. Stay on top of social media news and trends. | <ul style="list-style-type: none"> » Use key social media vocabulary in English. » Read about social media news and trends. » Discuss topics related to social media. |
| SPORTS | Are you a fan of baseball, basketball, tennis, golf, hockey, or any other sport? If you also want to be able to talk and write about them in English, this unit is for you! | <ul style="list-style-type: none"> » Use key sports terminology. » Read and listen to passages about soccer, basketball, tennis, and more. » Discuss topics related to sports and sports news. |
| TECHNOLOGY | From the coolest gadgets to the newest digital trends, you'll stay up to date on all things tech with this unit. | <ul style="list-style-type: none"> » Read about the newest technology in English. » Use key technology vocabulary. » Discuss topics related to technology and digital trends. |

| UNIT TITLE | DESCRIPTION | OBJECTIVES |
|-------------------|--|---|
| THE REAL FOOTBALL | Like any other sport, soccer has its own rules, techniques, customs, and stars around the world. Learn how to talk and write about them in English. | <ul style="list-style-type: none">» Use key soccer terminology in English.» Read about soccer leagues, teams, and players.» Discuss topics related to soccer and the World Cup. |
| TRAVEL | Learn new words and practice common phrases so you can rent a car, buy tickets, get directions, and order food. | <ul style="list-style-type: none">» Make reservations and purchase tickets.» Ask for and understand directions.» Discuss topics related to travel and transportation. |
| WORLD NEWS | Read and understand texts, documents, images, and recordings relating to world news and current events including topics related to international headlines, politics, business, travel, science, health, entertainment, sports, and more. Become familiar with current events vocabulary and topics. | <ul style="list-style-type: none">» Use everyday expressions related to international headlines.» Read and listen to passages about a variety of topics.» Discuss topics related to international news stories. |



VOXY TEACHER TRAINING: PEDAGOGY & BEST PRACTICES

In this course, you will learn the research, philosophies and best practices for Second Language Acquisition (SLA), with a particular emphasis on Task-Based Language Teaching (TBLT).

By the end of this course, you will be able to:

- Understand the main principles of Task-Based Language Teaching (TBLT) and Second Language Acquisition (SLA).
- Apply best teaching practices in online and in-person classrooms.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---|--|--|--------------------|---|
| INTRODUCTION TO SECOND LANGUAGE ACQUISITION | Learn the key elements of Second Language Acquisition. Watch examples of the key elements in the classroom. | <ul style="list-style-type: none"> » Understand the principles of Second Language Acquisition. » Identify the four key elements of SLA. » Use the key elements of SLA in the classroom. | B1 - C1 | <ul style="list-style-type: none"> Modals of obligation Negative questions Wh- past tense questions |
| INTRODUCTION TO TASK-BASED LANGUAGE TEACHING | Study the principles of Task-Based Language Teaching and learn how to apply them in the classroom. | <ul style="list-style-type: none"> » Talk about the principles of Task-Based Language Teaching. » Identify students' personal goals. » Use tasks in the classroom. | B1 - C1 | <ul style="list-style-type: none"> Gerunds Phrasal verbs Modals of obligation Modals of probability |
| HOW TO USE AUTHENTIC MATERIALS IN THE CLASSROOM | Learn how to teach English language learners using authentic materials. Watch examples of teachers and students interacting with authentic materials. | <ul style="list-style-type: none"> » Identify authentic materials to use in the classroom. » Adapt authentic materials into classroom material. » Use authentic tasks with your students. | B1 - C1 | <ul style="list-style-type: none"> Simple imperative Modals of advice Prepositions Adjective clauses |
| LESSON PLANNING | Learn how to create lessons that target receptive skills or productive skills. View examples of real lesson plans and listen to teachers using lesson plans in their classes. | <ul style="list-style-type: none"> » Create and use a lesson plan targeting receptive skills. » Plan and teach lessons that target productive skills. » Read real lessons plans targeted towards each skill. | B1 - C1 | <ul style="list-style-type: none"> Modals of advice Simple future Passive voice Coordinating conjunctions |
| LESSON STRUCTURES | Read about the main components of a task-based English lesson and watch teachers apply these stages in a real class. In addition, learn how to engage students in the classroom using Instruction Checking Questions (ICQs) and Concept Checking Questions (CCQs). | <ul style="list-style-type: none"> » Understand the main components of a task-based English lesson. » Use lesson stages in the classroom. » Engage students in the classroom using ICQs and CCQs. | B1 - C1 | <ul style="list-style-type: none"> Passive voice Gerunds Phrasal verb Adjective clauses |
| ERROR CORRECTION & FEEDBACK | Learn about the value of giving feedback to students, as well as the various methods of giving corrective feedback to students. | <ul style="list-style-type: none"> » Give corrective feedback to your students using a variety of methods. » Understand which forms of corrective feedback are more effective. » Observe teachers giving various types of feedback to their students. | B1 - C1 | <ul style="list-style-type: none"> Modals of advice Adjective clauses Passive voice |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|--|--|---|---------------------------|--|
| ASSESSMENT | Understand proficiency scales and how and why to use different forms of assessment. Furthermore, learn about common standardized tests, such as the TOEFL and IELTS, and how to prepare your students to take them. | <ul style="list-style-type: none"> » Teach students to prepare for standardized exams. » Understand the difference between proficiency assessments and achievement tests. » Use proficiency scales and can-do statements. | B1 - C1 | Phrasal verbs Passive voice Modals of ability |
| TEACHING WITH TECHNOLOGY | Learn about the benefits of using technology inside and outside of the classroom. Set up your online classroom and learn tools and tips on how to facilitate learning. | <ul style="list-style-type: none"> » Use technology for language instruction inside and outside of your classroom. » Understand the value of blended learning. » Manage an online classroom. | B1 - C1 | Modals of ability Zero conditionals Infinitives of purpose |
| LANGUAGE LEARNING VARIABLES & LEARNING STYLES | Understand language learning variables, such as age and motivation, and how they affect language learning. Learn how to teach students with different learning styles. | <ul style="list-style-type: none"> » Learn to teach students with different proficiency levels, learning styles and motivations. » Employ engagement techniques used to teach adults learners. | B1 - C1 | First conditional Modals of ability Modals of advice |
| CLASSROOM MANAGEMENT & TEACHING WITH LIMITED RESOURCES | Learn different techniques for classroom management in traditional and online classrooms. Furthermore, learn tips on how to teach with limited resources. | <ul style="list-style-type: none"> » Understand general tips for how to manage classrooms. » Effectively manage your online classroom. » Teach with limited resources. | B1 - C1 | First conditional Zero conditional Conjunctive adverbs Infinitives of purpose |
| REVIEW | In this unit, you will review the principles of Second Language Acquisition and Task-Based Language Teaching. In addition, you will re-visit how to use authentic materials in the classroom, how to structure lessons, and how to teach using technology. | <ul style="list-style-type: none"> » Understand the principles of Second Language Acquisition and Task-Based Language Teaching. » Confidently plan for and teach a class of English language learners using the TBLT method. » Provide various forms of corrective feedback to students. | B1 - C1 | Modals of obligation Present perfect Passive voice |



ENGLISH FOR ACADEMIC READING & WRITING

In this course, you will explore key concepts related to successful writing in a professional graduate degree program. You will read scholarly texts and hear from literacy experts to improve your writing skills and get the most from your academic experience.

