



Working in partnership with the NHS, healthcare employers and international healthcare recruitment companies across the UK.

THE LEADING PROVIDER OF LANGUAGE AND COMMUNICATION TRAINING TO THE NHS AND HEALTHCARE EMPLOYERS IN THE UK:

OET Preparation

IELTS Preparation

Nursing OSCE Preparation

Living and Working
in the UK Courses

Medical Language and
Communication Courses

English Language and
Communication Skills
Consultancy



The CPD Standards Office
CPD PROVIDER: 50028
2023-2024
www.cpdstandards.com



Premium
Preparation
Partner



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Introduction

SLC works with healthcare employers and recruitment companies to enable international nurses, doctors, AHPs, and healthcare support workers to pass English tests, relocate successfully to the UK, and improve their clinical communication skills so they can both meet regulatory requirements and provide safe and effective care to patients in the UK.

SLC’s courses are online and work on all devices, so learners can study from wherever they are. We have supported NHS candidates on projects across the UK, Africa, Europe and Asia, including the Indian subcontinent, the Gulf and the Philippines.

NHS employers can view learning progress in detail at any time through the dynamic reporting system and regular academic reviews.



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“ABUHB has been extremely pleased with the English language tuition service provided by SLC. It has, in its entirety, met the requirements of the contract procured in a cohesive way.”

Dr. Lyn Middleton MBE, Associate Director of Nursing,
Aneurin Bevan University Health Board

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25 years of healthcare expertise



Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board



“

“Really enjoy working with SLC – a super friendly and approachable team as well as being really knowledgeable and professional.”

Lisa Punter, Lead Nurse Workforce,
Ashford and St Peter's NHS Foundation Trust

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OET Preparation Courses

OET is increasingly the English language test of choice for healthcare professionals around the world. It tests the language used in healthcare settings and has profession-specific versions for nurses, doctors and AHPs.

In 2017, SLC became the first accredited OET Premium Preparation Partner in Europe. Since then we have published online preparation courses and delivered over 25,000 hours of online tuition to groups and individuals, much of this on behalf of NHS employers.



**Premium
Preparation
Partner**

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“We were delighted with the results achieved through SLC for our candidates undertaking the OET ... We would recommend this training programme to all our hospital partners.”

Michael Joyce, Divisional Manager, King's Commercial, part of King's College Hospital NHS Foundation Trust

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“I had a fantastic experience and excellent working relationship with SLC. Excellent communication and timely feedback along with flexibility and accommodating to the needs of the whole programme means that delivery is second to none. The professionalism of the SLC team is exemplary.”

Jose Loreto Facultad MSC (ANP) BSN RN, Deputy Head of Nursing Workforce, Guys and St Thomas' NHS Foundation Trust

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Closed Group OET Courses

We offer three types of courses, OET Foundation, OET Preparation and OET Relearn.

Course	OET Foundation Develop candidates' English language and skills before they embark on a test-specific OET Preparation course.	OET Preparation Teach candidates the language, test strategies and techniques they need to achieve high scores in the OET test.	OET Relearn Prepare candidates who did not achieve their required scores by remediating the papers they need to increase their score in.
Hours' tuition	60	80 to 150	10 per paper
Hours' self-study	100	70 to 100	10 per paper
Entry level	B1 (intermediate)	B2 (upper-intermediate) to C1 (advanced)	C1 (advanced)
Standard students per group	10	10	6
All study materials	✓	✓	✓
Schedules to meet candidate availability	✓	✓	✓
Language development	✓	✓	
Test strategies & techniques		✓	✓
Practice tests		✓	✓
Access to additional open OET classes		✓	✓

Hours of tuition in OET preparation courses are determined by the entry language level of candidates.

We offer detailed pre-course level assessment, and also accept other scores, including OET, OET Pulse, and IELTS.

One-to-one OET Coaching

On one-to-one courses, candidates receive personalised tuition and feedback from an OET specialist. Sessions are based on detailed needs analysis and are highly targeted throughout.

“

“I want to thank Andrea for helping me to prepare for the OET exams in less than two weeks. I am glad to have signed up for the SLC Reach OET B package with the 1-to-1 sessions. She did a brilliant job boosting my confidence and making me well-prepared to ace the OET exam during my first attempt.”

Nor Raduan, OET Nursing student

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Reach OET B Self-study Courses

Reach OET B Nursing and Reach OET B Medicine provide a comprehensive package of support for candidates studying in their own time for OET.

