



# Naresuan University Language Centre

Language is POWER

## Course Outline

Occupation & Professional 41 Courses



Course:

## **Advancing Your Career through Perfect Phrases**

*Express yourself in English confidently and be an asset of your company*

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Course ID: NULCP00001

Duration: 18 hours

Course Designer: J Sareno

### **Course Description:**

Communicating confidently plays a vital role in whatever field of work we do on a day to day basis. Different situations call for our ability to express ourselves intelligibly and respond appropriately. Whether it's a meeting, interview, waiting for an appointment, or simply meeting someone from another country or making friendly conversations at work, the various phrases that you'll learn in this course will definitely be your ticket to surely deal with the many different areas of your career.

### **How you will benefit:**

- Express yourself easily and effectively in your workplace to build a positive working environment
- Answer interview questions readily and spontaneously without having to translate from your native language to English
- Write different communication letters efficiently and contribute to your work's overall success.
- Create good impression to any prospect employers through letters and resumés you send
- Build a harmonious working environment and prevent conflict through the use of appropriate expressions

### **What you will cover:**

- Learn about the different attitudinal phrases (Positive and Negative Feelings)
- Be familiarized with and utilize different idioms and vocabulary commonly used in the workplace
- Structure the following correspondents: Faxes, E-mails, Memos, Notes, and Letters
- Get acquainted with the different job interview questions and answers
- Compose a job application letter, resumés and cover letter
- Apply the different phrases for giving and accepting feedback

### **Who should attend:**

- All working professionals who want to improve the communication skills in both spoken and written English.

Course:

## English for Occupational Purposes

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Course ID: NULCP00002

Duration: 12 hours

Course Designer: D. Chantengco

This course offers learners of English a comprehensive introduction to English for Occupational Purposes. Through a dynamic, all-skills approach, students learn the language they need to obtain employment and communicate effectively with supervisors, co-workers, and costumers.; work with English exercises provide vocabulary and grammar practice in work-related contexts and listening comprehension exercises that build students' confidence in understanding spoken English.

### How you will benefit:

- Interactive conversational exercises
- It will provide students practice with the language for occupational communication.
- Effective work English exercises
- It provides vocabulary and grammar practice in work-related contexts and listening comprehension exercises that build students' confidence in understanding spoken English.
- Enhances team work activities
- It engages students in cooperative learning experiences.
- Provides cultural information about workplace
- It provides important cultural information about workplace expectations and employee rights and responsibilities.

### What you will cover:

- Getting a job such as responding to 'Help Wanted' signs, calling for an interview, calling about skills and qualifications, describing previous employment, asking job responsibilities, asking about work schedules and the salary and describing background and interests.
- Communication with co-workers and supervisors such as requests, obligations, offering to help, apologizing and admitting mistakes, apologizing and explaining, interrupting, asking permission, and asking for a day off.

### Who should attend:

- Employers and employees from public and private sectors.

Course:

## **English Communication for the Workplace**

*Learning practical skills for communicating with other people in the workplace, businesses, schools and other institutions*

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Course ID: NULCP00003  
Duration: 30 hours  
Course Designer: R.M. Saluba

### **Course Description**

This course will provide the participants with practical skills for communicating with other people in the workplace, businesses, schools, and other institutions where effective and appropriate professional interaction in English is required. Both writing and speaking skills will be modeled, practiced and evaluated. The course will combine what is often taught in technical writing courses with the content and activities often taught in speech communication courses or presentation courses. Some of the writing topics and practices including writing formal reports, writing appropriate emails, writing minutes and summaries of meetings, writing proposals and the like. Some of the speaking topics and activities include communicating in English on the phone or by Skype, communicating in group meetings, giving oral presentations with Power Point or some other presentation methodology. The main focus of this course is to provide practical guidelines and practice for effective writing and speaking in professional contexts, which requires not only clear and logical organization of content, accurate grammatical usage, clear articulation of words and sentences, but also proper register that reflect appropriate degrees of politeness, formality and informality.

### **How will you benefit?**

The main objective of this course is to prepare the participants to communicate effectively in both writing and speaking in various professional contexts. In order to do this, they will also:

1. Learn the forms and proper register for writing emails, reports, and formal proposals, business letters, and the preparation of letters of introduction to accompany Curriculum Vitae for job applications; and
2. Learn the forms and proper register for telephone communication, greetings and introductions, and formal and informal presentations.

### **What you will cover:**

- Writing formal and informal emails: awareness of register
- Writing business letters
- Writing formal reports; summarizing and paraphrasing
- Research techniques
- Writing formal proposals; research techniques; forming a thesis and organizing the content
- Course project planning; discussion: the project proposal
- Speaking in the workplace: telephone communication
- Course Project Report: informal and formal presentations
- Oral presentations

### **Who should attend this course:**

- Anyone wanting to communicate successfully in general business situations including managers, sales people, account managers and business leaders.

Course:

## **English for Work**

*Your Guide to the Business World*

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Course ID: NULCP00004  
Duration: 12 hours  
Course Designer: P. Igupen

### **Course Description:**

The course presents and practices spoken English and practical writing for everyday communication. It features key words and expressions which will help learners in a wide range of work situations. The target language is introduced through short dialogues and texts, and developed in language notes and practice exercises.

### **How you will benefit:**

- Use English in their business lives.
- Find language to help you work more effectively in the business world.
- Use English effectively in meetings, presentations and on the phone or emails.
- Build your everyday business English skills.
- Learn phrases which are important for business.
- Note some differences between everyday British and American usage.

### **What you will cover:**

- Telephoning
- Visiting a company
- Talking about job information
- Giving presentations
- Meetings
- Entertaining and Socialising
- Traveling
- Emailing

### **Who should attend:**

It is suitable for anyone who needs to work in the business world, and for students in adults education classes, schools, colleges and universities

Course:

## **English for Employment Communication**

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Course ID: NULCP00005  
Duration: 12 hrs  
Course Designer: D. Chantengco

This course offers learners of English a comprehensive introduction to general workplace communication. Through a dynamic, all-skills approach, students learn the language they need to obtain employment and communicate effectively with supervisors, co-workers, and costumers.; work with English exercises provide vocabulary and grammar practice in work-related contexts and listening comprehension exercises that build students' confidence in understanding spoken English.

