

Atlantic Language Proposal for the Malta Tourism Authority Online Course Focusing on General English, IELTS Preparation and English for Tourism (Live Streaming Course) Including Training Company Profile & Expected results for the Participants

Programme Start Date and Duration:

Beginning of May 2020. Upon confirmation of acceptance of the present proposal, Atlantic Language can immediately plan for the course start date, taking into consideration the technical time necessary to collect all the participants' profiles and information.

Lessons and Timing:

90 minutes per day – three times per week for each course. Course Duration: 4 weeks. Total Course Duration in Hours: 18

Training Content:

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.**

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.

What is Included in the Proposal:

- ❖ Online training via Zoom suitable for the workforce in the tourism industry as explained in details in the **Annex A**;
- ❖ 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;
- ❖ Cooperation with the Authority to provide updated materials on a weekly basis with regards to the final number of participants, their attendance/presence at the course and the number of certificates provided at the end of the training.
- ❖ Cooperation with the Authority to provide all necessary information, and on-line collateral for PR purposes on MTA on-line channels.
- ❖ Provision of certification of participation.
- ❖ Provision of participants with an anonymous feedback platform directed to the Malta Tourism Authority (Survey Monkey tool).

What is not Included in the Proposal:

- ❖ Everything that is not specified in “What is Included in the Proposal.”
- ❖ Fees for the IELTS Exam, which will depend on the period of the exam and on the certifying body to provide such exam (due to Covid-19 issue the Exam provider will clarify whether the exam is possible in presence in Malta or online).

Agreement:

This proposal may serve as a letter of agreement between the Malta Tourism Authority and Atlantic Language. If this proposal meets the needs of both parties, authorized Representatives may sign below to signify agreement to the terms above.

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

1) Atlantic Language – School Profile:

Atlantic Language Galway and Atlantic Language Dublin are trading names of John Daly Atlantic Language Galway Limited
Company Number IE319926
Directors J Daly, D Reddington

Atlantic Language Galway

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Dublin

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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 Eaquals-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.

Signatures of both parties for Approval of Project.

Malta Tourism Authority

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Building SCM 01, Suites 301-306,
Smart City Malta, Ricasoli SCM 1001,
Kalkara, MALTA

Signed:

Date:

Atlantic Language

Fairgreen House,
Fairgreen Road,
Galway, IRELAND

Signed:



Date: 27/04/2020

COURSE SYLLABI - Annex A – Online Training Detailed programme

General English

Course Duration: 4 weeks

Course Structure: 3 x 90 minutes lessons per week

Course Outline

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

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

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

English for Tourism

Course Duration: 4 weeks

Course Structure: 3 x 90-minute lessons per week

Course Outline

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

TUTOR DETAILS

Katy Quinn

D.O.B: 18/06/1989

Teaching Experience:

Atlantic Language School, Fairgreen Road, Galway

Teaching Experience:

- Teach multi-lingual adults and teenagers from Elementary to Advanced and delivered FCE classes with teenagers.
- I regularly teach Private classes for students interested in 1-1 tuition and have received very positive feedback in this area.
- Recently, I designed a syllabus and delivered a two-week specialist course for junior students entitled *ESP for Fashion*.
- Worked in a summer school run by Atlantic based in GMIT solely with teenagers.
- I have been involved in the production and delivery of two Academic Erasmus± courses marketed at PhD students entitled: *Academic Writing* (which also involved liaising with the Dublin branch of the school) and *Academic Presentation Skills*.
- Collaborated and worked on the development of the Syllabus for Atlantic's GMIT Summer school in 2018.

Courses:

- Completed an online course from www.cambridgeenglishteacher.org on *How to teach IELTS* in 2016.
- Completed an online NILE course in *Teaching English for Academic Purposes* for which I received a Distinction in January 2018.
- In 2017, I completed TOEIC training and became a test centre administrator.
- Completed both TKT KAL and YL exams in 2015 receiving a Band 3 and 4 respectively.

Education

CELT, Galway language centre

- Received an Approved grade for ACELs certified CELT course.
- Received seven distinctions in seven teaching practice sessions.

National University of Ireland, Galway

- Completed MA in International Contemporary Literatures and Media.
- Received a 2.1 degree. **University of Limerick Ireland.**
- Completed BA joint Honours arts degree receiving a 2.1 degree.