

# English classes

Tutor Resources for the AMEP

Learning English  
Post-beginner

## **Tutor Resources for the AMEP**

### **© Commonwealth of Australia 2011**

This work is copyright. You may download, display, print and reproduce this material in unaltered form only (retaining this notice) for your personal, non-commercial use or use within your organisation. Apart from any use as permitted under the Copyright Act 1968, all other rights are reserved.

Requests for further authorisation should be directed to the:

Commonwealth Copyright Administration

Copyright Law Branch

Attorney-General's Department

Robert Garran Offices

National Circuit

Barton ACT 2600

Fax: 02 6250 5989

Email: [commonwealth.copyright@ag.gov.au](mailto:commonwealth.copyright@ag.gov.au)

### **Disclaimer**

While the Department of Education and Training and its contributors have attempted to ensure the material in this booklet is accurate at the time of release, the booklet contains material on a range of matters that are subject to regular change. No liability for negligence or otherwise is assumed by the department or its contributors should anyone suffer a loss or damage as a result of relying on the information provided in this booklet.

References to external websites are provided for the reader's convenience and do not constitute endorsement of the information at those sites or any associated organisation, product or service. The Department of Education and Training accepts no responsibility for the accuracy, completeness or currency of material contained on any external website that is referred to in this booklet.

### **Acknowledgements**

The Adult Migrant English Program (AMEP) is funded by the Australian Government Department of Education and Training. Nationally, AMEP Distance/e-learning is delivered through the AMEP FLN Consortium.

### **Images**

Images reproduced with permission from AMES.

Theme: Learning English

Topic: English classes

Task	Language focus	Learning activities	Resources
1. Can make enquiries about English classes	<p><b>Vocabulary</b> evening, full- time, part- time, distance learning, eligible, passport, visa, brochure, depends</p> <p><b>Structure</b> How can I help you? <i>I'd like</i> ____. <i>Could you tell me</i> ____?</p>	Role play making an enquiry	Worksheet 1: Asking for information dialogue
2. Can read information about English classes	<p><b>Vocabulary</b> options, full-time, part-time, one-to-one, volunteer tutor, eligible, appointment, counsellor, office hours, attend</p>	Answer questions about a brochure	Worksheet 2: A brochure Authentic information brochures
3. Can telephone for information about English classes	<p><b>Vocabulary</b> community, appointment, counsellor</p> <p><b>Structure</b> It's ____ speaking. I'm phoning about ____. Can you give me some information about ____? It depends ____.</p>	Role play making a telephone enquiry	Worksheet 3: Phone enquiry dialogue

**Theme:** Learning English

**Topic:** English classes

### Making enquiries

**Task 1:** Can make enquiries about English classes

**Vocabulary:** evening, full- time, part- time, distance learning, eligible, passport, visa, brochure, depends

**Language structure:** How can I help you? *I'd like* \_\_\_\_ . *Could you tell me* \_\_\_\_ ?

#### Activity instructions

##### *Role play making an enquiry*

📄 Worksheet 1: Asking for information dialogue

Discuss the picture on the worksheet. Ask questions: Who are the people in the picture?

Where are they?

What would he say?

Have you ever asked for information at a reception desk?

Read the dialogue together. Explain any new vocabulary or structures.

Reverse roles and read again.

Read the dialogue together. This time change where the conversation is taking place and enquire about different types of information, e.g. tourist information.

Practise role playing without a script.

**Task 2:** Can read information about English classes

**Vocabulary:** options, full-time, part-time, one-to-one, volunteer tutor, eligible, appointment, counsellor, office hours, attend

#### Preparation

Find and bring to the session any authentic brochures from a local English school or any information brochures.

#### Activity instructions

##### *Read a brochure for information*

📄 Worksheet 2: A brochure

Learner reads the brochure on the worksheet. Explain any new vocabulary or ask learner to look up meanings in their dictionary.

Learner reads and answers the questions about the brochure.

📄 Authentic information brochures

Look at authentic information brochures together and discuss.

Ask learner to locate specific information in the brochures.

<b>Task 3:</b>	Can telephone for information about English classes
<b>Vocabulary:</b>	community, appointment, counsellor
<b>Language</b>	It's ___ speaking.
<b>structure:</b>	I'm phoning about ____. Can you give me some information about ____? It depends ____.

**Activity instructions**

*Role play making a telephone enquiry*

📄 Worksheet 3: Phone enquiry dialogue

Discuss using the phone. Ask questions: Have you ever used the phone to ask for information?