- ✓ 150 hours study material optimised for PC and mobile phone
- ✓ Access to 4 live lessons every week with an expert OET tutor
- ✓ Lesson recordings library
- ✓ Three full practice tests
- ✓ A set of 5 corrected writing tests at different levels
- ✓ Engaging, multi-media content throughout

Reach OET B can also be combined with one-to-one coaching and writing correction to support those candidates who are close to achieving the scores they need.

“

“I highly recommend it as I strongly believe it enriches anyone’s knowledge, not only for the OET, but on the ground of medical information. It is the road to success in the OET.”

Iyad Farajallah, OET Medicine student

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“This course also goes through different parts of the OET in separate, clear explanations with a variety of tasks that help you understand and broaden your learning. I would definitely recommend this course to others.”

Sheeba Thomas, OET Nursing student

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IELTS Preparation Courses

SLC has been preparing healthcare professionals for IELTS since 2014, including nurses, doctors, AHPs and social workers.

The exam remains a popular choice, despite testing academic and general English, rather than healthcare English. It is widely recognised by regulators as well as the UK Border Agency, has an extensive test centre network and a well-established resources and practice infrastructure.

Closed Group IELTS Courses

As with OET, we offer 3 types of courses: Foundation to develop the language of lower-level learners, Preparation to further develop the language skills and acquire test strategies and techniques, and Relearn to support those who did not achieve their target scores.

	IELTS Foundation	IELTS Preparation	IELTS Relearn
Hours' tuition	80 to 150	80 to 150	10 per paper
Hours' self-study	100	100	10 per paper
Entry level	IELTS 4 – 5 B1 (intermediate)	IELTS 5.5 – 6.5 B2 (upper-intermediate)	IELTS 6.5 – 7 C1 (advanced)
Standard students per group	10	10	6
All study materials	✓	✓	✓
Schedules to meet candidate availability	✓	✓	✓
Language development	✓	✓	
Test strategies & techniques		✓	✓
Practice tests		✓	✓

One-to-one IELTS Coaching

On one-to-one courses, candidates received personalised tuition and feedback from an IELTS specialist. Sessions are based on detailed needs analysis and are highly targeted throughout.

“

“I increased my score in writing which was my first purpose. I have been pleased to work with two well-prepared and passionate teachers who helped me to gain more confidence and self-awareness of my English level and where to improve the most.”

Ambra Buonaguidi, IELTS student

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Reach IELTS Self-study Course

Reach IELTS provides a paper by paper, question by question analysis of what learners need to do to ensure they achieve a high score in the Academic IELTS test.

- ✓ 50 hours study material optimised for PC and mobile phone
- ✓ Access to 4 live lessons every week with an expert IELTS tutor
- ✓ Two full practice tests
- ✓ Sample writing answers
- ✓ Engaging, multi-media content throughout

Reach IELTS can also be combined with one-to-one coaching and writing correction to support those candidates who are close to achieving the scores they need.

“

“The course was very helpful to me as I was able to see what I understand and what I had problems with. The course had a lot of tips and good exercises, so I’m very thankful for that.”

Valentina Cano, IELTS student

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Preparation for the Nursing OSCE

Developed in partnership with the OSCE training team at the Royal Devon University Healthcare NHS Foundation Trust, this course enables OSCE training departments to achieve high first time pass rates quickly and effectively.

Preparation for the Nursing OSCE is packed with tips, strategies, language and communication skills that provide invaluable support to on-site OSCE courses – beforehand, alongside and afterwards.

The course is fully updated for the new scenarios and skills introduced in November 2022. It covers all OSCE topics and scenarios on all parts of the test:

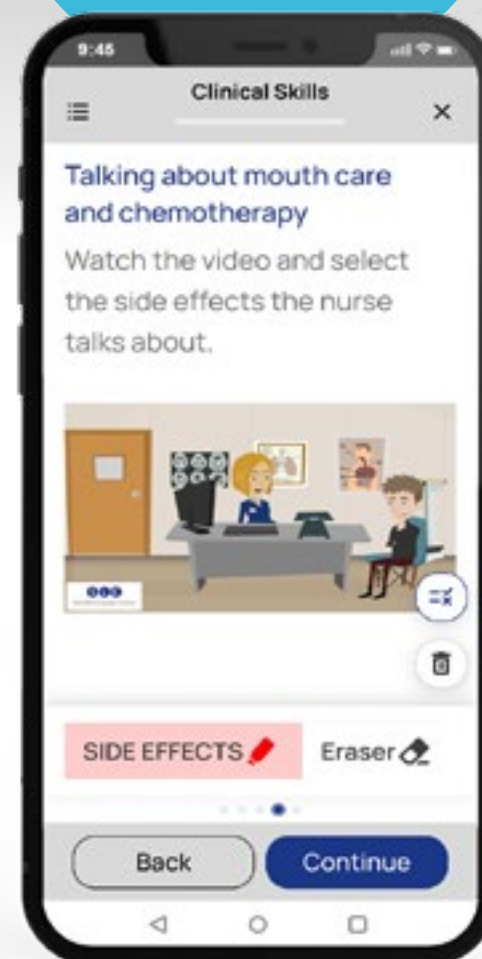
- ✓ APIE
- ✓ Clinical Skills
- ✓ Professional Values
- ✓ Evidence of Best Practice

