

Reference Number 2007-25
 Delegate Name Peter Fredriks
 Delegate Company Optimo Ltd.
 Completion Date 28 March 2007
 Course Title Technical English
 Course Duration 25 hours
 Course Format 0900-1200
 Attendance 100%
 Trainer James Brown

Course Summary: Situations, business skills, vocabulary, grammar, structures, language skills (speaking, writing etc)

The course was designed to raise the level of Peter’s English in general. He had been absent from formal exposure to English since high school (over 25 years)

Importantly, the course also covered Peter’s need to respond to e-mail queries from end-users of the company’s products. In particular, we looked at standard phrases for apologising and offering suggestions and advice both by phone and by e-mail.

The grammar covered in the course included present tenses, dealing with current and past events and simple future predictions. Some use of “can” for ability and basic modals for advice and recommendations were covered as well as sentence structure. Passive for processes was also dealt with.

Technical vocabulary relating to the role of Technical consultant was worked on, as well as standard conventions both when speaking on the phone and writing.

Speaking interaction focussed primarily around relating to everyday problems, troubleshooting / describing / explaining technical issues with clients in mind.

Delegate Summary

Start Level 0 Finish Level X

	A0	A1	A2-	A2	A2+	B1-	B1	B1+	B2-	B2	B2+	C1-	C1
Speaking			O		X								
Listening					O		X						
Reading					O		X						
Writing			O		X								
Language Quality			O		X								

Supporting Comments:

On the course Peter showed that he can:

- Talk about habits and routines, at work and in leisure time.
- Ask and answer question about routines and activities.
- Distinguish between current and habitual events/routines

- Narrate past events and speculate about future of his business
- Deal with numbers, alphabet and can deal with basic enquiries on the telephone
- Report defects in equipment, troubleshoot technical problems, report on testing and location and position of parts of equipment
- Weigh up benefits and compare different types of equipment
- Meet and Greet and show visitors around site and explain operations and processes
- Socialise comfortably in English
- Peter is more aware of the conventions of report writing, basic email communication and discourse features of linking ideas and concepts in reports.

The next areas Peter should work on in his study are:

- Expanding his vocabulary further than his immediate surroundings and working environment.
- Improving his control of past, present and basic future tenses
- Reducing the amount of L1 interference in his spoken and written language
- Introducing the ability to link concepts in terms of time, cause and effect and contrast
- Working on using telephone and e-mail conventions as standard

Future Learning Recommendations (level vs required level, tips for continuing learning, future courses)

If Peter is to move to more customer service related areas of work, he will need to continue to improve basic level of English to a good B1 to B2- as a minimum. This will require further courses. He is aware for the need to continue to study language and is aware of how to use reference material (Grammar and vocabulary books) for this purpose. Peter now has a number of templates to help him with reports on technical problems and is aware of the need to monitor himself in this area

Final Trainer Comments

Peter is a motivated student who made very good progress after a long absence from English studies. He will continue to progress very well but will need extra tuition to achieve this.