

## Atlantic Language Proposal for the Malta Tourism Authority Online Course Focusing on General English, IELTS Preparation and English for Tourism (Live Streaming Course)

**E-Learning Training Scheme fully funded by the Malta Tourism  
Authority and the Ministry for Tourism and Consumer Protection**



### Training Content of the Course Offered:

Training for a group of minimum 10 participants with a choice of 3 different courses:

- Online General English
- Online IELTS preparation
- Online English for Tourism (with a possible focus on catering and waitering)

Kindly refer to **Annex A – Online Training Detailed programme.**

Kindly click on the link underneath to access to the copy of the project's proposal submitted to the Malta Tourism Authority and to the Ministry for Tourism and Consumer Protection:

- [PDF Link Web Page Atlantic Language Proposal for the Malta Tourism Authority Online Courses 1](#)

### Lessons and Timing:

90 minutes per day – three times per week for each course. Course Duration: 4 weeks. Total Course Duration in Hours: 18.1

### Course Booking Procedure & Contact Email for more information:

Kindly complete our application form by clicking the link underneath; applications must be received by the 16<sup>th</sup> May 2020:

- [Registration Form](#)
- [Terms and Conditions](#)

For any information about the courses and the application procedures you can send us an email to the following email address: **online@atlantic.ac**

### Conditions of Service provided:

Atlantic Language will provide the online training in **Live Streaming Mode through the use of Zoom Online Training Platform** with minimum 10 participants for each course and with mother tongue qualified teachers. Each course is 18 hours and the classes are in English.

### Participants' Profiles:

As requested in the "Call of Expression of Interest" of April 2020 published by the Malta Tourism Authority in cooperation with the Ministry for Tourism and Consumer Protection, the courses of Atlantic Language "are addressed to a variety of abilities and occupational levels and need to take into consideration the tourism industry in its broadest sense, including transport, visitor attractions, service providers, DMCs, and other stake holders". The courses of Atlantic Language are specifically designed for non-Maltese non-English Mother tongue personnel living and working in Malta, who may be willing to improve their English working skills to be more efficient and more competitive for the work market and perhaps even acquire a qualification in the English language.

### Services provided to the course participants:

- ❖ Online training via Zoom suitable for the workforce in the tourism industry as explained in details in the **course syllabi**;
- ❖ Online contact with tutor for support to participants;
- ❖ Level Placement Test;
- ❖ Provision of course material to participants online and E-Book;
- ❖ Access to learning platform – Moodle;
- ❖ Correction of any course exercise completed by the participants;
- ❖ Provision of certification of participation.
- ❖ Provision of participants with an anonymous feedback platform directed to the Malta Tourism Authority (Survey Monkey tool).
- ❖ IELTS Exam booking for those students applying for the IELTS Course preparation.

## Further Information about Atlantic Language and the expected results for the Participants

### 1) Atlantic Language – School Profile:

Atlantic Language was established in Galway in the West of Ireland in 1993 and today operates custom designed centres in both Galway and Dublin. From its foundation Atlantic Language has combined high academic standards with a cultural programme designed to introduce students to the diversity and hospitality of Irish culture. Service excellence is our priority at Atlantic Language, and we apply this standard throughout our Equals-accredited programmes which include General English Language, Exam Preparation, Erasmus+ Staff Mobility Training, Junior Summer School and High School Short Stay courses. Our schools are designed to provide maximum comfort with spacious classrooms, cafes, libraries and lounge areas where students can relax and practice English with new friends.

Atlantic Language Company Registration Number is IE319926.

Reviews and Feedback about Atlantic Language:

<https://www.facebook.com/pg/AtlanticLanguageGalwayDublin/reviews/>

### 2) What are the expected results of this online training for the participants?

These are the expected results from this language training:

- 1) Acquiring new knowledge and skills specifically related to the English Language.
- 2) Acquiring new knowledge and skills also related to the micro-language of one's professional sector.
- 3) Acquiring a language certification to be more competitive in the market place.
- 4) Increased sense of initiative and confidence in one's skills and possibilities.
- 5) Increased self-empowerment and self-esteem.
- 6) Improved competences, linked to their professional profiles especially within the field of language competence.
- 7) Increased capacity to trigger changes in terms of modernisation and international opening within their organisations.
- 8) Increased opportunities for professional and career development.
- 9) Increased motivation and satisfaction in their daily work
- 10) Improved quality of work, especially in relation to customer care and communication within their own professional environment.

