

**A GUIDE TO BOOKING
ONE-TO-ONE AND GROUP
LANGUAGE AND
COMMUNICATION SKILLS
TRAINING**

Booking any kind of training is never easy. On the surface, training companies promise the same thing. It's difficult to differentiate. However, dig a little deeper and you should see where the best choices lie. You just need to know the right questions to ask.

What are the right questions to ask?

Here's a list of questions to consider if you're looking to procure language and/or communications skills training for your staff:

1. What's the initial needs analysis process? Does it include language level assessment? What does the assessment consist of? A few multiple-choice questions or something more extensive?
2. How flexible is the training schedule? What about evenings or weekends? Can we postpone lessons? How much notice do we need to give?
3. What are the teachers like? What are their minimum qualifications? Experience?
4. What experience does the company delivering the training courses you're looking for have? Healthcare is a specialist field, so this is important.
5. What materials do you use?

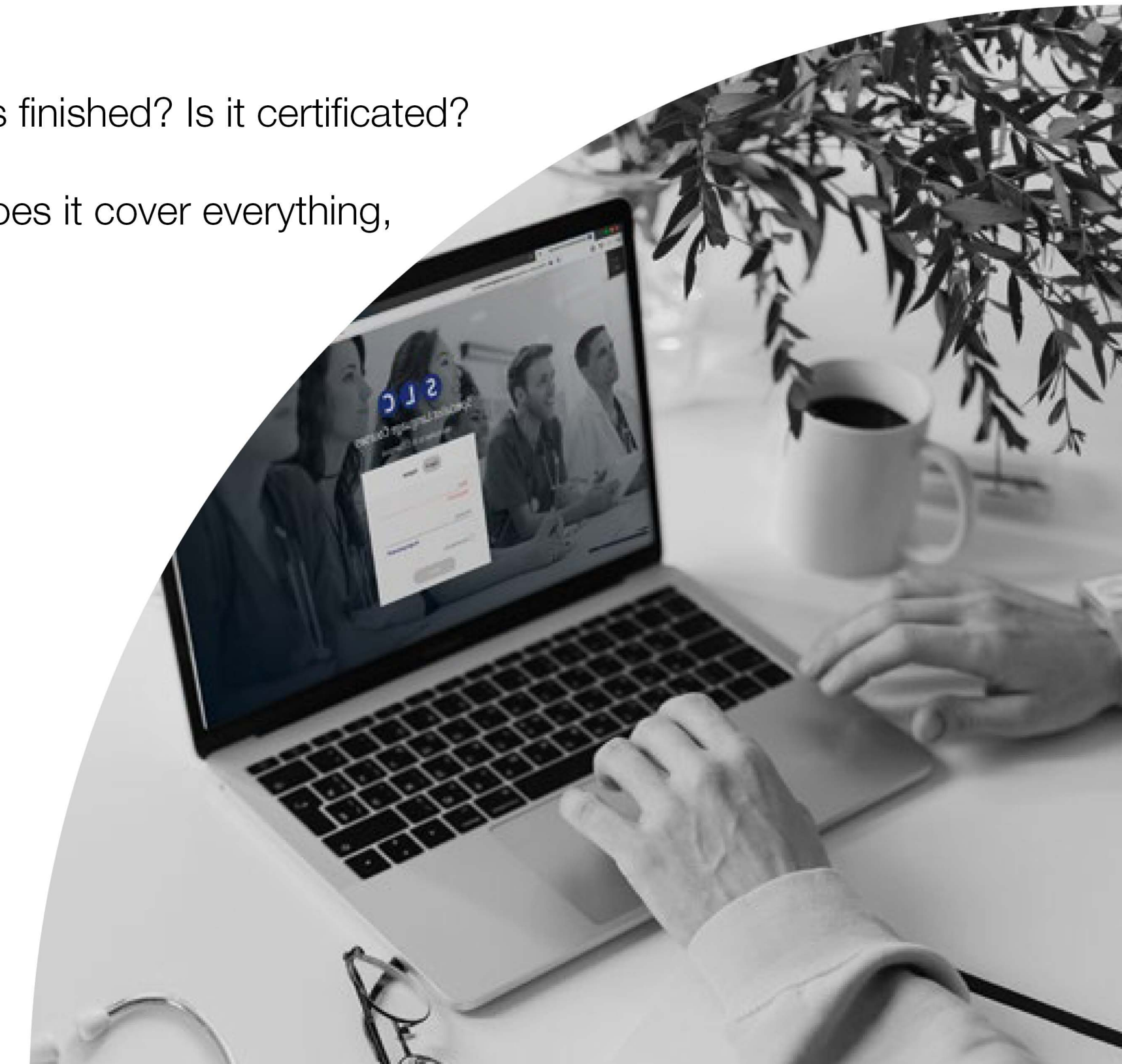
6. What do learners do between lessons? How easy is it for them to carry out assignments or access materials? Can they do this on their phones, for example?