It is highly visual and engaging. It includes lots of videos and useful reading, information from the NHS and NMC, language and comprehension tasks to check understanding, and links to a wide range of websites to explore and read further.

The course is available on PC and on an app, offering maximum convenience to nurses with busy lives. It is designed so nurses who have their language requirement can pass their OSCE quickly and successfully register with the NMC.



bite-sized
learning
content



highly visual
and engaging



Royal Devon and Exeter
NHS Foundation Trust

“Working with SLC on this project has been a pleasure and we hope the outcome will support many of our international colleagues successfully pass their OSCE.”

Jane Dorothy, Clinical Training Manager and
Tim Clark, Lead OSCE Trainer, the Royal Devon.

“I highly recommend this course to others as this would help them better revise for their OSCE, feel inspired, more confident and motivated. This course is truly insightful and I feel that I can be a better nurse after taking this course.”

Sabrina Gharsalli, OSCE student

“This course definitely improves our theoretical as well as clinical knowledge. I definitely recommend this course.”

Vishnu Murukan Suma, OSCE student

Living and Working in the UK: Doctors edition

This short course supports international doctors to settle successfully into life and work in the UK.

It targets their cultural, professional and linguistic needs, with focus units on UK life, culture and language, the NHS, the GMC, different roles, revalidation, trade unions and the Equality Act.

The course is online and optimised for mobile devices. It is media-rich with video, audio, voice-recording, interactive tasks and links to a wide range of websites to explore and read further.

Tutored sessions are available to deliver effective, personalised input and feedback for groups and individuals.

bite-sized
learning
content

highly visual
and engaging

Content includes:

About the UK

- Life and culture
- Accents, dialects, idioms
- Schools, housing, banking, driving

Working in the UK

- About the NHS
- Staffing in the NHS
- The GMC and revalidation
- Trade unions and the Equality Act 2010

Communication skills

- Explaining, emphasising, suggesting, advising
- Describing medications
- Managing patient concerns
- Managing parent and carer concerns

“This course is perfect for doctors coming to the UK, where they will experience a wide range of accents and idioms, a new culture, and a different healthcare service.”

Virginia Allum, Head of Medical English, SLC

Living and Working in the UK: Nurses edition

This course provides nurses relocating to the UK with the essential knowledge they need to successfully settle into the UK as a nurse.

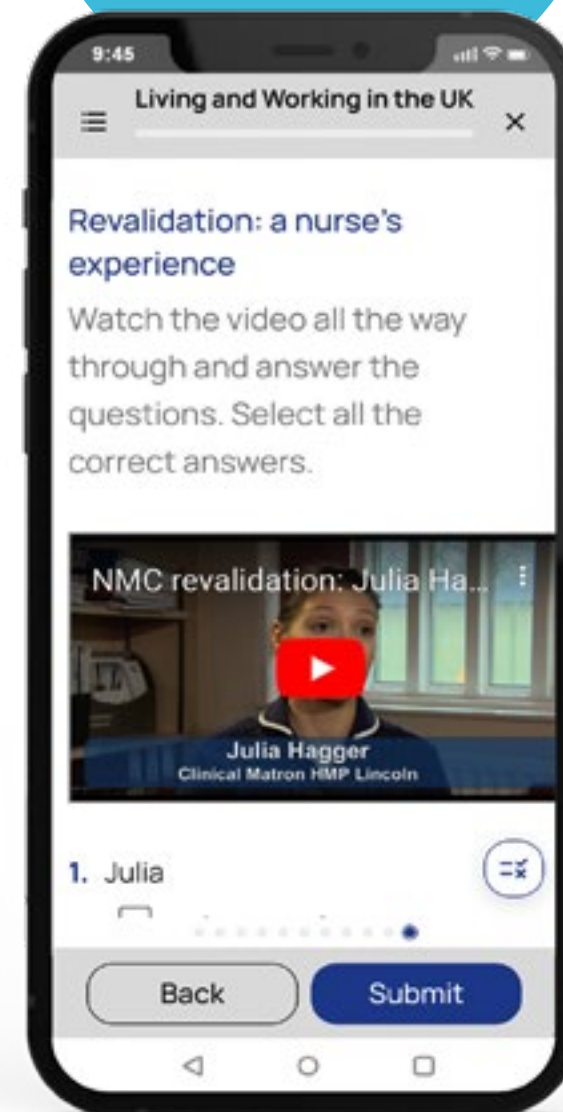
Living and Working in the UK is highly visual and engaging, and is available on PC or on an app. It includes lots of videos and useful reading, information from the NHS and NMC, language and comprehension tasks to check understanding, and links to a wide range of websites to explore and read further.