By the end of this course, you will be able to:

- Read dense academic texts critically.
- Analyze common genres of academic text to improve both reading and writing skills.
- Identify and apply key steps in a successful writing process.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|----------------------------------|--|--|--------------------|--|
| HOW TO APPROACH ACADEMIC WRITING | Writing is a fundamental part of your academic experience, so it is essential to learn the skills necessary to successfully undertake these assignments. In this unit, you will review the core aspects of academic writing and learn about valuable strategies and resources. | <ul style="list-style-type: none"> » Identify strategies to become a better academic writer. » Evaluate if claims and evidence presented are logical. » Analyze rhetorical strategies used in academic writing. | B1 - C1 | <ul style="list-style-type: none"> Complex sentences Present perfect Relative clauses |
| UNDERSTANDING SCHOLARLY TEXTS | Reading is at the core of most graduate level work, whether you're reading books, articles, textbooks, or collecting information for a literature review. This unit will help you develop skills and strategies to help you in all aspects of working with scholarly texts. | <ul style="list-style-type: none"> » Learn strategies to become a more efficient and effective reader. » Explore common types and structures of academic texts. » Practice summarizing texts by paragraphs and sections. | B1 - C1 | <ul style="list-style-type: none"> Conjunctive adverbs Adverbial phrases Simple present passive voice |
| GENRES OF ACADEMIC WRITING | Many academic writing assignments follow strict conventions. Analyze the structure of common academic genres such as research reports, case studies, literature reviews, and white papers to learn how to write your own so you will be better prepared for your coursework. | <ul style="list-style-type: none"> » Recognize the significance of genre analysis in academic writing preparation. » Identify key rhetorical features of a specific genre. » Examine example of specific genres. | B1 - C1 | <ul style="list-style-type: none"> Complex sentences Inseparable phrasal verbs Relative clauses |
| THE WRITING PROCESS | Fine tune your writing skills by developing and expressing your ideas, identifying common mistakes, and understanding the importance of revision. Learn the basics of common citation styles and how they relate to ideas of intellectual property and communication styles. | <ul style="list-style-type: none"> » Understand the writing process from ideation to revision. » Learn how to integrate your ideas with published literature. » Understand the role of citation and how to avoid common citation mistakes. | B1 - C1 | <ul style="list-style-type: none"> Reported speech Present perfect passive voice Simple imperative |
| INDEPENDENT RESEARCH | The purpose of academic research is to contribute to the creation of new knowledge in your discipline. Learn how to develop your own research ideas into full research reports. | <ul style="list-style-type: none"> » Use available tools to find and evaluate appropriate sources for research. » Learn how to read and write the different sections in a research report. » Understand the expectations for graduate level work. | B1 - C1 | <ul style="list-style-type: none"> Modals of ability Simple past passive voice Zero conditional |



ENGLISH FOR BUSINESS

In this course, you will learn about a variety of work functions, from HR and customer service to IT and marketing. The course also covers introductions, meetings, negotiations, leadership and entrepreneurial skills, email correspondence and more.

By the end of this course, you will be able to:

- Communicate effectively in common workplace situations.
- Understand a wide variety of workplace correspondence and materials.
- Discuss issues that arise in business meetings and everyday workplace situations.
- Apply best practices in diverse workplace situations.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|-----------------------------|---|---|--------------------|--|
| MEETINGS & WEB CONFERENCING | Learn how manage a meeting from start to finish, including creating an agenda, and giving updates to team members. In addition, learn how to troubleshoot technical difficulties on telephone and video conferences, and take meeting notes on a variety of topics. | <ul style="list-style-type: none"> » Extract key details from discussions in meetings. » Give and expand upon work updates in a meeting. » Take and understand notes on a variety of meeting topics. | B1 - C1 | <ul style="list-style-type: none"> Simple future Modals of ability Phrasal verbs Present perfect |
| PRESENTATIONS | Learn tips on how to best prepare for presentations, and how to begin and end your presentations effectively. Furthermore, learn how to understand complex lectures in English on various business-related topics. | <ul style="list-style-type: none"> » Introduce yourself and outline your presentation. » Ask for and respond to questions after a presentation. » Give and understand complex lectures on business-related topics. | B1 - C1 | <ul style="list-style-type: none"> Gerunds Present perfect Present continuous Simple imperative |
| TELEPHONE COMMUNICATION | Would you like to improve your telephone skills? Complete this unit to learn how to manage and participate in work-related telephone calls, leave and understand detailed voicemails, and interact with a variety of service providers related to business via phone. | <ul style="list-style-type: none"> » Manage and participate in work-related telephone calls. » Leave and understand detailed voicemails related to work. » Interact with a variety of service providers related to business via phone. | B1 - C1 | <ul style="list-style-type: none"> Modals of ability Phrasal verbs Yes/No questions Modals of probability |
| EMAILS | Successfully communicate over email by learning tips on how to write effective emails. In addition, learn how to understand announcements made over email, and how to write letters and emails on a variety of business topics. | <ul style="list-style-type: none"> » Understand announcements made in emails on work-related topics. » Write letters and emails on a variety of business topics. » Understand tips on how to write effective emails. | B1 - C1 | <ul style="list-style-type: none"> Present perfect Simple future Simple imperative Passive voice Adjective clause |
| RESUMES & COVER LETTERS | Strengthen job-searching skills by learning tips on how to write effective resumes and cover letters. Furthermore, understand tips on how to conduct a successful job search. | <ul style="list-style-type: none"> » Understand the benefits of cover letters and resumes. » Write effective cover letters and resumes. » Learn tips on how to conduct a job search. | B1 - C1 | <ul style="list-style-type: none"> Modals of advice Phrasal verbs Second conditional Modals of obligation |
| INTERVIEWS | Master the art of interviews by learning how to discuss job history and work-related achievements. Learn tips on how to respond to common job interview questions and how to lead an interview effectively. | <ul style="list-style-type: none"> » Lead a discussion in an interview, expanding and developing ideas (as an interviewer or interviewee). » Discuss job history and previous work-related achievements. » Learn common job interview questions and tips for high performance in interviews. | B1 - C1 | <ul style="list-style-type: none"> Phrasal verbs Gerunds Modals of ability Active voice Wh- questions |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|--------------------------------|---|--|--------------------|---|
| NEGOTIATIONS | Improve negotiation skills by learning how to state interests and objectives, present proposals and counter proposals, and express opinions and solutions. | <ul style="list-style-type: none"> » State interests and objectives in a negotiation meeting. » Present proposals and counter proposals in negotiation meetings in person and through email. » Express opinions and suggest solutions to reach agreement. | B1 - C1 | Present perfect Phrasal verbs Second conditional Zero conditional |
| NETWORKING | Develop networking skills by learning how to introduce yourself at networking events, describe professional background and experience, and engage in small talk with co-workers and new acquaintances. | <ul style="list-style-type: none"> » Introduce yourself to others at networking events. » Describe your professional background and experience. » Engage in small talk with co-workers and new acquaintances. | B1 - C1 | Present perfect Phrasal verbs Adverbs |
| AROUND THE OFFICE | Successfully navigate your way around the office by learning how to understand company-wide emails and engage in conversations with co-workers on a variety of topics. Furthermore, learn how to give and follow detailed directions on topics related to everyday business. | <ul style="list-style-type: none"> » Understand company-wide emails relating to office updates. » Engage in conversations with co-workers about work-related and non-work-related topics. » Ask for, follow, and give detailed directions on topics related to everyday business. | B1 - C1 | Phrasal verbs Simple imperative Adjective clauses Adverbs |
| HR | Describe employee benefits, and company policies and procedures. Learn the basics of recruiting by learning how to write official offer and rejection letters, and by understanding employee onboarding. | <ul style="list-style-type: none"> » Make company-wide updates related to Human Resources. » Understand the basics and best practices of recruiting. » Describe the role of HR Departments. | B1 - C1 | Zero conditional Modals of ability Simple future |
| IT | Be the resident IT expert by learning how to troubleshoot technical problems and explain them to co-workers. In addition, learn how to understand simple and complex technical instructions, and how to give advice for resolving a problem with a product or piece of equipment. | <ul style="list-style-type: none"> » Understand simple and complex technical instructions. » Give advice for resolving a problem with a product or a piece of equipment. | B1 - C1 | Prepositions of place Demonstrative pronouns Relative pronouns Phrasal verbs |
| FINANCE | Develop financial skills by learning how to explain balance sheets, income statements, and cash flow statements. Furthermore, understand various financial positions and responsibilities, including accountants and investment fund managers. | <ul style="list-style-type: none"> » Explain financial roles and responsibilities. » Update team members on a company's financial status. » Understand balance sheets, income statements, and cash flow statements. | B1 - C1 | Gerunds Present perfect Passive voice Infinitives of purpose |
| MARKETING | Master marketing by studying content and digital marketing. Learn how to give company updates on marketing-related matters and how to develop marketing strategies based on real case studies. | <ul style="list-style-type: none"> » Understand the value of marketing and digital marketing. » Give company updates on marketing-related matters. » Develop marketing strategies based on case studies. | B1 - C1 | Gerunds Noun clauses Phrasal verbs |
| PRODUCT DEVELOPMENT/TECHNOLOGY | Develop product development skills through reading about the agile product development process and listening to status updates on engineering-related products. In addition, learn how to explain the value of User Experience. | <ul style="list-style-type: none"> » Understand the agile product development process. » Give updates on the status of engineering-related projects. » Understand the value of a the User Experience. | B1 - C1 | Wh- question present tense Possessive pronouns Prepositions of place |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|--------------------|---|--|--------------------|--|
| CUSTOMER SERVICE | Develop customer service skills by learning about the value of the customer service departments, reading and listening to real complaints from customers, and writing feedback surveys for customers and employees. | <ul style="list-style-type: none"> » Understand the value of Customer Service Departments. » Read and respond to letters of complaints from customers. » Write feedback surveys for customers or employees. | B1 - C1 | First conditional Phrasal verbs Simple imperative |
| PROJECT MANAGEMENT | Explore the different aspects of project managements and some common challenges project managers face. Learn about what happens when projects are managed properly and how to avoid running into these issues. | <ul style="list-style-type: none"> » Understand the components of project management. » Talk about the difference between projects and operations. » Learn about the challenges of project management. | B1 - C1 | Imperatives Adjectives Modal verbs of advice |
| LEADERSHIP | Become a better leader by learning tips on how to effectively manage a team. In addition, learn about different management styles, how to motivate employees, and become familiar with workplace trends. | <ul style="list-style-type: none"> » Learn about the value of various approaches to management. » Understand best practices in how to manage a company or a team. | B1 - C1 | Passive voice Zero conditional Phrasal verbs |
| ENTREPRENEURSHIP | There are many challenges and rewards of becoming an entrepreneur. Read tips for entrepreneurs, learn ways to promote and grow your business, and prepare for the challenges of starting a new business. | <ul style="list-style-type: none"> » Understand the challenges of running a start-up business. » Learn how to promote and grow a new business. | B1 - C1 | First conditional Phrasal verbs Modals of obligation |
| REVIEW | Reinforce your business knowledge and skills by reviewing material related to meetings, communication in the workplace, presentations, and much more. | <ul style="list-style-type: none"> » Navigate the business world in English. » Make presentations and communicate in the workplace. » Discuss topics related to business and business news. | B1 - C1 | Passive voice Zero conditional Phrasal verbs |



