



**Name:** Wong Ka Lai, Kathy  
**Country:** Hong Kong  
**Job Title:** Secretary  
**Qualification:** City & Guilds Level 3 in English for Business Communications (EBC)

Kathy works for a garment company as a secretary. Every day she needs to liaise with foreign customers and good business communication skills definitely help give her a competitive edge in her career.

'Hong Kong is a metropolitan city. People here are required to communicate in English frequently. It is very important to have good communication with English-speaking customers and provide them with quality service.' Kathy says.

'The EBC qualifications help me because they're all work-based. I have learned about different types of correspondence, like preparing customer service letters, reports, press releases, etc. It gives me confidence when liaising with the foreign customers.'

'City & Guilds EBC qualifications are recognised by the government and my employer will recognise the skills I have and will see that my abilities in English had a bearing on customer satisfaction.'

To further advance her career, Kathy is planning to study English and Company Secretarial courses and sees a good future for herself. 'I would like to be a company secretary. There are lots of promotion prospects.'



**Name:** Anna Lobascio  
**Country:** Italy  
**Job Title:** Personnel Administrator  
**Organisation:** Kraft

'I've been working for Kraft in Turin, Italy, since 1999. I'm the Plant Personnel Administrator, handling employment, training and auditing.'

'Kraft is a multinational company, founded in the US and operating in 68 countries worldwide, so writing, speaking and understanding English is important. Studying English for Speakers of Other Languages locally, with my colleagues at Turin's Oxford Chieri Centre, has been really helpful. Getting a first class pass was a huge bonus, too.'

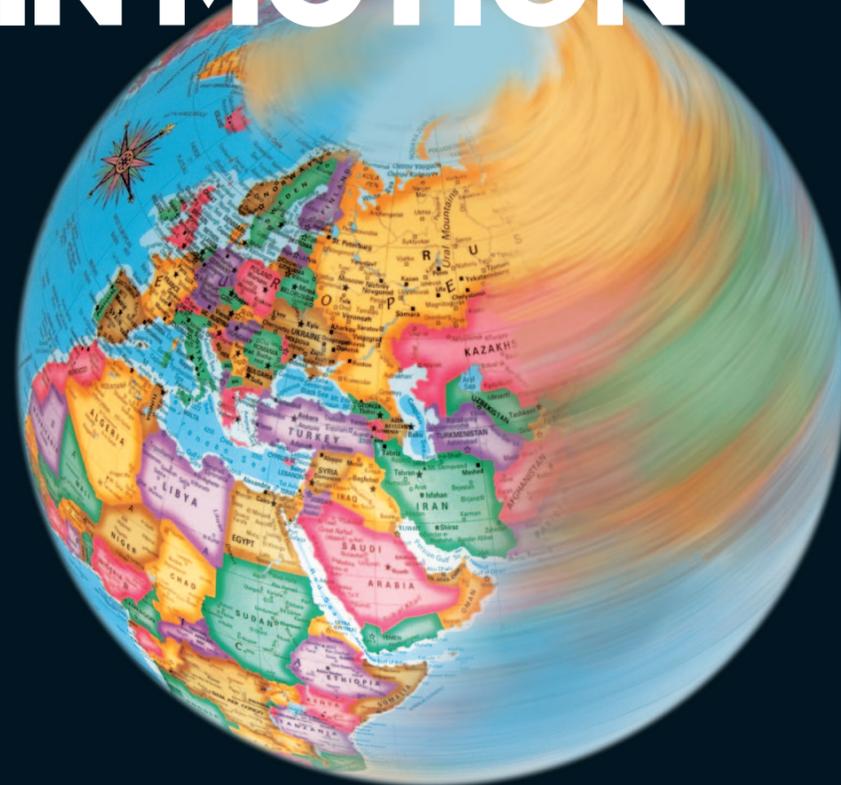
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# SET YOUR WORLD IN MOTION



City & Guilds International English Qualifications (IEQs) are a comprehensive range of quality English language awards designed for those who need a passport to work, study and travel around the globe. They are recognised by employers, educational institutions and professional bodies worldwide.

Our IEQs offer maximum flexibility and give training providers the opportunity to design their learners' progression towards language and communication proficiency in the skills and areas that they need. In order to promote transparency and ease of comparability between the levels, they are mapped to the Common European framework.

Centres and candidates can choose exams from our three suites of IEQs.

