



## **SQA Certificates in ESOL for Work Fact Sheet for Employers**

SQA has been successfully offering work based ESOL qualifications since 2003 with uptake of over 2,500 entries to date and 60 centres actively offering SQA work- based ESOL qualifications.

SQA has developed two Certificates in ESOL for Work at National Qualifications Framework (NQF) Entry Level 3 and Level 1 to meet the criteria set out by the Department for Innovations, Universities and Skills (formerly DfES). SQA's ESOL for Work qualifications are accredited by QCA for learners, employers, colleges and training providers in England and are identified as a priority for funding by the LSC.

These qualifications offer opportunities for the rapid acquisition of English for Work, through flexible (short course) programmes of delivery either in college or the workplace that target the immediate, work-related needs of learners whose first language is not English. SQA provides practical assessment tasks which can be integrated to assess all four skills together and also customised to meet employers' specific needs as they arise.

### **How Employers Benefit**

- Improved communication, morale and intra/inter team integration
- Greater employee understanding of quality, HR and health & safety issues
- Improved efficiency and less waste/errors
- Enhanced customer perception

### **How Learners Benefit**

- Access to the workplace
- Progression and integration within the workplace
- Nationally recognized qualification in English for work purposes
- Improvement of speaking and listening, reading, and writing in English for work purposes

### **Examples of possible work-based topics and tasks at NQF Level 1**

<b>Speaking &amp; Listening</b>	<b>Reading</b>	<b>Writing</b>
<ul style="list-style-type: none"> <li>- Giving talks on health and safety in the workplace</li> <li>- Discussions about working regulations</li> <li>- Job interviews</li> </ul>	<ul style="list-style-type: none"> <li>- Customer care policies</li> <li>- Job advertisements</li> <li>- Contracts of employment</li> </ul>	<ul style="list-style-type: none"> <li>- Appraisal forms</li> <li>- Job applications</li> <li>- Accident report forms</li> </ul>

### Examples of possible work-based topics and tasks at NQF Entry 3

Speaking & Listening	Reading	Writing
<ul style="list-style-type: none"><li>- Explaining a process that is mandatory in the workplace</li><li>- Follow a series of procedural instructions (e.g. assembling equipment, following instructions)</li><li>- Workplace induction</li></ul>	<ul style="list-style-type: none"><li>- Payroll Information</li><li>- Information Handling</li><li>- IT/HR Policies</li><li>- Invoice/order completion</li><li>- Common Signage</li></ul>	<ul style="list-style-type: none"><li>- Report for Employer on an aspect of work</li><li>- Workplace diary/log</li><li>- Accident report</li><li>- Training request</li></ul>

### Quotes from Employer ESOL case studies available from SQA

“The management team can communicate with migrant workers and are assured that the factory is operating in a more efficient and safe way. Waste and errors have been reduced and we are able to tell our customers that we offer ethical health and safety training programmes. This is a key aspect in customer perception.” Kevin Gates, Site Director of Strathaird Salmon (Youngs Seafoods Group)

“Our new colleagues from overseas now feel very valued as the work-based ESOL programme allows them to achieve their potential in the workplace. As they progress through the lessons they understand more, are more productive and are becoming more involved in the business.” Stephen Gow, General Manager, Thistle Hotel, Inverness

“More and more employers are interested in offering SQA ESOL courses in the workplace. The SQA provide commonly recognised accreditation and a promise of quality assurance. Employees, too, show an appreciation of the SQA courses, and are well motivated in class.” Judie Holliday, English at Work Programme Co-ordinator, Workers Educational Association

“ESOL classes allowed Strathmore Foods to continue the training and development of individuals no matter what their level of English, and also helped provide a better working environment where everyone understood what was being said and what was being asked of them.” Liz Jackson, HR/Operations Director of Strathmore Foods.

**For advice and further information on SQA’s Certificates in ESOL for Work please contact:**

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