



LCCI International Qualifications **EFT (ENGLISH FOR TOURISM) ONE-DAY WORKSHOP**

Program Aims

The aims of the EFT One-day Workshop is to introduce new EFT Extended Syllabi, exam components and the support material of the LCCI International Qualification EFT exams, along with the practical experience necessary to incorporate EFT syllabi into the existing didactical programs or to plan courses.

Introduction

The following programme involves the topics of discussion, their supportive ideas and activities. The programme is organised into two parts with each section dedicated to the introduction and development of competencies in the following elements of the London Chamber of Commerce and Industry International Qualifications English for Tourism exams:

- Part 1 – Written English for Tourism Examination
- Part 2 – Spoken English for Tourism Examination

Each section includes an activity to provide competencies in both the delivery of information and the organization of examinations:

- **Part 1** – “Business Communication – Report Writing”
- **Part 2** – “Speaking Simulation”

Programme material

The material to be used in the programme is as follows:

1. WEFT Level 1 & 2 Syllabi
2. WEFT Level 1 & 2 Sample Paper
3. WEFT Level 1 & 2 Model Answers
4. WEFT Level 1 & 2 Syllabi
5. SEFT Level 1 & 2 Sample Paper

Part 1 – (2 hours)

1. Introduction to the workshop
 - 1.1. Professional introductions
 - 1.2. Explain event program
 - 1.3. Explain event activities
2. Practical necessity for business English
 - 2.1. A must in the modern business environment
 - 2.2. Goal oriented learning
 - 2.3. General English competences through specialized vocabulary
3. Dual purpose: preparation for practical tasks/certification
 - 3.1. Linguistic competences + language applied to specific purposes
 - 3.2. Examination/certification
4. Introduce support material
 - 4.1. Extended Syllabi
 - 4.2. Past Papers
 - 4.3. Model Answers
5. Introduction to the new EFT examinations
 - 5.1. Covering all four skills
 - 5.2. Better response to university and employer requirements
 - 5.3. Practical tourism industry related tasks, i.e.
 - 5.3.1. Business communications (business letters, memos, faxes)
 - 5.3.2. Promotional literature (brochures, leaflets, advertisements)
 - 5.3.3. Reports
 - 5.3.4. Tour commentaries and itinerary planning
 - 5.3.5. Lists and structured notes
 - 5.3.6. Calculations, etc.
 - 5.4. Aligned to the CEF
6. Introduce Written English for Tourism Test
 - 6.1. WEFT Levels 1, 2 examination format and syllabus topics
 - 6.2. Review WEFT Grades and Mark Allocation
 - 6.3. Review Guided learning hours
7. Introduce WEFT Level 2 Past Paper
 - 7.1. As review material
 - 7.2. As examination simulation
 - 7.3. Read through WEFT Level 2 Past Paper
8. "Business communication – Report Writing"
 - 8.1. Key point skills for business communication
 - 8.2. Report Writing – Layout
 - 8.3. Assign situation and task – Writing a report

9. Introduce WEFT Level 2 Model Answers as a didactical tool
 - 9.1. Information identification and analysis
 - 9.2. As self-correction material
 - 9.3. As guidance on how to best answer the questions
10. Questions and Answer session

-----**BREAK**-----

Part 2 – (2 hours)

11. Introduce Spoken English for Tourism Test
 - 11.1. Introduce SEFT topics
 - 11.2. SEFT Test format
 - 11.3. Review SEFT Grades and Assessment Criteria
 - 11.4. Review Marking Descriptors
12. Introduce SEFT Level 2 Sample Test – Speaking
 - 12.1. Review Speaking Test specifications and formats
 - 12.2. Introduce Speaking Topics
 - 12.3. Information Sheet for Test Facilitator
 - 12.4. Topic Sheets (candidate copy)
 - 12.4.1. instructions for the candidate
 - 12.4.2. the topic for conversation
 - 12.4.3. questions and suggestions for the framework of the conversation
 - 12.5. Topic Sheets (Test Facilitators copy)
 - 12.5.1. candidate instructions
 - 12.5.2. the topic for conversation during the test
 - 12.5.3. questions and suggestions for the framework of the conversation
 - 12.5.4. background notes for test facilitator
 - 12.6. Group participants into pairs – examiner and examinee – simulate exam
 - 12.7. Change partners/roles – simulate exam
 - 12.8. Elicit examination reports from participants/Mark sheet
13. Introduce SEFT Level 2 Sample Test – Role play
 - 13.1. Introduce Role play specifications and formats
 - 13.2. Introduce roles and contexts
 - 13.3. Role play instructions and candidate cue card
 - 13.4. Role play instructions and examiner cue card
 - 13.5. Guided dialogue/suggested role-play dialogue
 - 13.6. Group participants into pairs – examiner and examinee – simulate exam
 - 13.7. Change partners/roles – simulate exam
 - 13.8. Elicit examination reports from participants/Mark sheet
14. Conclusion
 - 14.1. Question & Answer session
 - 14.2. Provide access to further information and support
 - 14.3. Salutations