## INTERNATIONAL ENGLISH FOR SPEAKERS OF OTHER LANGUAGES

This exciting suite is the perfect choice for candidates looking to demonstrate their ability in English irrespective of their first language. Two qualifications set at the six levels of the Common European Framework give training providers maximum flexibility, and they allow learners to enter at the correct level and then progress at a realistic pace.

### International ESOL

A communicative test of language proficiency in reading, writing and listening, focusing on a learner's ability to complete realistic language tasks across the three language skills.

### International Spoken ESOL

A communicative test of spoken language skills which assesses a learner's ability to communicate in everyday scenarios.

The qualifications can be taken separately enabling the candidate to focus on specific areas of competence or as a combined qualification that shows proficiency across all of the four language skills.

These qualifications are recognised internationally as being a reliable and valid measure of language competence. Their communicative nature means that centres can be sure that they are offering their candidates a qualification which is both relevant and useful for work and study internationally.

## INTERNATIONAL BUSINESS ENGLISH

Our suite of Business English qualifications offers learners the opportunity to develop skills that are both relevant and sought after in the workplace. They act as proof to existing and potential employers that learners have the right skills to take a business forward in an international environment.

### English for Business Communications (EBC)

Effective communication is key to a successful business. This qualification recognises a learner's ability to read and write the complete range of business communications from e-mail to letter. Whatever the field or profession, it will help learners boost their confidence and proficiency in English in a business-based environment.

### Spoken English Tests for Business (SETB)

When they are in meetings, talking to clients on the phone or working within a multinational team, many professionals would like to feel more confident in their spoken English. This award helps learners to improve their speaking skills and is also a useful tool for employers wishing to assess the language proficiency of existing or potential employees.

### English for Office Skills (EOS)

This qualification is ideal for those dealing with or producing paperwork in English. Candidates undertake a range of realistic workplace based tasks, which test their listening, reading and writing skills. The award recognises the accuracy of their use of English in a range of business documents such as memos, minutes and reports and their ability to proofread the work of others, ensuring precise and effective business communications.

## INTERNATIONAL ENGLISH QUALIFICATIONS FOR TEACHERS

Teaching English as a foreign language is a rewarding profession, which offers a world of opportunity to those with the right skills and qualifications. Whether candidates are just entering the profession or looking to branch out into English Language teaching, employers are looking for proof that they have the right skills and abilities.

### Access Certificate in English (ACE)

is ideal for those starting their career in English language teaching and also suitable for experienced English language teachers wishing to upgrade their skills. The award has been jointly developed with the world-renowned Department of Language and Literary Studies in Education at the University of Manchester in the UK.

It is an 'all-round' qualification, developing language awareness and communication skills, as well as the professional teaching skills needed in today's classroom. ACE offers the flexibility of classroom or distance learning, and candidates can progress at the pace that suits them.

It is fully supported by learning materials covering each module in detail, which can be used as a stand-alone course or alongside a structured programme of teaching.

## WHY DO TRAINING PROVIDERS CHOOSE CITY & GUILDS?

City & Guilds is the UK's leading vocational awarding body, offering more than 500 qualifications. We operate in over 80 countries worldwide through our network of over 8500 centres.

### Assessment is available on demand

You are in control of timetabling and can hold examinations whenever you need. Just give us two weeks' notice for exams in the UK and Ireland, or four weeks for overseas.

### Recognised qualifications

Our IEQs are recognised by universities, professional bodies and employers worldwide as evidence of English language proficiency. For full details see our website.

### Supporting you all the way

- A range of sample papers is available for each award – some available free on the website.
- Published student and teacher books.
- Online support and materials through our Smartscreen.co.uk service.

### Comprehensive range of awards

A wide choice of qualifications across a complete range of levels.

### Easy to administer

Increased flexibility, streamlined administration and easy to use paperwork.

### Integrity of totally external assessment

Centres can be confident of quality and the maintenance of international standards.

### Feedback reports

Unsuccessful candidates automatically receive a short feedback report designed to prepare them for retakes. (Not applicable to ACE.)

### Rapid certification

Results and certificates are issued within eight weeks.

### Realistic

Wherever possible, our assessment focuses on assessing the learner's real life use of language.

### Online testing

Certain exams are available online.

### Comparative levels of key IEQs

Common European Framework Levels	International ESOL & International Spoken ESOL	Spoken English Tests for Business
C2	Mastery	Stage C for levels
C1	Expert	C1 and C2
B2	Communicator	Stage B for levels
B1	Achiever	B1 and B2
A2	Access	Stage A for levels
A1	Preliminary	A1 and A2