

## Guidelines for learners



### TLC PACK Course Step by step

- TLC Pack-course is a "package" of job-specific language learning materials for the care sector.
- The TLC Pack-course is for foreign caregivers who work either already or want to work in England in this area.
- Fast learning English with dialogue and videos directly related to work (The English version is specifically for immigrants in England)
- The materials you can use in the classroom or independently.
- All you need is access to the Internet
- Level: A2 to B2

Website: <http://language-for-caregivers.eu>  
Learning platform: <http://uk.language-for-caregivers.eu/tlcpack/515>

On the website you will find important information about the TLC Pack course and a link to the learning platform. Thus, the website looks:



### TLC Pack language course

The TLC Pack course is available now

Access all units by following this [link](#):

Read the introduction then choose one of the 30 dialogues to work on.

**Original course description:** The TLC Pack language learning resources have been developed for levels A2 to B1/B2 of the Common European Framework of Reference for Languages (CEFR).

The project focuses on domain specific and practically relevant scenarios and vocabulary to equip each learner with easy to use and accessible resources, teaching language along with valuable intercultural knowledge and understanding, addressed to migrants.

This assumes a basic understanding and level of competence in the target language, though for those without the pre-requisite skills the L-Pack resource is available.

The freely available TLC Pack resources have been developed in six languages:

- [Dutch](#)
- [English](#)
- [German](#)
- [Greek](#)
- [Italian](#)
- [Spanish](#)

Although each national version has consistent content, 'local' needs and variations are reflected where appropriate.



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Access resources now!

If you want to start learning English please click on "English":



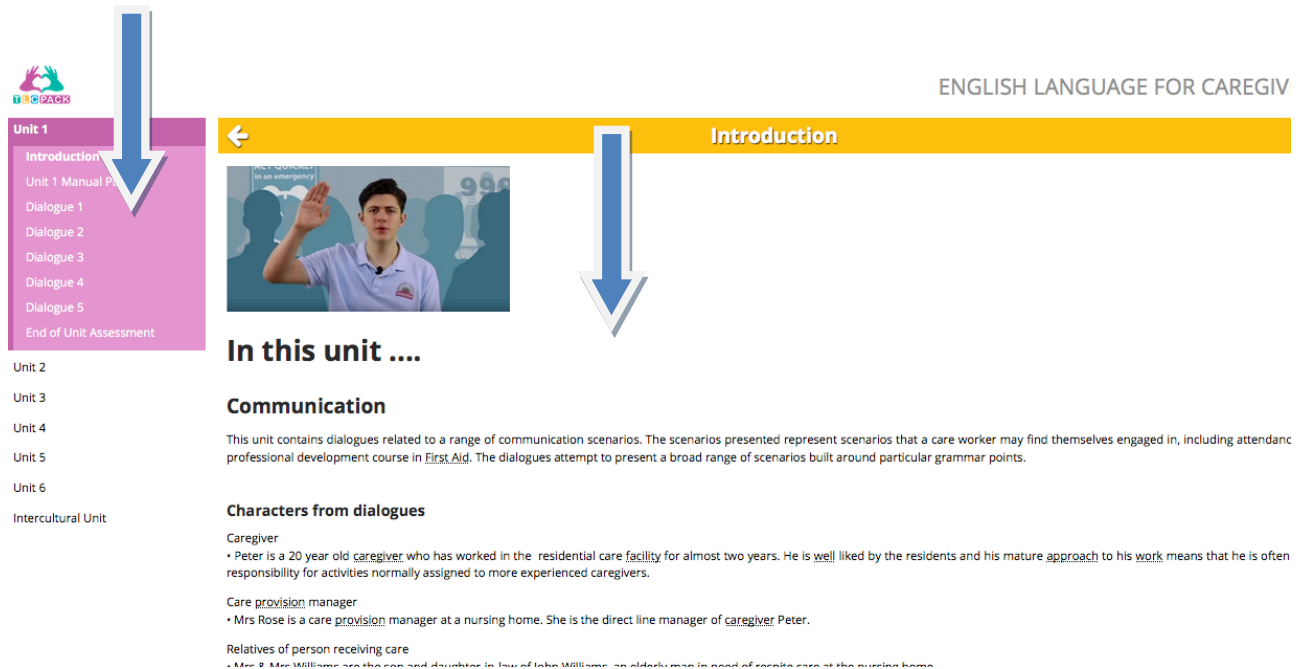
Access resources now!



- [Dutch](#)
- [English](#)
- [German](#)
- [Greek](#)
- [Italian](#)
- [Spanish](#)

Although each national version has consistent content, 'local' needs and variations are reflected where appropriate.

To come to the learning platform. Select the unit that you want to start. After selecting a unit, you get brief information on the content of the unit.