### **How you will benefit:**

- Interactive conversational exercises
- Effective work English exercises
- Enhances team work activities
- Provides cultural information about workplace

### **What you will cover:**

- Getting a job such as responding to 'Help Wanted' signs, calling for an interview, calling about skills and qualifications, describing previous employment, asking job responsibilities, asking about work schedules and the salary and describing background and interests.
- Communication with co-workers and supervisors such as requests, obligations, offering to help, apologizing and admitting mistakes, apologizing and explaining, interrupting, asking permission, and asking for a day off.

### **Who should attend:**

- Employers and employees from public and private sectors.

Course:

## **English for Career**

*Get ready, be equipped, get employed*

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Course ID: NULCG00006

Duration: 30 hours

Course Developer: A. Cubalit

### **Course Description:**

English for Career is designed to help you develop the English capacity that will assist you to obtain employment or advance in careers that require English. The careers currently covered are airlines, tourism, banking, hotels, business, and import/export. The dialogs for each of these career modules identify a set of Business Vocabulary that corresponds to that career. In addition, Basic Vocabulary and Basic Verb study are also included.

### **How you will benefit:**

- Obtain English vocabulary and usage for career preparation
- Upgrade language use in job application
- Enhance writing skills through writing an application letter and resume
- Be confident in speaking English

### **What you will cover:**

- Practice basic vocabulary, expressions, and specific terms used relevant to your career
- Enhance language use in job application including reading job advertisements
- Practice how to fill out job application form
- Write application letter and resume
- Enhance reading, writing, speaking and listening skills

### **Who should attend:**

- This course is intended to anyone who is looking for a job that requires English.

Course:

## **English for young professionals**

*Improve your career prospects with English*

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Course ID: NULCP00007

Duration: 12 hours

Course Designer: I.W. Amilya

### **Course Description:**

If you are a young professional at the beginning of your career, you can make use of this course in order to enhance your career prospects. This course aims to boost your confidence in spoken and written English using diverse work-related situations.

### **How you will benefit:**

- Gain insightful knowledge into the basics of English vocabulary related to your career
- Acquire the English skills needed to increase your chances of making a good impression at work
- Learn useful tips and tricks to enhance your spoken English at work

### **What you will cover:**

- This course will cover business English skills based on the book '*Business Essentials B1- The Key Skills for English in the Workplace*' by Oxford University Press
- How to take and leave telephone messages
- How to make an invitation or offer
- How to present your company to guests and visitors
- How to explain visual information (Presentations)
- How to write formal letters

### **Who should attend:**

Young professionals in their early 20s and 30s who are at the threshold of their careers

Course:

## **English for Taxi Drivers**

*Effectively use the English language for better service and customer satisfaction*

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Course ID: NULCP00008  
Duration: 2 days (9:00 – 16.00)  
Course Designer: Dulshani M.

### **Course Description:**

A taxi driver is more than just a quick and efficient driving machine who remains calm in traffic and smiles at unhappy clients. They are usually friendly, knowledgeable locals who are willing to carry on a conversation about any topic. They can recommend a good restaurant or tell you the best places to go for a hike. Good customer service is good for business and smart taxi drivers may well be able to have an extra incentive from satisfied clients. This course aims at providing the necessary communication skills in the English language to become smarter.

### **How you will benefit:**

- You will be better able to handle foreign, non-native clients
- Get extra tips from satisfied clients
- Have a nice conversation with a friendly client willing to speak in English
- Improve your life skills by being able to speak English

### **What you will cover:**

- Learn many English phrases and terms related to the job
- Practice simple and useful dialogues
- Greet your client and welcome him or her in a friendly manner
- Ask for and understand what the destination is clearly
- Make requests or convey special instructions if there are any to the clients clearly

### **Who should attend:**

All experienced and non-experienced taxi drivers, those who would like to be a driver in the future, drivers in any other field and any interested individuals.

Course:

## **English for hairdressers and other salon workers**

*Cater to a diverse range of customers both local and foreign*

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Course ID: NULCP00009  
Duration: 1 day (9:00 – 16:00)  
Course Designer: Dulshani M.

### **Course description:**

A hairdresser generally works in the commercial sector, offering a range of services and treatments to the hair for individual clients. Hairdressing also has an important therapeutic role in supporting individuals' self-esteem and confidence. This course guides you on using English language skills to cater to your valued clients. The course provides an introduction to terminology associated with hairdressing and other common salon work.

### **How you will benefit:**

- Learn some salon vocabulary for different hair treatments, equipment and products
- Opportunity to practice typical salon communication between salon staff and clients
- Increase your ability to cater to foreign clients
- Improve your self-value

### **What you will cover:**

- Recognize vocabulary for various types of treatments commonly offered in a hair salon
- Recognize and use vocabulary for some equipment or products commonly used in a hair salon which are also used in everyday life
- Use prompts to carry out simple dialogues at a salon
- Read, write and say prices
- Greet a client in a simple dialogue
- Make an appointment for a treatment

### **Who should attend:**

- All professional hairdressers, beauticians, and those who are still studying to become professionals in this field and looking forward to providing the best possible service for a wide range of clients, both local and foreign.

Course:

## **English for Export Professionals**

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Course ID: NULCP00010

Duration: 30 hrs.

Course Designer: D. Chantengco

English for Export Professionals training course will provide:

- More effective and persuasive representation of your organization
- Increased interpersonal skills
- Demonstrable competitive advantage when working internationally
- More effective liaison with your international colleagues
- Improved sales proposals using English

### **How you will benefit:**

The course provides substantial practice opportunities which include giving mini-lectures and leading seminars and tutorials. The key language skills and communication strategies you will learn in the course include:

- ways of emphasizing, highlighting and hedging
- enhanced understanding of different learning styles
- socialize and network more confidently
- work more effectively in a cross-cultural environment
- use an increased active vocabulary
- increased clarity in delivery
- speak with greater confidence, fluency and accuracy

### **What you will cover:**

As well as formal classroom teaching, study activities include role-play, case studies and simulations, video recording and language laboratory self-access study. The focus of the course is on practical and effective communication in:

- Meetings and discussions
- Negotiations
- Making presentations
- Telephoning
- Socializing and entertaining
- E-mail, fax, letter and report writing
- Cross-cultural awareness

### **Who should attend:**

- Exporters, importers, custom officials, and business owners.