## COURSE SYLLABI

### General English

**Course Duration: 4 weeks**

**Course Structure: 3 x 90 minutes lessons per week**

#### Course Outline

<b>Overall Objectives</b>	Learners will develop their confidence and enhance their ability to communicate effectively in English. Learners will also improve critical 21 <sup>st</sup> century skills such as team-work and critical thinking
<b>Week 1</b> <b>Focus on fluency</b>	<ul style="list-style-type: none"> <li>Needs analysis &amp; setting group learning outcomes</li> <li>Discussions &amp; articulating opinions</li> <li>Language for hedging</li> <li>Pronunciation focus: accurate word stress</li> </ul>
<b>Week 2</b> <b>Focus on accuracy</b>	<ul style="list-style-type: none"> <li>Tense review</li> <li>Telling anecdotes &amp; stories</li> <li>Error correction: Common L1 interference</li> <li>Students prepare &amp; present individual TED-style talk</li> </ul>
<b>Week 3</b> <b>Focus on language development</b>	<ul style="list-style-type: none"> <li>Word formation</li> <li>Development of syntax structure</li> <li>Getting the tone right: formal or informal language?</li> <li>Group project</li> </ul>
<b>Week 4</b> <b>Review</b>	<ul style="list-style-type: none"> <li>Language development: Topic of students' choice</li> <li>Pronunciation focus: sentence stress</li> <li>Techniques to improve listening skills</li> <li>End of course assessment &amp; individual feedback</li> </ul>

## IELTS Exam Preparation

**Course Duration: 4 weeks**

**Course Structure: 3 x 90 minutes lessons per week**

**Course Delivery: Input sessions plus extensive practice assignments**

### Course Outline

<b>Overall Objectives</b>	Learners will gain an overall understanding of the IELTS exam, develop important strategies and key language skills required to achieve their desired IELTS score
<b>Week 1</b>	<ul style="list-style-type: none"> <li>• IELTS exam overview &amp; introduction</li> <li>• Reading parts 1 &amp; 2</li> <li>• Exam strategy &amp; techniques</li> <li>• Speaking parts 1 &amp; 2</li> <li>• Language development</li> </ul>
<b>Week 2</b>	<ul style="list-style-type: none"> <li>• Writing Task 1</li> <li>• Listening parts 1 &amp; 2</li> <li>• Speaking part 3</li> <li>• Language Development</li> </ul>
<b>Week 3</b>	<ul style="list-style-type: none"> <li>• Reading part 3</li> <li>• Writing Task 2</li> <li>• Listening part 3</li> <li>• Speaking part 4</li> <li>• Language development</li> </ul>
<b>Week 4</b>	<ul style="list-style-type: none"> <li>• Reading part 4</li> <li>• Listening part 3</li> <li>• Error correction &amp; language development</li> <li>• Exam strategy &amp; techniques</li> <li>• Mock exam &amp; feedback</li> </ul>

## English for Tourism

**Course Duration: 4 weeks**

**Course Structure: 3 x 90-minute lessons per week**

### Course Outline

<p><b>Overall Objectives</b></p>	<p>Participants will develop and improve core English communication skills required to work and develop their careers in the tourism industry</p>
<p><b>Week 1</b> <b>Focus: Customer Service A</b></p>	<ul style="list-style-type: none"> <li>• Objective setting &amp; evaluation criteria</li> <li>• Communication skills for customer service</li> <li>• Understanding different accents</li> <li>• Reservations &amp; making recommendations</li> <li>• Describing tourist attractions, tours and amenities</li> <li>• Telephone &amp; email etiquette</li> <li>• Weekly individual video diary</li> </ul>
<p><b>Week 2</b> <b>Focus: Eco-tourism &amp; sustainability</b></p>	<ul style="list-style-type: none"> <li>• Eco-tourism &amp; sustainability</li> <li>• Social media for tourism marketing</li> <li>• Project assignment for end of course presentation</li> <li>• Weekly video diary</li> </ul>
<p><b>Week 3</b> <b>Focus: Career Development</b></p>	<ul style="list-style-type: none"> <li>• Effective cv &amp; cover letter writing</li> <li>• Real world job applications</li> <li>• Mock interviews &amp; feedback</li> <li>• Pronunciation skills: intonation</li> <li>• Weekly video diary</li> </ul>
<p><b>Week 4</b> <b>Focus: Customer Service B</b></p>	<ul style="list-style-type: none"> <li>• Communication skills for problem solving</li> <li>• Dealing with complaints and mistake</li> <li>• Social skills: making good small talk</li> <li>• Student Presentations &amp; Evaluations</li> <li>• End of course report &amp; certificates</li> </ul>