7. How do measure progress? What feedback do you take?

8. Can I see / track what my staff are doing on their courses? Can you provide progress reports?

9. What happens once the course is finished? Is it certificated?

10. What does the price include? Does it cover everything, so no hidden extras?



The SLC process

When we work with you, the client, we provide a clean and clear process.

1. Initial discussion. We have an initial discussion on what you are looking for and what the outcomes should be. This is followed by a detailed proposal setting out how the learners will achieve those outcomes and what service level you can expect from us. We adapt this further once we have your feedback.

2. Needs analysis and level assessment. When we agree to move forwards, online needs analysis forms which include a link to a secure online English language assessment are sent to learners. These are submitted by your learners, collated by the Academic team and shared with the teacher.

3. Learning plan. A learning plan is drawn up so the course can hit the ground running. There is flexibility to evolve the course as new needs emerge.

4. Training schedule. A training schedule is agreed which maps to learner availability. This is created on the online academic management system and shared with you.

5. Course materials. Course materials are selected. If SLC digital materials are used, a client-branded area is created on the LMS, with access given to clients so they can track their learners' progress where required.

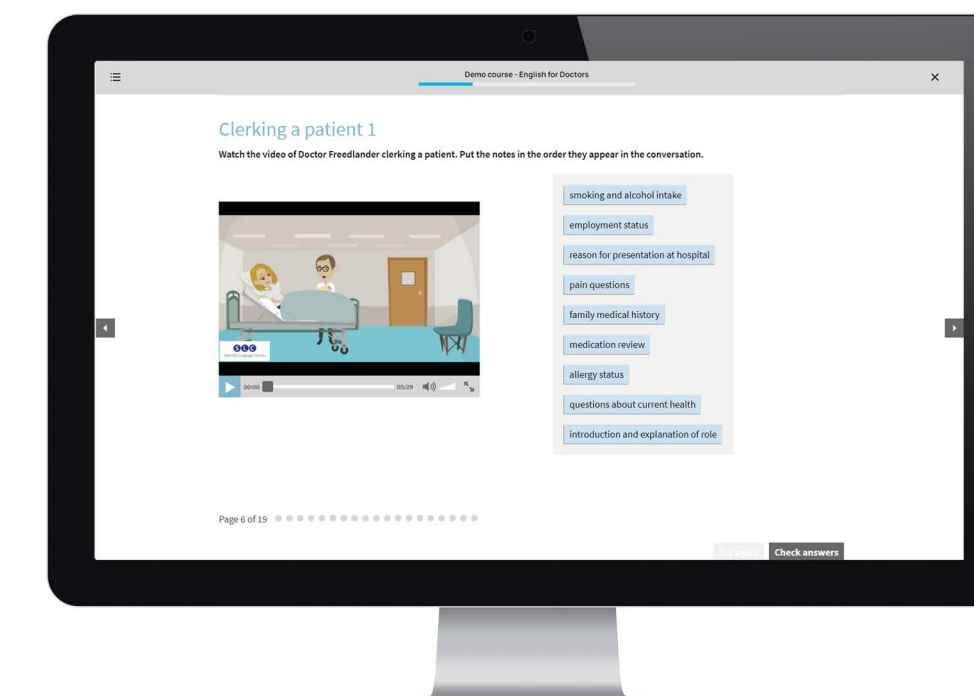
6. Training delivery. The lessons are delivered online, with the teacher submitting attendance, notes on what was covered, what progress was made and whether there were any issues. Clients can access these at any time.

7. Progress checks. Regular progress checks are made during the course, with results being added to the academic management system. Any concerns are reported to the client.

8. Feedback. Feedback is taken at mid-course and any changes made where appropriate to the course design.

9. End of course. At the end of the course, progress is assessed, feedback taken, certificates shared, and next steps, e.g. booking an exam, agreed.

You are included throughout the process and are aware of attendance, progress made, any potential issues and what is being done to address them. You know whether your learners have achieved the outcomes set and where they are falling short, what can be done. You have one clear point of contact throughout who will work consistently to ensure the success of the course.



What training programmes do SLC offer?

- ✓ Exam preparation – OET, IELTS, PTE
- ✓ Communication skills development
- ✓ Medical and Nursing English
- ✓ General English development
- ✓ Academic English development

Find out more

Please get in touch to discuss any language and communication training needs you have. We will arrange a call to go through the details of what you're looking for and send a comprehensive proposal for you to consider.

[Get in touch](#)

[Book a call with SLC](#)