What did you ask about?

What did you say?

What did the other person say?

Was it difficult?

Read the dialogue together. Explain any new vocabulary or structures.

Reverse roles and read again.

Read the dialogue together. This time enquire about different types of information, e.g. cinema screening times.

Practise role play without looking at each other to simulate an authentic phone conversation.

Practise role playing without a script.

## Worksheet 1: Asking for information dialogue



*Read the dialogue.*

- Receptionist:** Hello, how can I help you?
- David:** Hi, I'd like some information about English classes.
- Receptionist:** Yes, what would you like to know?
- David:** Could you tell me what days and times the classes are on?
- Receptionist:** Well, we have lots of different classes. You can study full-time during the day. That's five days a week or...
- David:** Oh no, I can't study every day. I work part-time.
- Receptionist:** Well, maybe you'd like an evening class. That's two nights a week, Tuesday and Thursday.
- David:** That sounds OK.
- Receptionist:** Or, you could do distance learning.
- David:** What's that?
- Receptionist:** That's when you learn English at home with books, CDs and DVDs.
- David:** So, I would be learning by myself?
- Receptionist:** No, not really. A teacher helps you. Your teacher checks your work and talks to you regularly.
- David:** Oh, I see. Does it cost anything?
- Receptionist:** It depends on your visa. I would need to see your passport and visa to see if you are eligible for free classes.
- David:** I'm sorry I don't have my passport with me.

**Receptionist:** That's ok. You can bring it in another time. Here's a brochure you can take with you. Read the information and if you have any more questions just call us. The phone number is at the bottom.

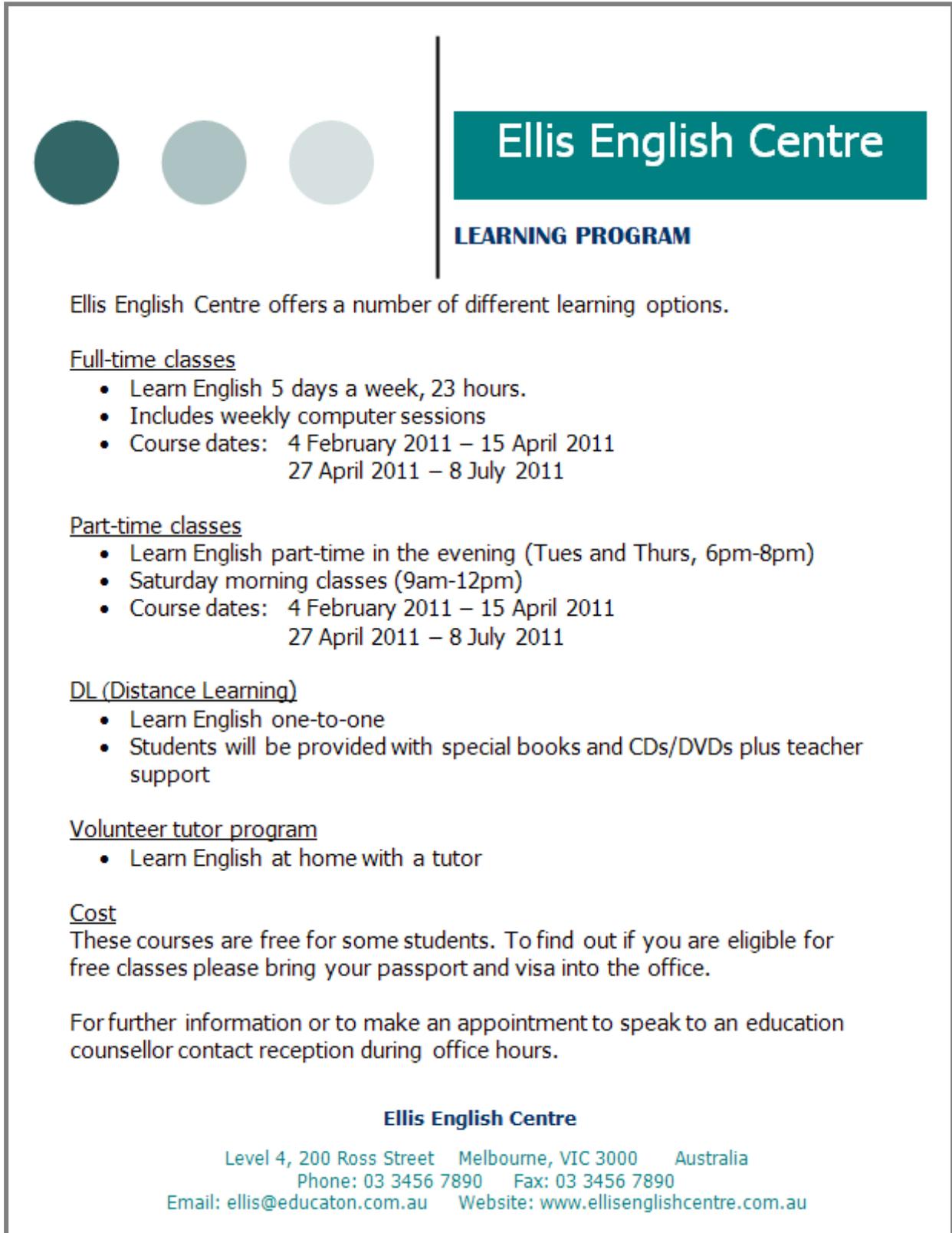
**David** OK. Thank you very much.