Course:

# **English for Information and Communication Technology**

*Improve your career prospects with English*

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Course ID: NULCP00011

Duration: 12 hours

Course Designer: I.W.Amilya

## **Course Description:**

If you are a young professional, a student or a teacher working in the field of ICT, you can make use of this course in order to enhance your career and work prospects. This course aims to boost your confidence in using specific English terms and vocabulary related to the field of ICT.

## **How you will benefit:**

- Gain insightful knowledge into the basics of English vocabulary related to your field
- Acquire English vocabulary needed to increase your chances of making a good impression at work, school or university
- Learn useful tips and tricks to enhance your English skills needed to excel at work, school or university

## **What you will cover:**

- This course will cover essential language functions in ICT based on the book '*Professional English in use-ICT student's book*' by Esteras, S.R & Fabre, E.M
- Learning vocabulary: tips and techniques
- A typical PC
- Word building
- Typical language functions in ICT
- Describing technical processes
- Troubleshooting

## **Who should attend:**

Young professionals, students and teachers involved in the field of ICT should attend.

Course:

## **How to Understand what your Therapist Say: Mental Health Language**

*Learn the meaning behind the labels that your therapist/counselor/doctor /psychologist/ psychiatrist uses.*

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Course ID: NULCP00012  
Duration: 2 days (09.30- 15.30)  
Resource Person: V Balachandran

### **Course Description:**

Consumers hear a lot of jargons when they consult mental health practitioners in Thailand. However, consumers have difficulty understanding and acting on mental health information as they do not know the professional language. This seminar offers an opportunity to learn and understand the professional vocabulary, their meaning, and connotation.

### **What the course will cover:**

- The most frequently used words and phrases in mental health practice.
- How to understand the labels used during consultation.
- How to interpret your report.
- In addition to this, clients can also learn how to approach for help related to mental health concerns in Thailand.

### **How you will benefit:**

- Break down the barriers between the consumers and the mental health practitioners- approach them without being embarrassed or anxious.
- Learn to communicate your problems, and concerns with the professionals.
- Understand what your mental health practitioner is trying to say with ease.
- Comprehend the content of the reports with needed amount of skepticism.
- Help yourself and your loved ones to live healthy.

**BONUS:** Learn two Simple Relaxation Techniques that you can use anywhere!

### **Who should join:**

- Anyone who is interested in increasing their awareness on mental health.

Course:

## **English for Sports Training**

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Course ID: NULCP00013  
Duration: 30 hrs  
Course Designer: D. Chantengco

English for Sports Training is designed for sports enthusiasts. Learners will explore the world of sports focusing on sports terminology and concepts. This course is designed to introduce the students to the role of effective communication in the sport industry. The nature and function of communication will be examined in a variety of settings.

### **How you will benefit:**

- To improve general proficiency to access higher level courses.
- To improve English for everyday use in the field of sports.
- To learn common slang and idioms that are used when discussing sports, find out how to use verbs and collocations in the context of sports and learn how to answer conversation questions relating to this topic.

### **What you will cover:**

- Sports vocabulary
- Sports reading and analysis
- Presentation communication skills related to sports
- Role plays of different sports events
- Giving short presentations on sports topics
- Reading and discussion of sports events
- Vocabulary building exercises

### **Who should attend:**

- Participants include physical education teachers and lecturers, business owners, students and sports enthusiasts.

Course:

## **English for Real Estate Agents**

*Become the best real estate agent in town*

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Course ID: NULCP00014  
Duration: 12 hours  
Course Designer: Ms. V. Madugalle

### **Course Description:**

A professional real estate agent must know the right vocabulary to describe the property and give basic information. This course is designed to help its participants to communicate with English-speaking clients in their business field in a friendly and convincing manner. After completing this course you will be able to represent your company with style and sell more properties.

### **How you will benefit:**

- enhance the positive image of the company
- welcome English-speaking clients appropriately
- describe the object in idiomatically correct English
- write grammatically-correct, well-structured emails
- explain the main advantages of buying or renting

### **What you will cover:**

- How to welcome clients
- How to deal with clients on the phone
- Real estate vocabulary
- Designing office material
- Email writing basics
- Professionalizing phone-calls
- Work on personal interaction
- Professionalize interaction

### **Who should attend:**

- Employees of the real estate sector who have direct contact with customers and who intend to improve their knowledge of the English language.

Course:

## **Aim High with English for Aviation 1**

*Clearly and precisely express yourself without hesitation for the overall efficiency of your functions at work.*

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Course ID: NULCP00015

Duration: 15 hours

Course Designer: J Sareno

### **Course Description:**

The ability to express yourself in English is not only important but mandatory if you want to fly across many countries. In fact, this course is intended for those who need to comply with the requirements of the International Civil Aviation Organization on language proficiency skill. This course provides you an interactive discussions to ensure you meet the English requirements and be able to communicate effectively. You will be presented with various situations based on real workplace situations to improve your Aviation English skills.

### **How you will benefit:**

- Be familiarized with the different sequences of flight
- Handle regular and irregular operations and emergencies
- Apply Aviation English in everyday operational context
- Reduce stress by learning how to bridge language skills-gaps quickly
- Increase productivity by learning how to think in English rather than translate from one's mother tongue

### **What you will cover:**

- Get to the basics of air communication and non-routine situation
- Learn the appropriate phrases in handling Pre-flight situations and problems
- Express permission, obligation and prohibition pertaining to airport markings and airside vehicles
- How to say any particular weather problem has been solved
- Check and ask for different take-off alternatives
- Use prepositions of position in encountering air traffic
- Structure different phrases in saying how much, warnings, requests, time expressions and in giving reasons and practice saying those phrases

### **Who should attend:**

- Air Traffic Controllers and assistants or people involve in air-ground voice communications for international air operations.