The course has been used extensively by employers and recruitment companies who want to ensure their newly employed international nurses can settle smoothly and quickly into what can be a very different environment.

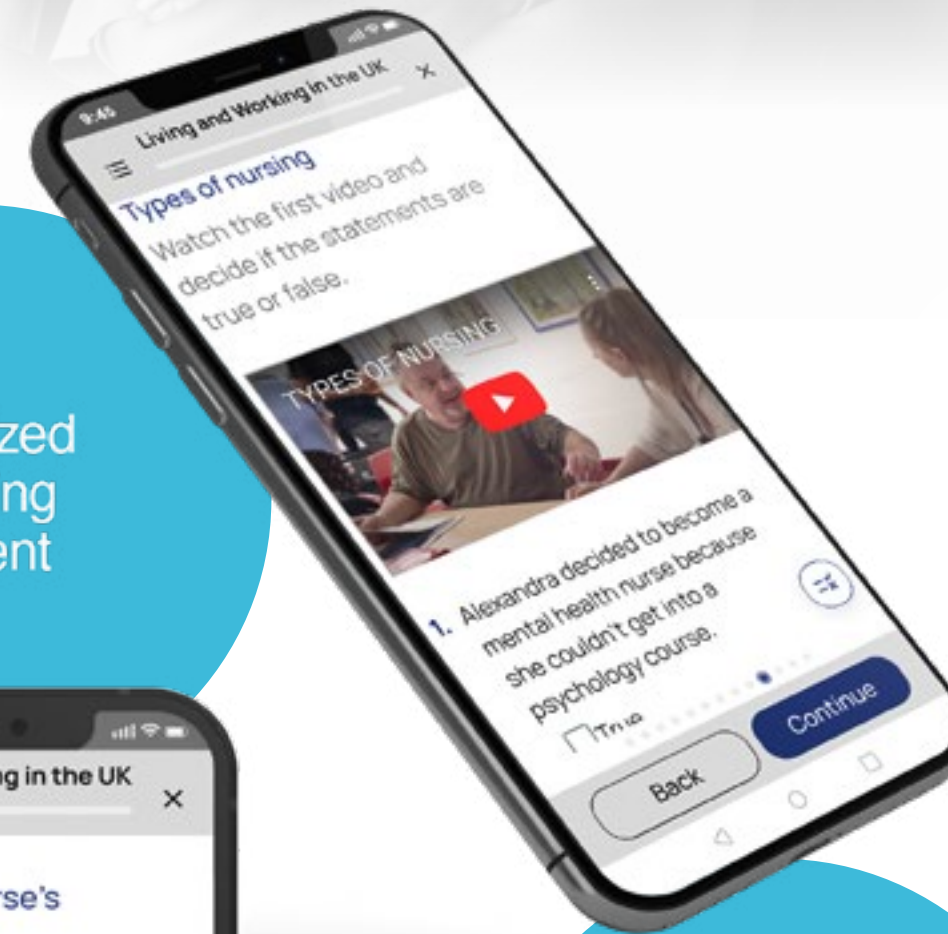
Tutored sessions are available to deliver effective, personalised input and feedback for groups and individuals.



bite-sized
learning
content



highly visual
and engaging



Content includes:

About the UK

- Life and culture
- Accents, dialects, idioms
- Schools, housing, banking, driving

Working in the UK

- About the NHS
- Nursing staff in the NHS
- The NMC, the Code and revalidation
- Trade unions and the Equality Act 2010

Communication skills

- Explaining, emphasising, suggesting, advising
- Describing medications
- Managing patient concerns
- Managing parent and carer concerns

“This course is really helpful to get an idea regarding the country, lifestyle, transportation and NHS trust. As a beginner it was a wonderful experience, and I got a clear picture about everything throughout the course.”