ENGLISH LANGUAGE FOR CAREGIV

Unit 1  
Introduction  
Unit 1 Manual P  
Dialogue 1  
Dialogue 2  
Dialogue 3  
Dialogue 4  
Dialogue 5  
End of Unit Assessment

Unit 2  
Unit 3  
Unit 4  
Unit 5  
Unit 6  
Intercultural Unit

**In this unit ...**

**Communication**

This unit contains dialogues related to a range of communication scenarios. The scenarios presented represent scenarios that a care worker may find themselves engaged in, including attendance at a professional development course in First Aid. The dialogues attempt to present a broad range of scenarios built around particular grammar points.

**Characters from dialogues**

Caregiver

- Peter is a 20 year old caregiver who has worked in the residential care facility for almost two years. He is well liked by the residents and his mature approach to his work means that he is often responsible for activities normally assigned to more experienced caregivers.

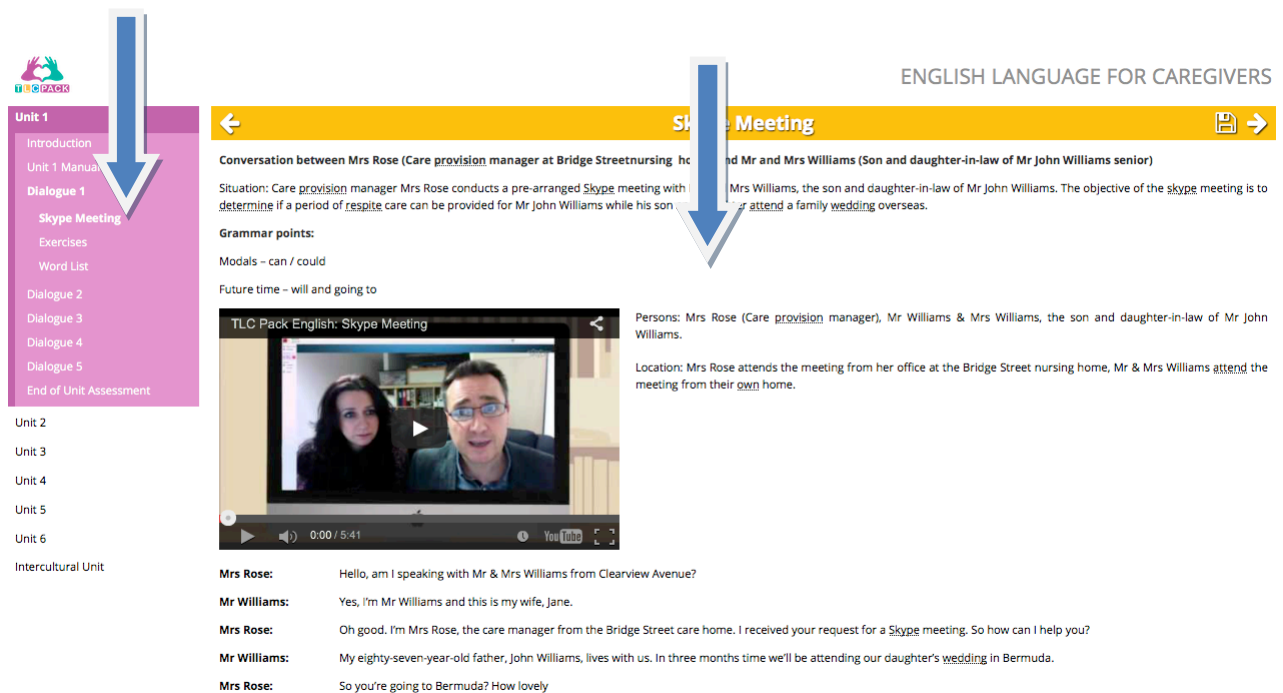
Care provision manager

- Mrs Rose is a care provision manager at a nursing home. She is the direct line manager of caregiver Peter.

Relatives of person receiving care

- Mrs & Mr Williams are the son and daughter-in-law of John Williams, an elderly man in need of respite care at the nursing home.

The dialogues within the units are arranged by level A2 to B2. Therefore it is best to start with the dialogue 1. Click "Dialog 1". It opens a page where you can view the video directly. You also get information about the situation to the people and the place in the video.