ENGLISH FOR CROSS-CULTURAL TRAINING

In this course, you will gain cultural awareness by reflecting on your own culture and broadening your understanding of global cultural differences. The intercultural skills developed in this course will help you navigate both verbal and non-verbal communication, manage a diverse, intercultural team, engage in intercultural business, and much more.

By the end of this course, you will be able to:

- Learn about dimensions of cultures that create intercultural differences.
- Discover how to successfully navigate cross-cultural interactions.
- Understand how to promote cross-cultural collaboration and understanding.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|-------------------------------|---|---|--------------------|---|
| CULTURE OVERVIEW | Review the fundamentals of culture and the importance of cross-cultural training by exploring different metaphors, dimensions, and perspectives of culture. | <ul style="list-style-type: none"> » Learn about the fundamentals of culture. » Understand different dimensions of culture. » Discover different cultural perspectives. | B1+ | Complex sentences Simple future Modals of probability |
| TYPES OF CULTURAL DIFFERENCES | Learn about common types of cross-cultural differences from concept of self and power, to source of status and locus on control. Explore how these cross-cultural variances impact businesses in different ways. | <ul style="list-style-type: none"> » Learn about how cultures differ. » Understand dimensions of cultural differences. » Explore cultural differences in business. | B1+ | Noun clauses Passive voice Adverbial phrases |
| LIVING ABROAD | Understand the different stages of cultural awareness and adjustment that are common when living abroad. Learn about strategies for adapting to new cultures and hear stories of how people have navigated cultural differences when living abroad. | <ul style="list-style-type: none"> » Understand how to develop cultural awareness. » Discover how to learn from cross-cultural experiences. » Learn how to navigate cultural differences. | B1+ | Present perfect Noun clauses Relative clauses |
| NON-VERBAL COMMUNICATION | Learn about the importance of non-verbal communication differences in intercultural communication. Understand different types of non-verbal communication and discover how to avoid non-verbal miscommunications. | <ul style="list-style-type: none"> » Learn about the importance of non-verbal communication. » Understand different aspects of non-verbal communication. » Discover how to avoid non-verbal miscommunications. | B1+ | Gerunds Past continuous Complex sentences |
| SPECIFIC CULTURAL DIFFERENCES | Learn about specific cultural differences from around the world. Take a closer look at cultural differences within Africa, and hear about intercultural experiences between the UK, Australia, China and more. | <ul style="list-style-type: none"> » Learn how cultures differ from each other. » Compare different global cultures. » Discover how to cross-cultural communication helps business. | B1+ | Adverbial phrases Passive voice Present perfect |
| ENGLISH AROUND THE WORLD | Learn about global differences in English spelling, vocabulary, and pronunciation by listening to native speakers from the UK, USA, Australia, South Africa, and Ireland talk about what makes their English unique. | <ul style="list-style-type: none"> » Learn about differences in English vocabulary. » Explore about differences in English spelling. » Discover differences in English pronunciation. | B1+ | Complex sentences Simple past Adverbs of degree |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|-------------------------------------|--|--|--------------------|---|
| COMMUNICATION STRATEGIES | Take a look at some strategies to enhance your intercultural communication. Learn about how some companies have struggled to achieve clear communication across cultures, but have learned from their past experiences. | <ul style="list-style-type: none"> » Understand fundamentals of intercultural communication. » Learn about challenges in cross-cultural communication. » Understand how to communicate with non-native speakers. | B1+ | <ul style="list-style-type: none"> Present perfect Relative clauses Adverbial phrases |
| MANAGEMENT STRATEGIES | Discover how to promote collaboration and understanding within a cross-cultural team by learning strategies and hearing from experts in the field. Take a deeper look at some common challenges and learn how to avoid and resolve these issues. | <ul style="list-style-type: none"> » Learn how to promote cross-cultural collaboration and understanding. » Discover how to have an open mind when managing intercultural teams. » Understand how to manage challenging situations. | B1+ | <ul style="list-style-type: none"> Transitional words Phrasal verbs Complex sentences |
| CROSS-CULTURAL BUSINESS | Learn about the benefits of cross-cultural collaboration in the workplace and how to work with global clients. Discover how to navigate translation, virtual communication, and differences in meeting etiquette. | <ul style="list-style-type: none"> » Learn how to understand your client's culture. » Understand cross cultural meeting etiquette. » Learn about virtual communication. | B1+ | <ul style="list-style-type: none"> Relative clauses Complex sentences Zero conditional |
| WORKING IN A MULTI-NATIONAL COMPANY | Understand the unique challenges of having a global team and the cultural challenges that can arise and learn how to maximize opportunities to make intercultural connections with your team. | <ul style="list-style-type: none"> » Discover what it means to have a cross-cultural team/company. » Learn about cultural challenges in multinational companies. » Understand how to make intercultural connections. | B1+ | <ul style="list-style-type: none"> Passive voice Noun clauses Infinitives of purpose |
| REVIEW | Review the key concepts that have been covered in this course. | <ul style="list-style-type: none"> » Review material from the course. | B1+ | <ul style="list-style-type: none"> Phrasal verbs Adverbial phrases Modals of probability |



ENGLISH FOR CUSTOMER SERVICE

In this course, you will receive an overview of industry best practices as well as real-life examples of customer service through specific channels, including telephone, email, live chat and social media.