Akhila Mathew, nurse, one month before relocating to the UK

Living and Working in the UK: AHP edition

Living and Working in the UK: AHP edition was developed in partnership with the AHP faculty at the NHS Hertfordshire and West Essex ICS. It provides AHPs relocating to the UK with the essential knowledge and communication skills they need to successfully settle into the UK as an AHP.

The course includes lots of videos and useful reading, information from the NHS and HCPC, interactive language and comprehension tasks to check understanding, reflective work, downloadable content, and links to a wide range of websites to explore and read further.

Tutored sessions are available to deliver effective, personalised input and feedback for groups and individuals.

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“This course is most useful for our IRs as it is an introduction to what to expect life to be like for them in the UK, helping them to settle in sooner to working in their first job in this country. With this and the support they receive when working here we hope they will feel part of the team sooner and happy working with their patients and colleagues at The Princess Alexandra Trust.”

Nicki, Radiology Quality Manager, Princess Alexandra Hospital Harlow

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Content includes:

About the UK

- Life and culture
- Accents, dialects, idioms
- Schools, housing, banking, driving

Working in the UK

- About the NHS
- AHP staff in the NHS
- The HCPC
- Trade unions and the Equality Act 2010

Communication skills

- Introducing yourself and explaining your role
- Gathering information from patients
- Explaining, suggesting and advising

English for Healthcare Support Workers

Overseas healthcare support workers make a vital contribution to UK healthcare, providing essential care for patients and service users in multiple care settings.

These courses teach the English language skills that enable overseas workers to communicate confidently and effectively in a wide range of scenarios at work – from introductions to talking about food and drink, toileting, mobility, pain, pressure area care, falls and mental health.

Communication skills include asking a variety of questions, gathering and giving information, explaining, suggesting, making requests, giving advice, showing empathy and discussing a wide range of care-related topics.

The courses are online and optimised for mobile devices. They are engaging and media-rich with video, audio, voice-recording and interactive tasks throughout. Learning progress is tracked and reported on. Tutoring can be added to practice, consolidate and extend learning.



English for Care

- ✓ 60 hours
- ✓ extensive language coverage (communication, vocabulary, grammar)
- ✓ hospital and care home settings
- ✓ tutored lessons available for groups and individuals
- ✓ CPD-accredited



Mastering Communication in Social Care

- ✓ 8 hours
- ✓ communication-focused
- ✓ social care settings (care homes, nursing homes, supported living, domiciliary care)
- ✓ tutored lessons available for groups and individuals
- ✓ CPD-accredited

Medical Language and Communication Courses

Even if overseas healthcare professionals have passed their English language test they may struggle to communicate effectively with patients. Others may wish to present at seminars and conferences, or publish their research in English.

They may be overly direct on the ward, for example, or not know how to ‘translate’ medical terms into lay language that patients and their relatives understand. The grammar used in a handover, email or an article may be inaccurate and confuse others. Communication may break down as a consequence, and care negatively impacted.

SLC’s medical language and communication courses are designed to help. Courses are profession-specific and cross-sector, covering a wide range of language and how to apply it in practical healthcare settings.

Courses are self-study and can be taken on PCs and smartphones via an app. Employers can track progress at any time.

Online coaching from an expert tutor can be added to all courses for both groups and individuals.



