

SQA National Qualifications in English for Speakers of Other Languages (ESOL)

Work Related ESOL : Fact Sheet for Employers

The Scottish Qualifications Authority (SQA) has a range of work-related ESOL National Qualifications from complete beginner (Access 2) to advanced (Higher). The topics and tasks they cover are relevant to learners, whose first language is not English, who are looking for work or are already in the workplace.

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, writing, listening and reading in English for work purposes

Examples of work-based topics and tasks at Access 3 and Intermediate 1

Level	Speaking	Writing	Listening	Reading
Access 3	Making phone calls / passing on messages	Writing short messages, notes or emails	Listening to instructions in the workplace	Understanding workplace signs and posters
Intermediate 1	Giving a short induction talk	Writing a report	Listening to workplace phone messages	Understanding a company's IT policy

Are the SQA ESOL Units eligible for ILA funding?

SQA ESOL Units are eligible for funding from ILA Scotland. ILA Scotland is a Scottish Executive scheme for anyone over 18 and living in Scotland. If learners earn £18,000 pa or less or are on benefits they can apply for an Individual Learning Account that will give them £200 towards learning. If they earn over £18,000 they can still get £100. To find out more about the SQA ESOL courses available contact your local learning centre or call the ILA Scotland helpline free on 0808 100 1090.

Quotes from Employer ESOL case studies available from SQA

“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.

“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

For advice and further information on learning centres with whom you could work in partnership to deliver ESOL to your employees, and SQA’s range of ESOL National and Higher National Qualifications, please contact:

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