By the end of this course, you will be able to:

- Apply Customer Service best practices.
- Understand customer complaints and reconcile issues.
- Communicate with clients about customer-service related topics.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---|---|---|--------------------|--|
| CUSTOMER SERVICE OVERVIEW | Learn customer service best practices and apply them to real-life situations. Understand job descriptions for customer service team members and describe tools commonly used by customer service teams. | <ul style="list-style-type: none"> » Understand and apply Customer Service best practices. » Learn tips on how to facilitate positive Customer Service experiences. | A2+ | Phrasal verbs Gerunds Wh- questions |
| CUSTOMER SERVICE VIA TELEPHONE | Listen to real examples of customer service representatives handling complaints and inquiries over the phone. | <ul style="list-style-type: none"> » Understand and respond to customer service inquiries and complaints over the telephone. » Apologize for poor customer experiences. | A2+ | Phrasal verbs Present continuous Yes-no questions |
| CUSTOMER SERVICE VIA EMAIL & SOCIAL MEDIA | Understand and respond to customer service inquiries and complaints over email, live chat, and social media channels. | <ul style="list-style-type: none"> » Understand and respond to customer service inquiries and complaints over email Respond to inquiries and complaints through social media platforms. » Engage with customers on Live Chat. | A2+ | Passive voice Present perfect Simple Future |
| TECHNICAL TROUBLESHOOTING | From helping set privacy settings to fixing a frozen iPad, this unit will teach you all you need to know in order to give troubleshooting assistance to customers on a variety of technical issues. | <ul style="list-style-type: none"> » Give troubleshooting assistance to customers on a variety of technical issues. » Understand how to give step-by-step instructions to customers. | A2+ | Simple imperative Modals of ability First conditional |
| MEETINGS & WEB CONFERENCING | Learn how manage a meeting from start to finish, including creating an agenda, and giving updates to team members. In addition, learn how to troubleshoot technical difficulties on telephone and video conferences, and take meeting notes on a variety of topics. | <ul style="list-style-type: none"> » Extract key details from discussions in meetings. » Give and expand upon work updates in a meeting. » Take and understand notes on a variety of meeting topics. | B1+ | Simple future Modals of ability Phrasal verbs Present perfect |
| PRESENTATIONS | Learn tips on how to best prepare for presentations, and how to begin and end your presentations effectively. Furthermore, learn how to understand complex lectures in English on various business-related topics. | <ul style="list-style-type: none"> » Understand the main points of a work-related presentation. » Extract key details from presentations on a variety of topics. » Learn tips on how to give a better presentation. | B1+ | Gerunds Present perfect Present continuous Simple imperative |



ENGLISH FOR EXECUTIVE LEADERSHIP

In this course, you will learn about key aspects of executive leadership including creating a company vision, giving effective feedback, and managing an efficient team. You will learn about leadership qualities and skills from experts and experienced business leaders from around the world.

By the end of this course, you will be able to:

- Recognize the qualities and characteristics of strong and effective leaders.
- Understand how to create company vision and goals.
- Learn how to efficiently manage tasks and teams.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|----------------------|---|---|--------------------|---|
| LEADERSHIP OVERVIEW | Listen to advice from successful leaders from many fields and learn what makes leaders stand out in their companies. You will learn how to overcome common leadership challenges and pitfalls by watching engaging interviews with leaders from top global companies. | <ul style="list-style-type: none"> » Describe leadership qualities. » Understand leadership challenges. » Learn about successful leaders. | B1+ | <ul style="list-style-type: none"> Present perfect Relative clauses Adverbial phrases |
| COMPANY VISION | Learn how companies define themselves by creating a company vision and vision statement. You listen to expert advice about how to make and define a company vision and read authentic vision statements from different companies. | <ul style="list-style-type: none"> » Understand ways to define your company. » Learn how to make a vision statement. » Read company vision statements. | B1+ | <ul style="list-style-type: none"> Passive voice Complex sentences Noun clauses |
| TEAM MANAGEMENT | Listen to business leaders give advice about how to build and foster a collaborative and successful team through effective motivation, retention strategies, and team empowerment. | <ul style="list-style-type: none"> » Learn how to create a great team. » Understand how to work well as a team. » Discover employee retention strategies. | B1+ | <ul style="list-style-type: none"> Relative clauses Simple imperative Phrasal verbs |
| COMMUNICATION SKILLS | Learn about the importance of clear and effective communication in the workplace. Discover how communication strategies enable you to smoothly navigate through a variety of situations; from making a good impression to learning how to handle a mistake at work. | <ul style="list-style-type: none"> » Learn how to make a good impression. » Understand the importance of listening and non-verbal communication. » Learn how to manage difficult situations. | B1+ | <ul style="list-style-type: none"> Simple imperative Phrasal verbs Preposition-adjective collocations |
| GIVING FEEDBACK | Master your ability to give clear, constructive feedback to team members and learn how to handle challenging situations with employees. Read authentic performance reviews to examine the language used to give both praise and constructive criticism. | <ul style="list-style-type: none"> » Learn how to give constructive feedback. » Read authentic examples of employee feedback. » Understand how to deal with difficult situations. | B1+ | <ul style="list-style-type: none"> Present perfect Adverbs of degree Modals of probability and ability |
| GOAL SETTING | Learn about how strategic goal-setting helps leaders achieve their visions and discover strategies to communicate these goals effectively across teams. Read authentic business goals from global companies to see these strategies in use. | <ul style="list-style-type: none"> » Learn about the importance of goal-setting. » Understand how to set and communicate goals. » Read authentic examples of business goals. | B1+ | <ul style="list-style-type: none"> Noun clauses Adverbial phrases Simple imperative |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---------------------------------------|--|---|--------------------|---|
| TIME MANAGEMENT | In this unit, you will learn how to maximize the time you have and prioritize the many tasks you juggle in your daily life. Listen to business leaders talk about their favorite time-management tools for themselves and their teams. | <ul style="list-style-type: none"> » Learn about time management strategies. » Understand how to prioritize. » Learn how to use time management tools. | B1+ | <ul style="list-style-type: none"> Present continuous Zero conditional Phrasal verbs |
| CREATIVE THINKING AND DECISION MAKING | In this unit, discover how to maximize creativity to spark innovation and problem solving in the workplace. Learn how to handle difficult decisions and how effective decision-making strategies can have a lasting impact on company success. | <ul style="list-style-type: none"> » Understand the benefit of creative thinking. » Learn about decision making strategies. » Discover how decisions can benefit a company. | B1+ | <ul style="list-style-type: none"> Gerunds Noun clauses Relative clauses |
| BUSINESS SCALING | In this unit, learn about how and when your company should grow and how to identify when growth is beneficial or harmful for your company. Listen to accounts from leaders of multinational companies to learn about successful and unsuccessful scaling strategies. | <ul style="list-style-type: none"> » Learn how to scale a company. » Understand when to scale your company. » Discover how real companies scaled successfully. | B1+ | <ul style="list-style-type: none"> Adverbial phrases Passive voice Noun clauses |
| WORKPLACE EFFICIENCY | Learn how to super-charge your team by discovering valuable team training and delegation strategies. Figure out how you can make your company environment a balance between comfort and stimulation suitable for many types of employees. | <ul style="list-style-type: none"> » Understand the benefit of employee training. » Learn how to delegate tasks and responsibilities effectively. » Know how to make a great work environment for employees. | B1+ | <ul style="list-style-type: none"> Infinitives of purpose Phrasal verbs Modals of advice |
| WORKPLACE TRENDS | Explore some recent trends in companies from around the world. From flexible schedules, to bringing your pets to the office, think about whether these trends help or hinder company productivity and the workplace environment. | <ul style="list-style-type: none"> » Learn about recent workplace trends. » Discover how work environments are changing. » Reflect on the pros and cons of recent workplace trends. | B1+ | <ul style="list-style-type: none"> Present perfect Modals of advice Reported speech |
| REVIEW | Review the key concepts that have been covered in this course. | <ul style="list-style-type: none"> » Review material from the course. | B1+ | <ul style="list-style-type: none"> Phrasal verbs Present perfect Simple imperative |



ENGLISH FOR FINANCIAL SERVICES

In this course, you will learn about the foundation of the financial services industry, from accounting to Wall Street. This course also includes lessons about financial planning, investment management, securities analysis, and insurance. Additionally, you will learn from real-world financial news stories.