**English
for Doctors**



**English
for Nurses**



**English for Nursing
Foundation**



**English
for Pharmacy**



**English
for Radiology**



**English for
Medical Academic
Purposes**



**English for
Pandemics**



**Medical
Terminology**



**Essential Grammar
for Healthcare**



**Advanced Grammar
for Healthcare**



**Writing for
Publication**

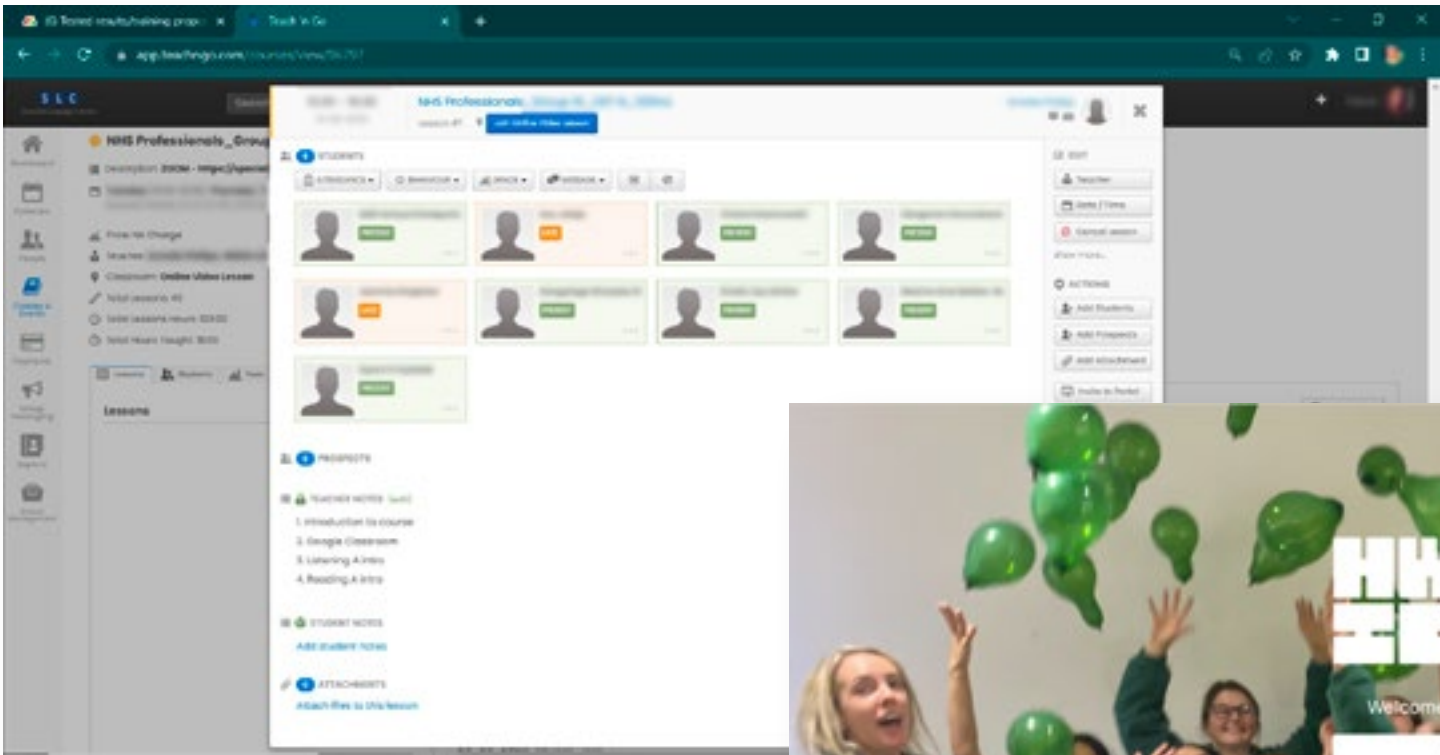
Tracking Candidate Progress

Candidates learn on an online platform designed for employers to be able to see ‘at a glance’ what their candidates have achieved and the progress they have made, including via an app on their phones.