Course:

## **Aim High with English for Aviation 2**

*Clearly and precisely express yourself without hesitation for the overall efficiency of your function/s at work.*

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Course ID: NULCP00016

Duration: 18 hours

Course Designer: J Sareno

### **Course Description:**

The ability to express yourself in English is not only important but mandatory if you want to fly across many countries. In fact, this course is intended for those who need to comply with the requirements of the International Civil Aviation Organization on language proficiency skill. This advanced course provides you an interactive discussions to ensure you meet the English requirements and be able to communicate effectively. You will be presented with various situations based on real workplace situations to improve your Aviation English skills.

### **How you will benefit:**

- Be familiarized with the different sequences of flight
- Handle regular and irregular operations and emergencies
- Apply Aviation English in everyday operational context
- Reduce stress by learning how to bridge language skills-gaps quickly
- Increase productivity by learning how to think in English rather than translate from one's mother tongue

### **What you will cover:**

- Compare things in different operational situations
- Talk about probability in unusual events and medical situations
- Learn about telling the time and numbers in calculating descent
- Explain changes in plans in cases of weather changes
- State cause and effect of an aircraft Approach and landing problems
- Structure a reported speech for various landing incidents
- Offer help and give advice and opinions in circuit joining and landing hazards
- Explain what happened and say what will happen in taxiing and getting to the gate

### **Who should attend:**

- Air Traffic Controllers and assistants or anyone using air-ground voice communications for international air operations.

Course:

## **English for Technical Presentation**

*Developing oral presentation skills for scientific and technical research findings*

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Course ID: NULCG00017  
Duration: 8 hours  
Course Designer: Rey M. Saluba

### **Course Description**

In this course, the participants will develop the oral presentation skills needed to present scientific and technical research findings in their specialist field. First, they will learn about the importance of presentations and the problems associated with them. Next, they will learn how to design a presentation by considering issues of audience, purpose, organization, flow, and style. Then, students will learn about popular delivery strategies and slide design techniques. They will conclude the section by studying ways to improve their delivery speed, stress, intonation, and pronunciation. During the course, the participants are expected to design and give a short five to ten minute oral presentation related to their research interests. Also, they will focus on the language needed during each part of the presentation (opening, outline, background, materials/methods, results, discussion, summary, and Q&A). By analyzing the language used in a model presentation, the attendees will learn many of the common features of presentation language and develop confidence to deliver their own presentations in English. They will also practice the target language through a series of short pair and group activities, and work toward a final presentation related to their research interests.

### **How will you benefit?**

After completing this course, the attendees will:

- Understand the importance of presentations and their inherent problems.
- Identify the audience, purpose, organization, flow, style, and delivery of presentations.
- Use natural-sounding linking phrases and expressions when navigating and explaining presentation content.
- Cite and reference presentation resources and data.
- Use popular presentation software packages.
- Design clear and attractive slides.
- Deliver a presentation from notes with comprehensible pronunciation.
- Control nerves and deliver a presentation with confidence and authority.
- Understand how to deal with questions from the audience.

### **What you will cover:**

The participants will learn:

- Overview of Oral Presentations; Importance of oral presentations; Types of oral presentations. Differences between Thai and English presentations
- Considerations when preparing an oral presentation - audience, purpose, organization, flow, style
- Guidelines for preparing presentations and completing evaluation reports
- Presentation Delivery: Presentation delivery approaches; Importance of visual aids and problems with using slides; Designing effective slides (PowerPoint tutorial); Speed, stress, intonation, and pronunciation
- Language of presentations: explaining the title, outline, and summary; explaining the background, problem, materials, methods, and processes; explaining and discussing data in the form of figures and tables; understanding and answering questions from the audience

### **Who should attend this course:**

This course is specifically designed for post-graduate and doctorate students, businessmen, business managers, business owners, sales representatives, sales managers, etc.

Course:

## **English for Massage Therapists**

*Effectively use the English language for better service and customer satisfaction*

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Course ID: NULCP00018

Duration: 12 hours

Course Designer: Dulshani M.

### **Course description:**

Today, people use many different types of massage therapy for a variety of health-related purposes. Thai massage, also called lazy man's yoga, has been used for healing purposes in Thailand for hundreds of years. Talking to the clients about symptoms, medical history and the desired results and providing guidance on various matters are imperative roles of any professional massage therapist. Reach out to a wide variety of clients by improving your English speaking ability through this course.

### **How you will benefit:**

- Understand the needs of your foreign clients better
- Speak with your clients well
- Offer your foreign clients valued advice about additional relaxation techniques to practice between sessions
- Develop confidence in yourself and build your self-esteem

### **What you will cover:**

- Identify and label different parts of the body in English
- Understand health and injury vocabulary in English
- Understand adjectives of pain and pressure, and verbs to use in context and guide a client through a massage therapy session
- Understand grammatical structures for asking questions, polite requests and giving recommendations and be able to apply this knowledge to the context of a massage therapy session
- Recommend different types of massages to clients in English based on their needs
- Practice simple dialogues through role-play and task based learning exercises

### **Who should attend:**

All professional and non-professional massage therapists working in public or private hospitals, spas and other massaging centers.

Course:

## **English for Secretaries I**

*A course to be effective and efficient secretaries*

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Course ID: NULCP00019

Duration: 20 hours

Course Designer: A. Cubalit

### **Course Description:**

Secretaries may be it be in a small or big companies require the ability to communicate effectively in English. In today's age, secretaries needed to be more sophisticated as they are on the front lines of the company. Secretaries are in charge of their boss' agenda, make arrangements, organize meetings, write communication letters, take minutes of the meeting, answer phone calls and others. This course will help you improve your communication skills in English to perform your role effectively and efficiently.