By the end of this course, you will be able to:

- Describe the economics of banking.
- Talk about stock trends and investing.
- Understand news on a variety of financial topics.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|-----------------------|---|---|--------------------|--|
| BANKING AND SAVINGS | Study important aspects of banking such as lending, credit, and interest rates. | <ul style="list-style-type: none"> » Describe the economics of banking. » Understand the responsibilities of a credit analyst. » Discuss bank crises. | B1+ | <ul style="list-style-type: none"> Relative pronouns Passive voice Zero conditionals |
| INVESTMENT BANKING | Discover the origins of investment banking and the role that investment banks play today. | <ul style="list-style-type: none"> » Give a historical overview of investment banking. » Understand investment banking activities. | B1+ | <ul style="list-style-type: none"> Defining relative clauses Infinitives of purpose Adjective clauses |
| INVESTMENT MANAGEMENT | Study different types of investments and explore mutual exchanges and diversification. | <ul style="list-style-type: none"> » Identify types of investments. » Understand different investment strategies. » Describe investment management jobs and responsibilities. | B1+ | <ul style="list-style-type: none"> Non-defining relative clauses Gerunds Passive voice |
| ACCOUNTING | Learn about the basics of accounting, from payroll and budgeting, to balance sheets and cash flows. | <ul style="list-style-type: none"> » Identify different branches of accounting. » Understand forecasting and budgeting. » Understand the responsibilities of an accountant. | B1+ | <ul style="list-style-type: none"> Adverbial phrases Complex sentences Present perfect |
| INSURANCE | Understand how insurance policies work and the main types of insurance coverage offered today. | <ul style="list-style-type: none"> » Describe types of insurance. » Identify insurance components. » Understand insurance jobs. | B1+ | <ul style="list-style-type: none"> Noun clauses First conditional Modals of probability |
| WALL STREET | Take a look at Wall Street, stock exchanges, and IPOs. | <ul style="list-style-type: none"> » Define “Wall Street,” “stock exchanges,” and “initial public offerings” (IPOs). » Talk about stock trends and investing in the stock market. » Describe types of jobs on Wall Street. | B1+ | <ul style="list-style-type: none"> Present perfect Complex sentences Phrasal verbs |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---------------------|---|--|--------------------|--|
| SECURITIES ANALYSIS | Learn about the roles and responsibilities of securities analysts and examine real examples of forecasting. | <ul style="list-style-type: none"> » Describe different methods for analyzing a security. » Understand the responsibilities of a securities analyst. » Recognize security analysis in real-world context. | B1+ | <ul style="list-style-type: none"> Relative clauses Adverbial phrases Modals of probability |
| FINANCIAL PLANNING | Learn about the roles of financial managers and tips for personal finance. | <ul style="list-style-type: none"> » Improve knowledge of personal financial planning. » Describe financial planning and advising jobs. | B1+ | <ul style="list-style-type: none"> Simple imperative Complex sentences First conditional |
| NEWS | Become comfortable reading and watching news on a variety of financial topics. | <ul style="list-style-type: none"> » Understand news related to the stock market. » Understand news related to a country's economy. » Explain how technology is impacting the field of finance. | B1+ | <ul style="list-style-type: none"> Present perfect Subordinating conjunctions Second conditionals |
| REVIEW | Reinforce financial knowledge learned in the course. | <ul style="list-style-type: none"> » Recall key information about financial services. » Describe components of financial services. | B1+ | <ul style="list-style-type: none"> Present perfect Gerunds and infinitives Complex sentences |



ENGLISH FOR THE FOOD AND BEVERAGE INDUSTRY

In this course, you will learn how to navigate all sectors of the food and beverage industry, from handling reservation requests, to taking food and drink orders, and much more. You will expand your culinary vocabulary and improve your understanding of common dietary requirements so you can better serve your customers.

By the end of this course, you will be able to:

- Understand how to handle a variety of customer questions, complaints, and requests.
- Read restaurant reviews from real customers and culinary tips from top chefs.
- Apply your knowledge nutrition to deepen your understanding of healthy habits.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---------------------------------|--|---|--------------------|---|
| JOBS & RESPONSIBILITIES | Learn about the responsibilities of different food service industry roles. | <ul style="list-style-type: none"> » Understand the responsibilities of different food service industry roles. » Describe the daily tasks of chefs, servers, and managers. » Talk about serving in a restaurant. | A2+ | Present simple Gerunds Present perfect |
| DINING MANAGEMENT | Learn how to accommodate reservation requests. | <ul style="list-style-type: none"> » Discuss how to make a good first impression. » Handle client reservations. » Answer client questions and requests. | A2+ | Future simple Wh-questions Prepositions of time |
| SERVING AT A RESTAURANT | Listen to servers take food orders from diners. | <ul style="list-style-type: none"> » Take orders from diners in a restaurant setting. » Describe lunch and dinner specials to patrons. » Understand customer questions. | A2+ | Future simple Definite articles Infinitives of purpose |
| SERVING FOOD TO GO | Learn to understand people ordering food to go. | <ul style="list-style-type: none"> » Understand take out orders. » Respond to questions about take out orders. » Take a delivery order. | A2+ | Yes or no questions Modals of ability How questions |
| COOKING & PREPARATION | Listen to cooks talk about their favorite cooking tips and recipes. | <ul style="list-style-type: none"> » Understand how to follow cooking instructions. » Read recipes for meat, fish, and more. » Learn how to make a perfect coffee. | A2+ | Modals of ability Present continuous Quantifiers |
| HANDLING MONEY | Understand how to handle money and talk about prices with confidence. | <ul style="list-style-type: none"> » Understand how to talk about prices. » Talk about different way to pay. » Answer customer questions about cost. | A2+ | Coordinating conjunctions Adverbs of degree Possessive adjectives |
| HANDLING QUESTIONS & COMPLAINTS | Handle a range of common questions and complaints from customers. | <ul style="list-style-type: none"> » Give recommendations to customers. » Understand and respond to customer complaints. » Answer questions about food orders. | A2+ | Present simple Wh- questions Yes or no questions |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|----------------------------------|---|--|--------------------|---|
| BAR SERVICES | Learn about the responsibilities of bartenders and common drinks they serve. | <ul style="list-style-type: none"> » Talk about the responsibilities of a bartender. » Learn how to prepare a variety of mixed drinks. » Describe drink specials and take drink orders. | A2+ | <ul style="list-style-type: none"> Passive voice Imperatives Adjective clauses |
| TALKING ABOUT FOOD | Understand how to offer and describe different types of food to customers. | <ul style="list-style-type: none"> » Describe food, ingredients, and flavors. » Offer food options to customers. » Talk about international cuisine. | A2+ | <ul style="list-style-type: none"> Countable nouns Passive voice Proper nouns |
| DIETARY RESTRICTIONS & ALLERGIES | Become familiar with common diets, restrictions, and food allergies. | <ul style="list-style-type: none"> » Understand dietary requirements and allergies. » Learn about common diets. » Listen to customers' special requests. | A2+ | <ul style="list-style-type: none"> Prepositions of time Modals of ability Present perfect |
| FOOD & HEALTH | Learn about the food and the habits that make people healthy. | <ul style="list-style-type: none"> » Talk about healthy foods. » Learn about healthy eating habits. » Discover connections between food and health. | A2+ | <ul style="list-style-type: none"> Modals of probability Passive voice Comparative adjectives |
| RESTAURANT REVIEWS | Read real restaurant reviews to understand how to make a great customer experience. | <ul style="list-style-type: none"> » Read negative restaurant reviews. » Understand positive restaurant reviews. » Listen to conversations about food quality. | A2+ | <ul style="list-style-type: none"> Modals of obligation Prepositions of place Coordinating conjunctions |
| FOOD INDUSTRY BEST PRACTICES | Understand kitchen safety and best practices when cooking. | <ul style="list-style-type: none"> » Learn about food safety. » Listen to cooking tips. » Understand restaurant best practices. | A2+ | <ul style="list-style-type: none"> Gerunds Present perfect Passive voice Infinitives of purpose |
| FOOD INDUSTRY NEWS | Learn about the latest trends in the food industry. | <ul style="list-style-type: none"> » Talk about food and dining trends. » Understand unhealthy eating habits. » Learn about global cuisine. | A2+ | <ul style="list-style-type: none"> Present perfect Superlative adjectives Adverbs |
| REVIEW | Review material from the course. | <ul style="list-style-type: none"> » Review the key concepts that have been covered in this course. | A2+ | <ul style="list-style-type: none"> Wh- questions Modals of probability Imperatives |



ENGLISH FOR HEALTHCARE PROFESSIONALS

In this course, you will learn how to describe diseases and conditions, interact with doctors and patients, use key terminology on the job and more.