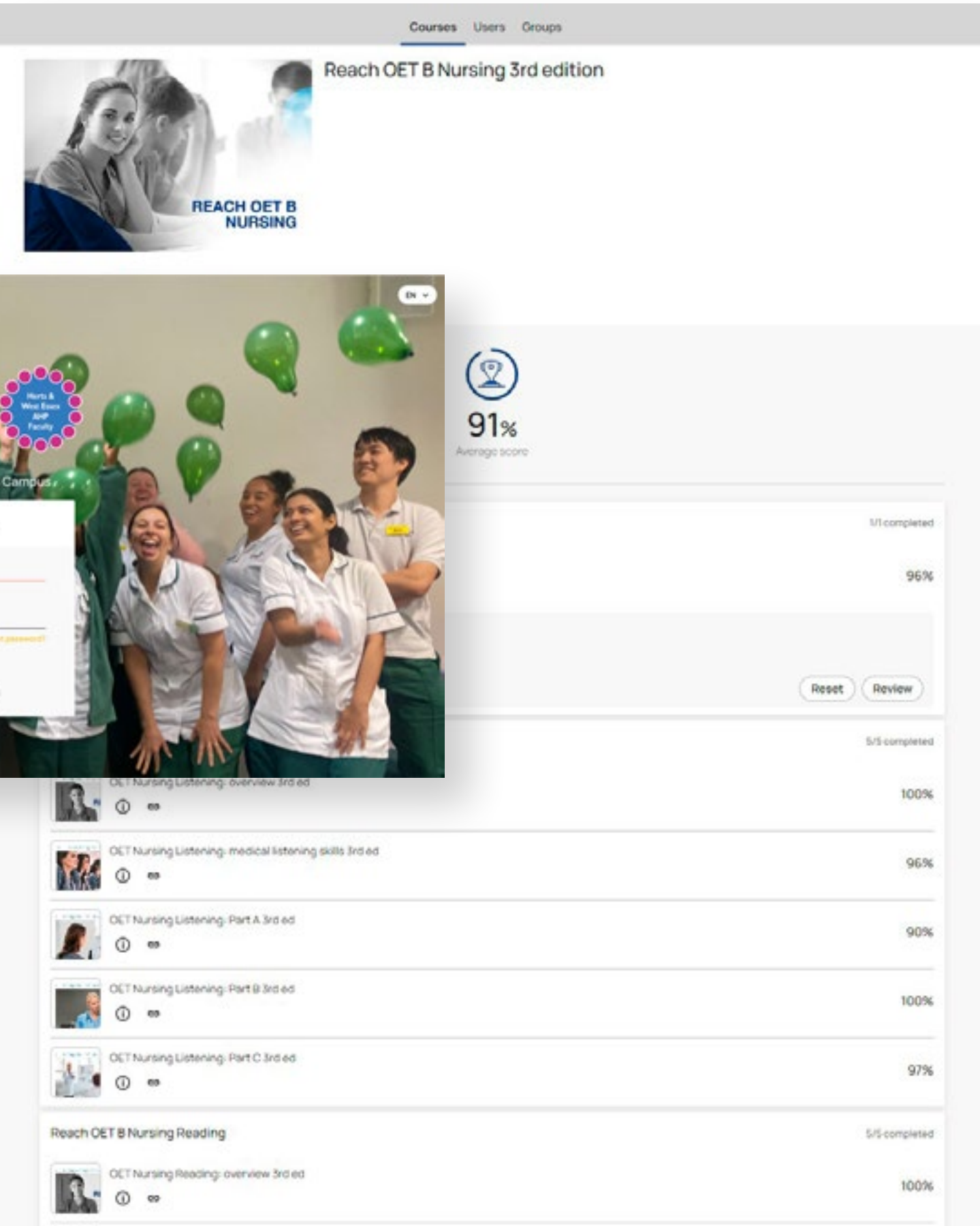
On tutored courses, class attendance is always available with teacher comments. After mock tests, the academic team schedule reviews with employers to review and report on candidate progress towards their tests.

On OET and IELTS courses, mock test results are submitted with detailed information on candidate progress and ‘exam readiness’.

- ✓ Class attendance
- ✓ Mock test results with progress and exam readiness report
- ✓ Self-study completion and scores



Mock Test 1					Teacher comments: Progress / Engagement / Test Readiness
Name	Listening	Reading	Writing	Speaking	
Candidate 1	90%	71%	27	32	Candidate 1 didn't manage to finish the reading A this time around and this is a persistent issue with this part of the test so it's recommended that she practices techniques to develop speed reading. With writing, just some more practice needed with structure as there were too many elements included in the 2nd section so I advised a more thematic approach. Almost test ready.
Candidate 2	71%	74%	27	30	Candidate 2 found the listening C quite challenging due to the topic and multiple choice format. I have suggested some strategies to help with this part. Speaking and writing are looking good apart from some lack of expansion in places in the writing and some absolute phrases in the speaking that needed a bit of hedging. Almost test ready.
Candidate 3	79%	55%	26	28	Candidate 3 didn't manage to finish the reading C in the exam so I've suggested that he puts extra focus on reading C style texts as well as speed reading techniques. With writing, just needs a bit more attention placed on content as there was missing information (medications) so I advised that he look at the model letter to compare with his own one. Almost test ready.
Candidate 4	89%	83%	27	32	Candidate 4 is doing well on the course and is close to test readiness despite the fact she has a hectic lifestyle at the moment (heavily pregnant) and had a bit of a struggle in the listening C which is perhaps not indicative of her true capabilities. Nevertheless, I've suggested some ideas and resources to help with the listening C part. She is test ready but will likely take the exam later on in the year after her birth has settled.
Candidate 5	71%	82%	27	28	Candidate 5 is doing well on the course and is close to test readiness in speaking and listening. The writing is also very good apart from some language errors related to tense and modals. The reading is a big focus for her as she struggles to finish the reading A on time and finds the part C difficult. I have recommended some resources she can use to help her with this.
Candidate 6	86%	74%	27	30	Candidate 6 is test ready according to the results of this test but after talking with her, she will be on holiday over the Summer and won't return until August so she's planning to take the exam around that time. This will give her plenty of time to prepare with the help of the course as well as in self study.
Candidate 7	79%	82%	26	29	Candidate 7 is making some good progress on the course especially with his speaking and listening. However, more practice for writing is required in particular with cohesiveness and clarity as his letter was too long this time around. With the reading, the part C is quite challenging for him so it is advisable that he takes the opportunity to practice reading more academic styled texts in his self study. Not test ready yet.
Candidate 8	83%	90%	27	32	Candidate 8 is doing exceptionally well on the course and already looks test ready. I have advised to wait until after the second mock test to check if she can produce the same level of performance for that test as she has done for this one and she has agreed.
Candidate 9	71%	82%	26	30	Candidate 9 is doing very well with her listening and speaking as she produced pass level performances. The reading needs a bit more work specifically with the A part as developing speed reading should be a focus. With writing, just some more attention needed for content as there was some missing information. Almost test ready.
Marking Cut-Off points					Improvement needed
Listening	85%	70%			Close to exam ready - not quite there
Reading	85%	70%			Good chance of passing the exam
Writing	24	28			
Speaking	26	30			