**Receptionist:** No problem. Have a nice day.

**David** Thanks. Bye.

## Worksheet 2: A brochure

Read the brochure and answer the questions.



**Ellis English Centre**  
**LEARNING PROGRAM**

Ellis English Centre offers a number of different learning options.

Full-time classes

- Learn English 5 days a week, 23 hours.
- Includes weekly computer sessions
- Course dates: 4 February 2011 – 15 April 2011  
27 April 2011 – 8 July 2011

Part-time classes

- Learn English part-time in the evening (Tues and Thurs, 6pm-8pm)
- Saturday morning classes (9am-12pm)
- Course dates: 4 February 2011 – 15 April 2011  
27 April 2011 – 8 July 2011

DL (Distance Learning)

- Learn English one-to-one
- Students will be provided with special books and CDs/DVDs plus teacher support

Volunteer tutor program

- Learn English at home with a tutor

Cost  
These courses are free for some students. To find out if you are eligible for free classes please bring your passport and visa into the office.

For further information or to make an appointment to speak to an education counsellor contact reception during office hours.

**Ellis English Centre**  
Level 4, 200 Ross Street Melbourne, VIC 3000 Australia  
Phone: 03 3456 7890 Fax: 03 3456 7890  
Email: [ellis@educaton.com.au](mailto:ellis@educaton.com.au) Website: [www.ellisenglishcentre.com.au](http://www.ellisenglishcentre.com.au)

1. What is the name of the centre?

---

2. If you choose to do a full-time class, how many hours a week do you need to attend?

---

3. What days and times can you study in the evening?

---

4. Does the centre have classes on the weekend?

---

5. What do you need to take with you when you go to the office?

---

6. What do you need to do if you want to speak to an education counsellor?

---

7. What number do you phone the centre on?

---

## Worksheet 3: Phone enquiry dialogue

*Read the dialogue.*

- Receptionist:** Good morning, Ellis English Centre. Maria speaking.
- David:** Hello, it's David speaking. I'm phoning about learning English.
- Receptionist:** Yes David, how can I help you?
- David:** Well, when I was in the centre yesterday I got a brochure about the different programs.
- Receptionist:** Yes.
- David:** And on the brochure it says you can have a volunteer tutor. Can you give me some more information about that please?
- Receptionist:** Yes, sure. A volunteer tutor is someone who comes to your house and helps you with English.
- David:** Is it a teacher?
- Receptionist:** No. It's just someone from the community who helps you. They don't get paid. They come to your house about once a week or whenever it suits you.
- David:** Oh, that's nice. Could I have a volunteer tutor and go to classes too?
- Receptionist:** Well, it depends how many hours a week your class is. What class did you have in mind?
- David:** Well, I work part-time so I want to do evening classes.
- Receptionist:** Yes, OK. That would be fine. You can go to class for 5 hours a week and have a home tutor as well.
- David:** Oh, great. When can I start?
- Receptionist:** Well, first you need to make an appointment with the counsellor. Can you come in tomorrow?
- David:** Yes, no problems.
- Receptionist:** Good, how about 10am?
- David:** Yes, that would be OK.
- Receptionist:** Great. We'll see you at 10 o'clock then and, oh... can you please bring your passport?
- David:** Yes, sure. Do I need to bring anything else?
- Receptionist:** No, that's all. We'll see you tomorrow then.
- David:** OK. Thanks. Bye.