By the end of this course, you will be able to:

- Understand key terminology in the major medical fields, including anatomy, pediatrics, and genetics.
- Discuss up-to-date developments in medicine.
- Communicate effectively about professions and skills in the healthcare industry.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|-----------------------|---|--|--------------------|---|
| ANATOMY | Explore the human body inside and out! | <ul style="list-style-type: none"> » Learn the different systems of the body. » Explore human anatomy and physiology. » Know how a human body functions. | B1 - C1 | Passive voice Adjective clauses Adverbs |
| COMMON DISEASES | Learn about common diseases that affect humans. | <ul style="list-style-type: none"> » Understand the cause of common diseases. » Learn the symptoms associated with each disease. » Discover how the diseases are treated. | B1 - C1 | Passive voice Modals of probability Present perfect |
| PHARMACOLOGY | Become familiar with the job of a pharmacist and learn about different medications. | <ul style="list-style-type: none"> » Learn about common prescription drugs. » Listen to conversations in a pharmacy. » Read about antibiotics. | B1 - C1 | Modals of probability Modals of ability Phrasal verbs |
| HOSPITALS AND NURSING | Investigate the inner workings of hospitals and the staff that work in them. | <ul style="list-style-type: none"> » Explore nursing and its duties. » Learn about common hospital procedures. » Understand different results of examinations. | B1 - C1 | Modals of probability Modals of ability Phrasal verbs |
| GENETICS | Gain an understanding of genetics and how they affect human life. | <ul style="list-style-type: none"> » Understand how genetics work. » Learn about genetic disorders. » Explore jobs related to genetics. | B1 - C1 | Present perfect Passive voice Modals of probability Conjunctive adverbs |
| PATHOLOGY AND CANCER | Learn the work of pathologists and how cancers are diagnosed and treated. | <ul style="list-style-type: none"> » Explore the work of pathologists. » Learn about cancers. » Discover how cancers are treated. | B1 - C1 | First conditional Second conditional Subordinating conjunctions Present perfect continuous |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|--------------------------|---|--|--------------------|--|
| GYNECOLOGY | Discover the role gynecology and obstetrics plays in pregnancy and birth. | <ul style="list-style-type: none"> » Learn about gynecology and obstetrics. » Read about advances in testing birth defects. » Watch videos to understand in vitro fertilization. | B1 - C1 | Gerunds Passive voice Relative pronouns |
| PEDIATRICS | Explore the unique work of pediatricians all over the globe. | <ul style="list-style-type: none"> » Know the work of pediatricians. » Examine medical issues that involve children. » Learn childhood diseases. | B1 - C1 | Passive voice Adjective order Adverbs of definite frequency |
| SURGERIES AND PROCEDURES | Watch and listen and real doctors and patients talk about common surgeries and procedures. | <ul style="list-style-type: none"> » Understand everyday surgeries. » Learn about medical procedures. » Explore advances in medical technology. | B1 - C1 | Past continuous Modals of ability Passive voice Present perfect |
| OPTOMETRY | Watch videos and listen to real interactions between optometrists and their patients | <ul style="list-style-type: none"> » Know of common eye disorders. » Understand the work of optometrists. » Discover current procedures related to vision health. | B1 - C1 | Modals of probability Infinitives of purpose Wh- questions |
| REVIEW: MEDICAL NEWS | Listen to and read real news articles related to the units covered in the Health-care course. | <ul style="list-style-type: none"> » Review medicine units through current news stories. » Discover latest information about medical breakthroughs. » Explore current issues in different medical fields. | B1 - C1 | First conditional Second conditional Modals of probability |



ENGLISH FOR IT HELPDESK & SUPPORT

In this course, you will receive an overview of industry best practices as well as real-life examples of IT helpdesk and support through specific channels, including telephone, email, live chat and social media.

By the end of this course, you will be able to:

- Apply IT Helpdesk and support best practices.
- Communicate with customers and troubleshoot technical issues.
- Understand and explain technical issues and solutions.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---|--|---|--------------------|--|
| IT AND HELPDESK OVERVIEW & BEST PRACTICES | Learn key vocabulary about important IT topics and how to give high quality technical support. Understand how to use and respond to customer help desk tickets efficiently and effectively. | <ul style="list-style-type: none"> » Understand and apply IT support and helpdesk best practices. » Learn tips on how to facilitate positive IT experiences. » Talk about important IT topics. | B1 - B2 | Gerunds Phrasal verbs Noun clauses |
| IT SUPPORT VIA TELEPHONE | Learn to understand customer complaints and issues over the phone and give clear verbal instructions to resolve customer issues. Become comfortable talking about parts of computer hardware and software. | <ul style="list-style-type: none"> » Understand and respond to IT inquiries and complaints over the telephone. » Give instructions over the phone. » Place a customer on hold. | B1 - B2 | Present perfect Modals of ability Infinitives of purpose |
| IT SUPPORT VIA EMAIL, CHAT & SOCIAL MEDIA | Learn to understand customer issues sent in writing and communicate IT solutions and advice in writing through email and social media as well as live chat. | <ul style="list-style-type: none"> » Understand and respond to IT inquiries and complaints through email, social media, and live chat. » Give live written technical support. » Send security reminder emails. | B1 - B2 | Modals of ability Passive voice Conditionals |
| TECHNICAL TROUBLESHOOTING | Learn to help customers troubleshoot common issues with their devices and give detailed technical instructions and tips. Become confident talking about parts of both hardware and software in common devices. | <ul style="list-style-type: none"> » Give and understand simple and complex technical instructions. » Give advice for resolving a problem with a product or a piece of equipment. » Describe parts of a device. | B1 - B2 | Simple imperative Conditionals Phrasal verbs |
| MEETINGS & CONFERENCING | Learn how to manage a meeting from start to finish, including creating an agenda, and giving updates to team members. In addition, learn how to troubleshoot technical difficulties on telephone and video conferences, and take meeting notes on a variety of topics. | <ul style="list-style-type: none"> » Extract key details from discussions in meetings. » Give and expand upon work updates in a meeting. » Take and understand notes on a variety of meeting topics. | B1 - B2 | Simple future Modals of ability Phrasal verbs Present perfect |
| PRESENTATIONS | Learn tips on how to best prepare for presentations, and how to begin and end your presentations effectively. Furthermore, learn how to understand complex lectures in English on various business-related topics. | <ul style="list-style-type: none"> » Introduce yourself and outline your presentation. » Ask for and respond to questions after a presentation. » Give and understand complex lectures on business-related topics. | B1 - B2 | Gerunds Present perfect Present continuous Simple imperative |



ENGLISH FOR MARITIME

In this course, you will learn how to navigate the seas and communicate effectively both in-person and over a VHF radio. This course includes lessons about communication, navigation, emergencies, and cargo handling that use authentic, maritime specific language.

By the end of this course, you will be able to:

- Describe common maritime roles and duties.
- Communicate with crew members and other ships with a VHF radio.
- Understand how to plot a course and follow navigational guidelines at sea.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|-----------------------------|--|---|--------------------|--|
| SHIP PARTS AND TYPES | Learn about different parts of a ship and how to identify and describe different types of vessels. Describe common ship actions and how to give and follow directions on a ship. | <ul style="list-style-type: none"> » Understand parts of a ship. » Identify and describe different types of vessels. » Describe the structure of a vessel. | A2 - B1 | Simple present Gerunds Prepositions of place |
| JOBS ON A SHIP | Describe your role onboard a ship by talking about your daily duties and responsibilities. | <ul style="list-style-type: none"> » Understand roles onboard a ship. » Describe your duties and responsibilities. | A2 - B1 | Simple Future Present continuous Adjectives |
| COMMUNICATION ON A SHIP | Understand standard wheel and engine orders and common VHF radio calls and transmissions. | <ul style="list-style-type: none"> » Understand SMCP Message markers. » Give and receive standard wheel and engine orders. » Make VHF calls and transmissions. | A2 - B1 | Simple imperative Proper nouns Yes/No questions |
| SHIP SAFETY AND EMERGENCIES | Give and understand instructions during an emergency and talk about ship safety procedures. | <ul style="list-style-type: none"> » Give and understand instructions during an emergency. » Describe safety gear. » Describe an emergency situation. | A2 - B1 | Passive voice Relative pronouns Zero conditional |
| DISTRESS CALLS | Send and respond to marine emergency signals by using standard codes. | <ul style="list-style-type: none"> » Learn how to use different emergency codes. » Cancel a distress alert. » Respond to an emergency call. | A2 - B1 | Present perfect Present continuous Passive voice |
| PASSAGE PLANNING | Learn how to plot a course and to understand harbor traffic control signals and navigational warnings at sea. | <ul style="list-style-type: none"> » Talk about passage planning. » Plot a course. » Understand navigational protocols. | A2 - B1 | Preposition-noun collocations Zero conditional Modals of ability |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|--------------------------------|--|---|--------------------|--|
| NAUTICAL CHARTS | Understand how to read and interpret nautical charts so that you can navigate the waters with ease. | <ul style="list-style-type: none"> » Understand nautical charts and symbols. » Use nautical charts to navigate. » Identify potential hazards using a nautical chart. | A2 - B1 | <ul style="list-style-type: none"> Passive voice Plural nouns Adjective clauses |
| WEATHER AND SEA STATE | Describe marine meteorology by learning about sea state, wind speed, ocean currents, and more. | <ul style="list-style-type: none"> » Describe weather conditions. » Talk about sea state and wind speed. » Understand ocean currents. | A2 - B1 | <ul style="list-style-type: none"> Preposition-verb collocations Infinitives of purpose Adjective clauses |
| WEATHER FORECASTS AND WARNINGS | Make predictions about marine weather and understand different weather warnings. | <ul style="list-style-type: none"> » Make predictions about weather. » Understand weather forecasts and reports. » Give and receive weather warnings. | A2 - B1 | <ul style="list-style-type: none"> Adjectives Preposition-noun collocations Adverbs |
| DOCKING AND CARGO HANDLING | Learn about docking procedures and the cargo handling process and how to handle common hazardous cargo that ships carry. | <ul style="list-style-type: none"> » Describe the cargo handling process. » Talk about common hazardous cargo. » Understand dockside safety. | A2 - B1 | <ul style="list-style-type: none"> Present continuous Wh- questions present tense Simple imperative |
| REVIEW | Review material from the course. | <ul style="list-style-type: none"> » Review the key concepts that have been covered in this course. | A2 - B1 | <ul style="list-style-type: none"> Modals of ability Passive voice First conditional |