Consultancy

Need help putting an English language training programme together?

Want to understand how exam preparation works?

Want to benchmark English levels of potential candidates?

SLC offers a range of bespoke consultancy services designed to enable healthcare employers and recruitment companies to support candidates and staff with their English and communication needs.

Example consultancy projects



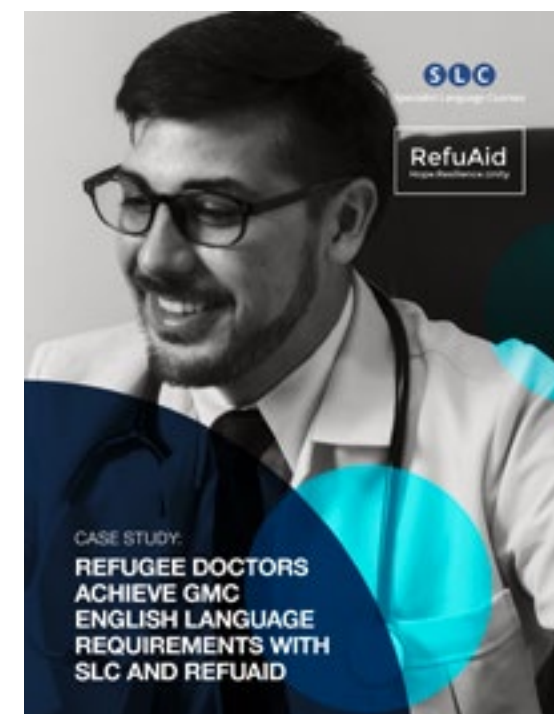
International GP Recruitment

SLC worked with NHS England to design and deliver a training programme to enable European GPs to achieve the GMC's requirements in OET Medicine. Candidates were taught in small groups and individually. Schedules were flexible to meet candidate availability. Results were consistently excellent.



Setting up OET Training Teams in Sri Lanka Universities

SLC worked with NHS England on capacity building projects in two universities in Sri Lanka. We delivered training to the language departments which focused on enabling local teachers to give effective OET Preparation courses to their students. As part of this, we co-developed their exam preparation curriculum and materials.



Refugee Healthcare Professionals Training Programme

SLC work with RefuAid to deliver OET preparation training to multiple groups of refugee healthcare professionals including doctors, nurses and pharmacists. Learners are based in different parts of the UK and attend classes online. Many have now gone on to work for different NHS employers.



Assessing Nursing English Provision in Indonesia

We worked with the British Embassy in Jakarta and the Indonesian Ministry of Health to research the provision of English for Nursing to undergraduates across the 38 healthcare polytechnics in the country, and to provide recommendations on how to improve it.

Get in touch to talk through how we can work together

SLC offers healthcare employers unparalleled experience and expertise when working with healthcare professionals to improve their English language and communication skills.

SLC has been working extensively with the NHS, private healthcare employers, and international healthcare recruitment companies since 2014. Since then we have worked with thousands of nurses, doctors and AHPs, developed over 850 hours of expert digital content, and delivered over twenty-five thousands hours of tutored training. Test results and feedback from both employers and candidates have always been consistently excellent.

SLC is an accredited OET Premium Preparation Partner, and an approved CPD provider with the CPD Standards Office.

Our teachers are all experienced exam preparation and medical English specialists. Our Head of Medical English is an OET test writer and has published textbooks with Cambridge University Press.



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