### **How you will benefit:**

- Understand the basics of debates
- Improve your English communication skills
- Build and develop your professional skills
- Increase knowledge of general as well as job related vocabulary
- Become aware of relevant areas of grammar and language structure
- Become more effective and efficient
- Develop accuracy in editing work and production of writing in professional pieces of work

### **What you will cover:**

- Part One: 20-hr session of General English for secretaries
- Basic speaking, listening, reading, and writing in the discipline
- Project work forms and course assessment

### **Who should attend:**

- Personal Assistants (PA), secretaries, and interested individuals who are planning to work as a secretary or personal assistant.

Course:

## **English for Secretaries II**

*A course to master your English Communication Skills*

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Course ID: NULCP00020  
Duration: 20 hours  
Course Designer: A. Cubalit

### **Course Description:**

This is an advance course for English for Secretaries. As we all know, secretaries are required to be able to communicate effectively in English. In today's age, secretaries needed to be more sophisticated as they are on the front lines of the company. Secretaries are in charge of their boss' agenda, make arrangements, organize meetings, write communication letters, take minutes of the meeting, answer phone calls and others. This course will help you master your communication skills in English to perform your role effectively and efficiently.

### **How you will benefit:**

- Master your English communication skills
- Develop and master your professional skills
- Advance knowledge of general as well as job-related vocabulary
- Master relevant areas of grammar and language structure
- Become more effective and efficient
- Master accuracy in editing work and production of writing in professional pieces of work

### **What you will cover:**

- Part Two: 20-hr session of Advanced English for secretaries
- Advanced speaking, listening, reading, and writing in the discipline
- Project work forms and course assessment

### **Who should attend:**

- Personal Assistants (PA), secretaries, and interested individuals who are planning to work as a secretary or personal assistant.

Course:

## **English for Doctors**

*Developing medical English knowledge and skills for interacting with patients and colleagues*

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Course ID: NULCP00021

Duration: 30 hours

Course Designer: R.M. Saluba

### **Course Description**

Communicating accurately and effectively is critical to the safety, care and well-being of patients. This course covers English lessons that enable international doctors to deliver outstanding levels of practice and care, build strong relationships with patients and colleagues, and lead and participate in successful health care teams.

### **How will you benefit?**

For doctors with an upper-intermediate or advanced level of English, taking this course will:

- Develop their Medical English knowledge and skills
- Enable them to communicate with accuracy and confidence
- Prepare them to work in an English-speaking healthcare environment
- Improve the vocabulary and speaking skills of medical doctors

### **What you will cover:**

During the English course, the participants will learn:

- Introducing yourself to patients
- Patient admission
- Interviewing a patient
- Talking about pain
- Examining a patient
- Explaining test results
- Explaining treatments
- Taking observations
- Past medical history
- Discussing surgery
- Post-operative care
- Oncology and end-of-life care

### **Who should attend this course:**

- This intensive, high-level course is specifically designed to improve the Medical English and practical communication skills of international doctors who work or study in an English speaking environment.

Course:

## **Medical English**

*Improve your career prospects with English*

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Course ID: NULCP00022

Duration: 12 hours

Course Designer: I.W.Amilya

### **Course Description:**

If you are a young medical professional at the beginning of your career, you can make use of this course in order to enhance your career prospects. This course aims to boost your confidence in spoken English using diverse work-related situations by enabling you to practice your language skills with the aid of real life medical scenarios.

### **How you will benefit:**

- Gain insightful knowledge into the basics of English vocabulary related to your career
- Acquire the English skills needed to increase your chances of making a good impression at work among your patients and colleagues
- Learn useful tips and tricks to enhance your spoken English at work

### **What you will cover:**

- This course covers topics based on the book '*Professional English in use-Medicine*' by Glendinning, E.H & Howard, R
- Basics- health and sickness
- Taking medical history of patients
- Examining a patient
- Explaining diagnosis and management
- Discussing treatment
- Giving bad news

### **Who should attend:**

- Young medical professionals in their early 20s and 30s who are at the threshold of their careers should attend.

Course:

## **English for Nurses 1**

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Course ID: NULCP00023  
Course Designer: P.A. Amrung  
Duration: 30 hrs.

### **Course Description:**

The purposes of this series of 4 courses are to improve communication skills at work and English language knowledge in key areas of nursing. On the audio you hear people in the kind of healthcare situations that you encounter as a nurse, for example, admitting a patient, explaining procedures, discussing lifestyle changes, and making referral, In addition, online activities focusing on advances in technology to keep up-to-date with the latest medical equipment are provided. Textbook: Allum, V. and McGarr,P. *Cambridge English for nurses*.

### **How you will benefit:**

- Discussion of the nursing topic
- Listening activities reflecting everyday nursing scenarios
- A focus on communication, for example, showing empathy
- A medical focus, for example, using IV infusion equipment
- Charting and documentation-medical forms and how to use them

### **What you will cover:**

- Admitting Patients
  - Welcoming a patient on admission
  - Checking a patient's identity (ID) bracelet
  - Describing a parts of the body
  - Using equipment to take patient observation
  - Giving instructions to a patient
  - Taking and recording patient observations
- Caring for patient after operation
  - Caring in recovery
  - Returning a patient to the ward
  - Talking about pain
  - Checking an IV prescription
  - Using IV infusion equipment

### **Who should attend:**

- Head nurses, registered nurses, nurse aids and other healthcare professionals.

Course:

## **English for Nurses 2**

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Course ID: NULCP00024  
Course Designer: P.A. Amrung  
Duration: 30 hrs.

### **Course Description:**

As in “English for Nurses 1.”

### **How will you benefit.**

- As in “ English for Nurses 1 ”

### **What you will cover:**

- Caring for terminal ill patients.
  - Talking about feelings
  - Showing empathy
  - Discussing pain relief
  - Using palliative Care Pair Assessment
  - Telephone skills: managing a patient’s inquiry
  - Using patient information leaflets
- The District nurse
  - Describing your nurse role
  - Describing wounds
  - Helping a patient with Activities of Daily Living (ADLS )
  - Managing embarrassing moments
  - Using a District Nurse Prescription Sheet
  - Reading medical labels

### **Who should attend;**

As in “English for Nurses1”

Course:

## **English for Nurses 3**

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Course ID: NULCP00025  
Course Designer: P.A. Amrung  
Duration: 30 hrs.