ENGLISH FOR OIL AND GAS

In this course, you will learn about the oil and gas industry, including processes, techniques, equipment and safety gear. This course also covers the oil and gas industry in the news, plus the impact and future of the industry.

By the end of this course, you will be able to:

- Understand key concepts of oil and gas exploration and drilling.
- Recognize safe practices while working on an oil and gas rig.
- Communicate with others about their job skills and responsibilities.
- Read technical descriptions of rig components and processes.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---------------------------|--|--|--------------------|---|
| INTRODUCTION | Learn about the world of oil and gas from fossil fuel formation to exploration and current trends in drilling. | <ul style="list-style-type: none"> » Talk about oil and gas in general. » Understand where oil and gas come from. » Talk about oil and gas components. | B1-B2 | <ul style="list-style-type: none"> Uncountable nouns Passive voice Relative pronouns |
| GEOPHYSICAL EXPLORATION | Discover how oil and gas are formed underground and some of the many methods geologists use to find them. | <ul style="list-style-type: none"> » Discuss oil and gas exploration. » Talk about oil and gas sources. » Understand oil and gas production processes. | B1-B2 | <ul style="list-style-type: none"> Prepositions of place Modal verbs Irregular present tense |
| PROCESS AND TECHNIQUES | Explore the lifecycle of a well and methods for both conventional and unconventional oil and gas extraction. | <ul style="list-style-type: none"> » Describe oil and gas production processes. » Talk about routines on a rig. » Understand oil and gas extraction techniques. | B1-B2 | <ul style="list-style-type: none"> Adverbs of frequency Gerunds Future simple |
| TOOLS AND EQUIPMENT | From derricks and elevators to kelly drives and breaking systems, this unit will guide you through the many systems and tools involved in daily work on an oil or gas rig. | <ul style="list-style-type: none"> » Describe different oil and gas equipment. » Maintain oil and gas tools and equipment. | B1-B2 | <ul style="list-style-type: none"> Countable nouns Indefinite Articles Passive voice |
| OFFSHORE DRILLING | Learn about offshore drilling vessels, the processes involved in offshore drilling, and some of the people you will find on these vessels. | <ul style="list-style-type: none"> » Describe offshore tools and equipment. » Describe the structure of a vessel. » Describe offshore processes and techniques. » Describe offshore jobs/duties/responsibilities. » Talk about life in offshore drilling. | B1-B2 | <ul style="list-style-type: none"> Adverbs of frequency Adjectives Simple past irregular |
| JOBS AND RESPONSIBILITIES | Explore the many jobs available on drilling rigs, from tool pushers and engineers to derrickhands and company men. | <ul style="list-style-type: none"> » Describe your job duties. » Talk about your responsibilities. » Understand the chain of command. | B1-B2 | <ul style="list-style-type: none"> Adverbs Phrasal verbs Simple future |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---------------------------------|---|---|--------------------|--|
| SAFETY GEAR | Understand how to keep yourself and others safe by using the safety gear available to you on an oil or gas rig. | <ul style="list-style-type: none"> » Describe different kinds of safety gear. » Understand safety expectations. » Inspect your safety gear. | B1-B2 | Modals verbs of obligation Imperative Phrasal verbs |
| ONSHORE SAFETY AND EMERGENCIES | Learn about how to stay safe and avoid accidents when working on an onshore oil or gas rig and hear how some rig workers have avoided accidents for many months at a time. | <ul style="list-style-type: none"> » Talk about oil and gas regulations. » Understand safety tips. » Understand safety hazards. | B1-B2 | Passive voice Adjectives Phrasal verbs |
| OFFSHORE SAFETY AND EMERGENCIES | Learn about how to stay safe and avoid accidents when working on an offshore oil or gas rig and see some real-world examples of the importance of safety measures on a vessel. | <ul style="list-style-type: none"> » Talk about oil and gas regulations. » Understand safety tips and hazards. » Describe a problem on a vessel. | B1-B2 | Modals of advice Passive voice Adverbs of frequency |
| CURRENT EVENTS | Understand the current events happening in the oil and gas industry and how global systems impact future energy sources. | <ul style="list-style-type: none"> » Discuss the future of energy. » Describe oil and gas accidents. » Discuss oil and gas in the news. | B1-B2 | Simple past irregular Present perfect Phrasal verbs |
| PROJECT MANAGEMENT | Explore the different aspects of project management and some common challenges project managers face. Learn about what happens when projects are managed properly and how to avoid running into these issues. | <ul style="list-style-type: none"> » Understand the components of project management. » Talk about the difference between projects and operations. » Learn about the challenges of project management. | B1-B2 | Imperatives Adjectives Modal verbs of advice |
| REVIEW | Review what you have learned about petroleum geophysics, rig equipment, common hazards and accidents, and rig safety. | <ul style="list-style-type: none"> » Understand petroleum geophysics. » Describe different oil and gas equipment. » Talk about oil and gas hazards and accidents. | B1-B2 | Adverbs of degree Phrasal verbs Superlative adjectives |



ENGLISH FOR SOFTWARE ENGINEERING

In this course, you will sharpen your product development skills and knowledge by engaging with a range of authentic materials ranging from videos of global tech leaders to recordings of real development team meetings. Discover the latest trends in software development roles, tools, and methods and learn to lead productive meetings and give engaging presentations.

By the end of this course, you will be able to:

- Understand the skills necessary to be a valuable and knowledgeable software engineer.
- Communicate clearly with other teams and team members to create a collaborative working environment.
- Recognize programming languages, tools, and methods that fit your software development needs.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|------------------------------|---|---|--------------------|--|
| PRODUCT DEVELOPMENT OVERVIEW | Learn about the product development process from experienced developers from companies like Google and Microsoft. Understand why each step of the software development lifecycle is necessary to create successful, high-quality products. | <ul style="list-style-type: none"> » Learn about software engineering practices. » Understand different approaches to product development. » Talk about the pros and cons of different methods. | B1+ | Relative clauses Phrasal verbs Zero conditional |
| JOBES AND RESPONSIBILITIES | Discover the diversity of software engineering roles by learning what it takes to be a software developer, web developer, front-end engineer, or product manager and listen to expert advice to make sure you are successful in your role. | <ul style="list-style-type: none"> » Learn about software engineering jobs. » Understand the responsibilities of different software engineering roles. » Listen to best practices and advice from veteran programmers. | B1+ | Gerunds Passive voice Simple future |
| PROGRAMMING LANGUAGES | Learn about the fundamental programming languages necessary for software development including C, C++, Perl, PHP, Python, Ruby, Java, and SQL and understand the strengths and limitations of each so that you can choose the one that fits your programming needs. | <ul style="list-style-type: none"> » Learn what a programming language is. » Compare and contrast programming languages. » Understand how to select an appropriate programming language. | B1+ | Passive voice Adverbial phrases Relative clauses |
| PROCESS OVERVIEW | Understand the ongoing processes involved in software development like continuous integration, usability testing, and quality assurance and learn the importance of creating collaborative teams to keep these processes running smoothly. | <ul style="list-style-type: none"> » Understand software development techniques. » Learn how to create high quality software. » Discover how to collaborate between teams. | B1+ | Compound nouns Modals of ability Adverbial phrases |
| PRODUCT MANAGEMENT TOOLS | Discover the intricacies of product management while learning to make the most of the available tools like GitHub, Jira, Trello, and StackOverflow. From managing projects and information, to creating milestones and tracking bugs, there's a tool to help you! | <ul style="list-style-type: none"> » Learn about the software development process. » Understand project management challenges. » Learn how to use project management software. | B1+ | Infinitives of purpose Zero conditional Noun clauses |
| COMMUNICATION TOOLS | Learn how to create a seamless flow of communication between team members and teams using traditional email for updates and announcements and applications like Slack, HipChat, or Gitter for quick exchanges. | <ul style="list-style-type: none"> » Understand how team chat tools are used. » Learn about professional chat apps. » Read authentic slack and email team conversations. | B1+ | Relative clauses Present continuous Simple future |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|-----------------|--|---|--------------------|---|
| MEETINGS | Understand the importance of daily stand-ups and process retrospectives and the topics discussed in a weekly development meeting. Listen to a team of software engineers give updates, raise issues and questions, and talk about team strategy. | <ul style="list-style-type: none"> » Learn how to organize a meeting. » Understand how to give an update or ask for help. » Listen to authentic conversations from daily stand-ups and weekly development meetings.. | B1+ | <ul style="list-style-type: none"> Present perfect Complex sentences Passive voice |
| PRESENTATIONS | Watch real software presentations to learn strategies that will keep your audience engaged while clearly communicating your product and company vision, the challenges you have faced, and the innovative solutions you have developed. | <ul style="list-style-type: none"> » Learn presentation techniques. » Understand how to structure a presentation. » Watch authentic presentations from companies like Apple, Google and Microsoft. | B1+ | <ul style="list-style-type: none"> Relative clauses Present perfect Infinitives of purpose |
| TROUBLESHOOTING | Learn about debugging best practices by exploring bug tracking systems and watching tutorials that show how to troubleshoot common software bugs. | <ul style="list-style-type: none"> » Understand debugging tools and processes. » Learn about troubleshooting techniques and tools. » Listen to developers troubleshoot software bugs. | B1+ | <ul style="list-style-type: none"> Gerunds First conditional Simple imperatives |
| TECH TRENDS | Make sure you are up to date with the biggest trends in software development from containers and microservices to big data and cloud computing and more. | <ul style="list-style-type: none"> » Learn about the world's biggest trends in software. » Understand concepts like big data, cloud computing and machine learning. » Discover why these topics are popular and their implications for the future. | B1+ | <ul style="list-style-type: none"> Wh- questions Comparative adjectives Noun clauses |
| REVIEW | Review the key concepts that have been covered in this course. | <ul style="list-style-type: none"> » Review material from the course. | B1+ | <ul style="list-style-type: none"> Phrasal verbs Infinitives of purpose Complex sentences |



ENGLISH FOR TOURISM AND HOSPITALITY

In this course, you will explore the foundation of the tourism and hospitality industry, from tour operations to hotel management.

By the end of this course, you will be able to:

- Communicate with guests and hotel personnel about day-to-day needs.
- Discuss the various positions and responsibilities of hotel staff.
- Understand common front-of-the house and back-of-the house interactions.

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|---------------------------------|--|---|--------------------|---|
| GREETING & RECEIVING GUESTS | Become comfortable greeting new guests as they enter the hotel, and answering any questions they may have. | <ul style="list-style-type: none"> » Welcome guests. » Answer questions about the hotel. » Handle issues with check-in. | A2 - B1 | <ul style="list-style-type: none"> Wh- questions Yes/No questions Simple imperative |
| RESERVATION INQUIRIES & CHANGES | Be able to answer questions regarding reservations and understand the different types of reservation issues that may arise. | <ul style="list-style-type: none"> » Answer questions about reservations. » Respond to emails dealing with reservations. » Speak about hotel room rates. | A2 - B1 | <ul style="list-style-type: none"> Present perfect Modals of probability Possessive adjectives |
| RESPONDING TO GUEST REQUESTS | Guests will need a variety of things while staying at the hotel. In this unit you'll learn how to understand and respond to a variety of requests. | <ul style="list-style-type: none"> » Understand guest requests. » Respond to specific demands. » Respond to guest complaints. | A2 - B1 | <ul style="list-style-type: none"> Simple past Adverbs of degree Proper nouns |
| DISCUSSING SPECIFIC AMENITIES | Become comfortable talking about hotel amenities, such as the pool and dining room. | <ul style="list-style-type: none"> » Talk about different amenities. » Describe parts of the hotel. » Describe rental properties. | A2 - B1 | <ul style="list-style-type: none"> Modals of obligation Simple past irregular Ordinal adjectives |
| HOUSEKEEPING | Understand the ins and outs of housekeeping in this unit, starting with the morning meeting. | <ul style="list-style-type: none"> » Understand the responsibilities of the housekeeping role. » Use specific vocabulary related to housekeeping. » Communicate with team members. | A2 - B1 | <ul style="list-style-type: none"> First conditional Present continuous Zero conditional |
| | Talk about managing daily hotel operations and various teams of hotel personnel. | <ul style="list-style-type: none"> » Understand the functions of hotel teams. » Understand the hotel vision and mission. » Talk about property management systems. | A2 - B1 | <ul style="list-style-type: none"> Passive voice Coordinating conjunctions Simple Present |

| UNIT TITLE | DESCRIPTION | OBJECTIVES | PROFICIENCY LEVELS | GRAMMAR POINTS |
|--------------------------|--|--|--------------------|--|
| GIVING LOCAL SUGGESTIONS | Be able to give restaurant and bar suggestions, as well as directions to places within and outside of the hotel. | <ul style="list-style-type: none"> » Give directions to specific places outside of the hotel. » Offer suggestions to guests. » Give directions within the hotel. | A2 - B1 | Modals of advice Prepositions of direction Simple future |
| CHECKING OUT | Become comfortable with the check out process and ensure guests are satisfied before their departure. | <ul style="list-style-type: none"> » Understand the check out process. » Reconcile issues on the guest's hotel bill. » Arrange transportation and baggage assistance for the guest. | A2 - B1 | Adjective clauses Relative pronouns Phrasal verbs |
| DINING & FOOD SERVICES | After this unit you'll be able to serve guests at the hotel restaurant and charge items to a room. | <ul style="list-style-type: none"> » Serve guests in a restaurant. » Answer questions related to food. » Talk about dinner and lunch specials. | A2 - B1 | Modals of permission Adverbs of degree Passive voice |
| BARS | Be able to talk about drink specials and serve a wide variety of drinks at the bar. | <ul style="list-style-type: none"> » Serve guests at a bar. » Answer questions related to drinks. » Take orders for room service from hotel staff. | A2 - B1 | Simple past irregular Indefinite pronouns Past continuous |
| TOUR OPERATIONS | Become comfortable talking about tour packages and different parts of a daily itinerary. | <ul style="list-style-type: none"> » Understand travel itineraries. » Read and comprehend travel brochures. » Understand world news related to tours. | A2 - B1 | Regular adjectives Collocations Modal overview |
| ATTRACTION MANAGEMENT | Be able to discuss the responsibilities associated with attraction management and talk about different types of attractions. | <ul style="list-style-type: none"> » Talk about different types of attractions. » Understand the responsibilities of an attractions manager. » Understand ticketing information. | A2 - B1 | Zero conditionals Phrasal verbs Preposition verb collocations |
| EVENT MANAGEMENT | You'll learn about the steps in event planning and understand how to deal with clients. | <ul style="list-style-type: none"> » Learn how to negotiate with clients. » Understand financial information related to event planning. » Understand different types of orders and contracts. | A2 - B1 | Infinitives of purpose Preposition noun collocations Modals of ability |
| REVIEW | In this review unit, you'll revisit the key concepts from the Hotel course. | <ul style="list-style-type: none"> » Answer questions about the hotel. » Interact with guests. » Interact with fellow hotel employees. | A2 - B1 | Phrasal verbs Modals of permission Prepositions of place |