### **Course Description:**

- As in “English for Nurses1”

### **How you will benefit:**

- As in “English for Nurses1”

### **What will you cover:**

- Helping patients with rehabilitation
  - Discussing a patient’s progress
  - Helping patients with meals
  - Explaining safe swallowing
  - Reassuring a patient before an unpleasant procedure
  - Using a food chart
  - Telephone skill: making a referral
- Mobilizing patient
  - Helping a patient with mobility aids
  - Getting a patient out of bed
  - Using a slide sheet
  - Using a hoist
  - Completing Moving and Handling Assessment

### **Who should attend**

- As in “English for Nurses1”

Course:

## **English for Nurse 4**

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Course ID: NULCP00026

Course Designer: P.A. Amrung

Duration: 30 hrs.

### **Course Description:**

- As in “English for Nurses 1”

### **How you will benefit:**

- As in “English for Nurses”

### **What will you cover:**

- Medical Imaging
  - Describing medical imaging equipment
  - Completing an X-ray Contrast Consent Form
  - Preparing a patient for Radiology
  - Telephone skills making an appointment
  - Giving directions in the hospital
- Helping patients with diabetes management:
  - Doing blood sugar test
  - Asking a patient for contest
  - Describing blood glucose levels
  - Completing a Personal Diabetes Care Plan
  - Talking about lifestyle and diabetes
  - Explaining how to use an insulin pen

### **Who should attend:**

- As in “English for Nurses 1”

Course:

## **English for Nurses and Hospital Staff**

*To equip nurses and hospital staff with communicative English for servicing patients.*

---

Course ID: NULCP00027

Duration: 8 hours

Course Designer: K. Gunda

### **Course Description:**

Medical Tourism is a vital source of employment and livelihood for developing countries. Since more foreign clients and patients seek medical and aesthetic treatments in Thailand because of the quality of procedures as well as the relative affordability than in their own countries, it is therefore imperative that nurses and hospital staff be equipped with the necessary communicative English skills needed to transact, deal and treat these patients and clients. The goal is to improve nurses and hospital staff's ability to use English in their job and to familiarize them with scenarios that they might encounter in their daily routine.

### **How will you benefit:**

- Get familiar with the common scenarios in hospital and clinical setting
- Develop communicative skills in English
- Improve customer service in their workplace
- Use appropriate empathy and tact in dealing with patients and clients

### **What you will cover:**

#### **Developing Communicative Skills in English**

- Know the proper greetings in English
- Learn the words in English regarding hospitals and treatments
- Know how to build rapport with patients and clients
- Understand patients enquiries and services needed

#### **Common Scenarios in Hospitals and Clinics**

- Know the services provided by the hospital and clinic
- Understand the patients' concern and provide the appropriate treatment
- Making the patients and clients comfortable with empathy and tactfulness
- Establishing rapport with family and friends of the patient

#### **Learn How to Communicate with Insurance Providers**

- Know the ways how to communicate effectively with insurance providers
- Dealing with sensitive personal information from the patients and clients
- Use English in sending out emails and making calls
- Know how to deal with hardship and financial situations

### **Who should attend:**

- Nurses and hospital or clinical staff

Course:

## **English for Legal Professionals**

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Course ID: NULCP00028

Duration: 30 hrs.

Course Designer: D. Chantengco

English for Legal Professionals is designed for beginners to intermediate level English speakers interested in improving their English language skills for success in legal-oriented careers. The course also gives participants the opportunity to extend and activate their legal vocabulary in English; to increase fluency and confidence in using English in professional contexts; and enables participants to prioritize their own language learning needs with a view to continued English language development after the course.

### **How you will benefit:**

- Lectures, discussions and optional informal activities enable participants to improve their command of English legal terminology.
- Invaluable networking opportunities for participants.
- Improving your English language skills in a variety of legal contexts.
- Benchmarking your knowledge with other legal professionals.
- Improving the skill and speed at which you read legal documents.
- Discussing case studies and presenting cases in English to be more persuasive and effective.
- Building on your skills in drafting legal letters, contracts and reports in English.
- Fast tracking the development in your overall language ability.

### **What you will cover:**

- Legal vocabulary, Legal reading and analysis and Legal writing
- Presentation communication skills / Workplace vocabulary
- Role plays of meetings and negotiations and Giving short presentations on legal topics
- Reading and discussion of legal text, including case reports and Vocabulary building exercises

### **Who should attend:**

- Participants include solicitors, barristers, court personnel, legal secretaries, law enforcement personnel, judges, pre-LL.M. students, business professionals, and any person dealing with law and order.

Course:

## **English for Policemen and Law Enforcement**

*Analyzing the changing policing responses to public order and understanding the social context of policing*

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Course ID: NULCP00025  
Duration: 30 hours  
Course Designer: R. M. Saluba

### **Course Description**

The course explores the relationship between the police, the judicial system and policy makers in Thailand. Participants will learn the history of the police force in the kingdom and the developments that have formed the Thai Police into what it is today. Topics covered will include corruption, race relations, policing major demonstrations and riots and the impact of government policy on policing. Students will explore the politics behind the decisions and the framework of the law.

### **How will you benefit?**

At the end of this course, the participants will be able to:

- Explain how the institution of the Thai Police was established and has evolved within the wider context of national governance
- Identify some of the key public order issues that have been experienced in Thailand over the years
- Analyze the changing policing responses to specific challenges to public order and to wider shifts in the social context for policing
- Discuss these issues in depth and demonstrate the policemen's understanding through written and oral presentation of their ideas.

### **What you will cover:**

During the English course, the participants will be provided with materials and activities to enable them to understand:

- Policing the public realm: anti-social behavior and the privatization of public spaces
- The idea of security and safety
- Community policing and partnerships
- Disorder on Thai streets
- From public police force to policing by consensus and the fraying of the consensus
- From a police force to a police service

### **Who should attend this course:**

- This course is designed for policemen, with the special needs of the law enforcement professionals in mind. It is suitable for policemen and other law enforcers who want to bring their English skills to the next level.

Course:

## **English for HR Professionals**

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Course ID: NULCP00030

Duration: 30 hours

Course Designer: D. Chantengco

This course provides HR professionals with the key English language skills they need in human resources and labor law. It includes practice in language appropriate for interviewing applicants for jobs, conducting appraisal interviews, participating in discussions on HR issues, travelling abroad for fact-finding visits and to conferences, receiving visitors, socializing, telephoning, understanding written materials and producing written English as well as awareness of cross-cultural issues. Formal and informal contexts are included.

### **How you will benefit:**

- To communicate more fluently and effectively in a range of professional situations
- To use a greater range of professional and work-related vocabulary
- To socialize more confidently to build relationships
- To handle written communication more effectively
- To use the telephone for effective communication
- To work more successfully in a cross-cultural environment

### **What you will cover:**

The course is designed to develop the participants' language and communication skills in a range of professional contexts. The course focuses on active speaking and writing skills and communication strategies. In order to provide a framework for the course, topic areas may include:

- recruitment
- training, motivation and rewards
- redundancies and settlements
- organization and leadership
- insurance and pensions
- working abroad
- managing change
- social welfare
- labor law
- national and international labor market

### **Who should attend:**

- Participants in Consultants, managers, HR professionals, trainers and Educators, counselors, etc.

Course:

## English for Engineer 1

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Course ID: NULCP00031  
Course Designer: P.A. Amrung  
Duration: 30 hrs.

### Course Description:

The course covers high priority language that is functional in any type of engineering (Civil, environmental, mechanical, etc.) Focus is on skills such as drawings, explaining technical problems and discussing dimensions, vectors and precision. This first course covers 3 units from the textbook: Day, J. (Ed.) *Cambridge English for Engineering*.

### How you will benefit:

- Describing technical functions and applications.
- Explaining how technology works.
- Emphasising technical advantages.
- Simplifying and illustrating technical explanations.
- Describing specific materials.
- Specifying and describing properties.
- Discussing quality issues.
- Describing component shapes and features.
- Explaining and assessing manufacturing techniques.
- Explaining jointing and fixing techniques.
- Describing positions of assembled components.

### What you will cover:

- Technology in use.
- Materials technology.
- Components and assemblies.

### Who should attend:

- Engineers, engineering technicians or technical managers and consultants to improve professional communication skills of English.

Course:

## English for Engineer 2

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Course ID: NULCP00032  
Course Designer: P.A. Amrung  
Duration: 30 hrs.

### Course Description:

The same as NULCP 0006. This is the second course in the Engineering. Series, covering Unit 4 to 6 in the textbook: Day, J. (Ed). *Cambridge English for Engineering*.

### How you will benefit:

- Working with drawings
- Discussing dimensions and precision
- Describing design phases and procedures
- Resolving design problems
- Describing types of technical problem
- Assessing and interpreting faults
- Describing the causes of faults
- Discussing repairs and maintenance
- Discussing technical requirements
- Suggesting feasibility
- Assessing feasibility
- Describing improvements and redesigns

### What you will cover:

- Engineering Design
- Breaking Point
- Technical Development

### Who should attend:

- Engineers, engineering technicians or technical managers and consultants, who wish to improve professional communication skills of English.

Course:

## **English for Engineer 3**

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Course ID: NULCP00033  
Course Designer: P.A. Amrung  
Duration: 30 hrs.

### **Course Description:**

The same as NULC P0006. This is the third course in the Engineering Series, cover units 7 to 9 in the textbook: Day, J. (Ed.) Cambridge English for Engineering.

### **How you will benefit:**

- Describing health and safety precautions
- Emphasising the importance of precautions
- Discussing regulations and standards
- Working with written instructions and notices
- Describing automated system
- Referring to measurable parameters
- Discussing readings and trends
- Giving approximate figures
- Explaining tests and experiments
- Exchanging views on predictions and theories
- Comparing results with expectations
- Discussing causes and effects

### **What will you cover:**

- Procedures and Precautions
- Monitoring and Control
- Theory and Practice

### **Who should attend:**

- Engineers, engineering technicians or technical managers and consultants, who wish to improve professional communication skill of English.

Course:

## English for Engineer 4

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Course ID: NULCP00034  
Course Designer: P.A. Amrung  
Duration: 30 hrs.

### Course Description:

The same as NULCP 0006. This is the last course in the Engineering Series, covering unit 10 in the textbook: Day, J. (Ed.) *Cambridge English for Engineering*. Additionally, Each participant will write one's individual future plan in their career, including an up-to-date resume with consultations.

### How you will benefit:

- Discussing performance and suitability
- Describing physical forces
- Discussing relative performance
- Describing capabilities and limitations
- Putting together a working resume

### What you will cover:

- Pushing the boundaries
- Projecting a successful future through effective planning
- Resume writing

### Who should attend:

- Engineers, engineering technicians or technical managers and consultants, who wish to improve professional communication skill of English.#

Course:

## **English for Fine Arts & Performing Arts**

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Course ID: NULCP00035  
Duration: 30 hours  
Course Designer: V. Balachandran

The English for Performing Arts provides a combination of lessons for studies in music, film, the visual arts, drama and performing arts. The course will guide you from working with the written word to the spoken word with increased confidence and fluency. Find your English voice by embracing the different tones, colors, textures, and rhythms of the language!

### **How you will benefit:**

- Improve your English language by progressing from shorter to longer written pieces; from dialogues to storytelling; and from imagination to production.
- Improve your self confidence in public speaking so that you can take your art and introduce it to the public.

### **What you will cover:**

- English for fine arts- painting, sculpture, and music
- English for performing arts- film, theatre and dance
- Differences between the British and American English in the field
- Develop your English through the task of creating and producing
- Explore the creative side of English through dramatic role-play, storytelling, music, poetry and drawing.

### **Who should attend:**

- Anyone seeking to advance their basic English who may be following studies in Fine Arts, Performing Arts or any other course of study in which Fine Arts form a part.

Course:

## **English for IT professionals**

*Learn basic English and communicate better*

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Course ID: NULCP00036  
Duration: 2 days (9.00-17.00)  
Course Designer: Dulshani M.

### **Course description:**

Globalization has resulted in increased demands on IT managers and their departments to communicate simply and clearly in English. Moreover, as IT managers move beyond technology management and expand into the business of IT, they must now be able to communicate convincingly on strategy, marketing, staffing, suppliers, service portfolio and investment. Our course aims to provide the necessary background knowledge in the English language to make your work more successful.

### **How you will benefit:**

- Emphasize your role within the organization more effectively
- Speak more accurately and fluently
- Participate more successfully in meetings
- Gain better comprehension skills
- Expand your range of IT-specific and professional vocabulary
- Improve your understanding of grammar
- Socialize and network with greater confidence
- Speak more clearly with better pronunciation
- Work successfully in a cross-cultural environment

### **What you will cover:**

Use the English language to,

- simplify complex technical language and communicate your key message to non-specialists
- compare and contrast multiple technologies while emphasizing their relative advantages and disadvantages
- identify technical problems and evaluating options
- give advice on and present innovative solutions clearly
- mentor your team members and build team rapport
- give instructions to your team
- ask targeted questions to get the exact information you need
- describe technical processes

### **Who should attend:**

Professionals in the field of Information Technology and related areas and students of IT and computer science who want to improve their knowledge of English in the relevant field.

Course:

## **Sure Success in Banking through English**

*Build solid background and use financial terms in English efficiently*

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Course ID: NULCP00037  
Duration: 20 hours  
Course Designer: J Sareno

### **Course Description:**

As English is the primary communication tool in today's world, almost all industries need to keep up to guarantee success through employees, managers and supervisors' ability to communicate with confidence and effectively. The main aim of this course is, therefore, to provide a tailor made course for people in this field to be proficient conversationalist in English. This course is for both specialists and non-specialists who need to improve their communication skills in English.

### **How you will benefit:**

- Cover key facts and concepts from the discipline
- Provide you a flying start when you meet the same points in your faculty of work
- Enable you to get the most out of lectures and written texts
- Present skills required to take part in seminars and tutorials
- Produce written outputs in English such as essay assignments
- Practice using terms in a range of communication activities
- Develop and practice language around specific topics related to finance

### **What you will cover:**

- Learn about the different vocabulary skills such as word-building, use of affixes, use of synonyms and paraphrasing
- Understand about the different types of banks and their ownership
- Develop your knowledge of finance concepts such as financial planning, company finance, etc.
- Enhance your communication skills for discussing financial strategies, presenting financial policy and the like
- Increase your knowledge of financial terms around important areas like costs, budgets, profitability etc.

### **Who should attend:**

- All finance specialists or specialists from other areas who need to develop their financial English.

Course:

# English for Scientists 1

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Course ID: NULCP00038  
Course Designer: P.A. Amrung  
Duration: 30 hrs.

## Course Description

Textbook selected is “Armor, J. *Cambridge English for Scientists*. The objective at this Scientist English series is to improve your professional communication skills for those in the field of sciences, whether students or professionals. As in the framework of the textbook chosen, each unit allow you to practice in carrying out the most common communication tasks in English.

## How you will benefit

- Situation-based activities so you can practice the language and skills you have learned in realistic contexts
- Engaging topics based on examples of published scientific research
- Realistic listening activities so you can learn the language you need to participate in meetings and discussions with colleagues and supervisors
- Relevant vocabulary presented and practiced in professional contexts
- Common glossary of words and phrases, including audioscripts are available from the textbook and will be trained by the teacher in class.

## What you will cover:

- Getting started in research
  - Planning a career in science
  - Applying for research funding
  - Writing up a resume or CV
  - Preparing for an interview
- The scientific community
  - Communicating with scientific communities
  - Writing a critical review
  - Completing a Material Transfer Agreement
- Finding a director in your research
  - Doing a literature review
  - Using evidence in arguing a point
  - Taking part in a meeting

## Who should attend:

- Students and researchers in all areas of Sciences and Science Education

Course:

## English for Scientist 2

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Course ID: NULCP00039

Course Designer: P.A. Amrung

Duration: 30 hrs.

### **Course Description:**

As in “ English for Scientist 1 ”

### **How you will benefit:**

As in “ English for Scientist 1 ”

### **How will you cover:**

- Designing an experiment
  - Describing approaches to data collection
  - Designing an experiment set-up
  - Describing material phenomena and forces
  - Making prediction predictions of experimental results
  
- Describing a process
  - Describing a process
  - Evaluating the results of an experiment
  - Describing problems with an experiment
  - Keeping a lab notebook
  
- Writing up research: materials and methods
  - Describing states and processes
  - Describing data: numbers/numerical values

Course:

## **English for Scientist 3**

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Course ID: NULCP00040  
Course Designer: P.A. Amrung  
Duration: 30 hrs.

### **Course Description:**

As in “ English for Scientist 1 ”

### **How will you benefit:**

As in “ English for Scientist 1 ”

### **How you will cover:**

- Writing up research2: presenting data
  - Analyzing data (Statistical analysis)
  - Summarizing data in visual form
  - Writing captions for figures
  - Describing visual data
- Writing up research3: results and discussion
  - Writing the introduction
  - Writing the abstract
  - Giving a title to your paper
  - Contacting journals

### **Who should attend:**

Student and researchers in all areas of Sciences and Science Education.

# English for Scientist 4

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Course ID: NULCP00041  
Course Designer: P.A. Amrung  
Duration: 30 hrs

## **Course Description:**

As in “ English for Scientist 1 ”

## **How will you benefit:**

As in “ English for Scientist 1 ”

## **How you will cover:**

- Presenting researches at a conference
- Giving a paper at a conference
- Helping an audience understand the organization of a presentation
- Socializing at a conference
- Organizing a poster
- Presenting a poster
- Summarizing the content of a poster

## **Who should attend:**

Student and researchers in all areas of Sciences and Science Education.