ENGLISH LANGUAGE FOR CAREGIVERS

Unit 1  
Introduction  
Unit 1 Manual P  
Dialogue 1  
Skype Meeting  
Exercises  
Word List  
Dialogue 2  
Dialogue 3  
Dialogue 4  
Dialogue 5  
End of Unit Assessment

Unit 2  
Unit 3  
Unit 4  
Unit 5  
Unit 6  
Intercultural Unit

**Skype Meeting**

Conversation between Mrs Rose (Care provision manager at Bridge Street nursing home) and Mr and Mrs Williams (Son and daughter-in-law of Mr John Williams senior)

Situation: Care provision manager Mrs Rose conducts a pre-arranged Skype meeting with Mr and Mrs Williams, the son and daughter-in-law of Mr John Williams. The objective of the skype meeting is to determine if a period of respite care can be provided for Mr John Williams while his son and daughter-in-law attend a family wedding overseas.

**Grammar points:**

Modals – can / could

Future time – will and going to

**Persons:** Mrs Rose (Care provision manager), Mr Williams & Mrs Williams, the son and daughter-in-law of Mr John Williams.

**Location:** Mrs Rose attends the meeting from her office at the Bridge Street nursing home, Mr & Mrs Williams attend the meeting from their own home.

**Mrs Rose:** Hello, am I speaking with Mr & Mrs Williams from Clearview Avenue?


**Mr Williams:** Yes, I'm Mr Williams and this is my wife, Jane.

**Mrs Rose:** Oh good. I'm Mrs Rose, the care manager from the Bridge Street care home. I received your request for a Skype meeting. So how can I help you?

**Mr Williams:** My eighty-seven-year-old father, John Williams, lives with us. In three months time we'll be attending our daughter's wedding in Bermuda.

**Mrs Rose:** So you're going to Bermuda? How lovely

In the text below the video, some words are highlighted. If you move the mouse over these words, a window pops up, where you can find information on the word: Word Class, articles, plural form, definition or synonym phrases and the word in context.



**Unit 1**

- Introduction
- Unit 1 Manual PDF
- Dialogue 1
- Dialogue 2
- Course Introduction
- Exercises
- Word List
- Dialogue 3
- Dialogue 4
- Dialogue 5
- End of Unit Assessment

Unit 2

Unit 3

Unit 4

Unit 5

Unit 6

ENGLISH LANGUAGE FOR CAREGIVERS

**Mr Law:** Good morning everybody. Before we start you should make sure that you have something to write on. During the session you should take notes. My name is Ian Law and I will be your trainer for this first aid course. As we'll work together over a number of sessions, you should call me by my first name Ian. Is that ok?

**Peter:** Yes, that's fine.

**Mr Law:** This morning I will explain to you what first aid is and what the role of a first aider is. By the end of this session you should know the key principles of first aid. Can anyone tell me what first aid is?

**Peter:** I think so. First aid is the help that you give to someone who is injured, before you call the emergency services.

**Remember verb**  
Have in or be able to bring to one's mind an awareness of something from the past  
Can you remember your first day at work

**Mr Law:** What Peter has said is not inaccurate, though a first aider may not always need to call the emergency services. In fact, in many situations it is not necessary to call the emergency services. You should try to remember this. [Peter raises his hand] Yes Peter?

**Peter:** Does a first aider make that decision?


**Mr Law:** Not always. Though a first aider should be prepared to take that responsibility.

**Peter:** OK

**Mr Law:** At Coalville first aid training we believe that first aid is the management of an injury or sudden illness, before the medical services arrive or until the patient is well enough to continue their activities. First aid is not medical treatment and it should not be compared with the kind of treatment given by a paramedic or doctor. First aid is often about making common sense decisions that are in the best interest of the patient. With the right knowledge a first aider can make the difference between permanent or temporary injury, or even the difference between life and death. Within a short space of time on this course, you should gain essential life saving skills. This should make you all confident and competent first aiders. [Peter raises his hands] Yes Peter?

**Peter:** You mentioned some principles of first aid. Will we cover those today?

Once you have seen the video, you can start with the exercises.



**Unit 1**

- Introduction
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Unit 2

Unit 3

Unit 4

Unit 5

Unit 6

Intercultural Unit

ENGLISH LANGUAGE FOR CAREGIVERS

← Exercises →

**U1D1E1 - Listening skills 1**

True	False	Question
<input type="radio"/>	<input type="radio"/>	Mr & Mrs Williams are going to Benidorm
<input type="radio"/>	<input type="radio"/>	Accommodation is provided in a twin room
<input type="radio"/>	<input type="radio"/>	John Williams likes things to be clean
<input type="radio"/>	<input type="radio"/>	John Williams cannot walk
<input type="radio"/>	<input type="radio"/>	Mrs Williams will prepare a list of medication for Mrs Rose

**U1D1E2 - Listening skills 2**

**Why do Mr & Mrs Williams want to arrange a respite stay for John Williams?**

Choose option

---

**How long is the shortest respite package available?**

Choose option

---

**Which of the following activities does John Williams need assistance with?**

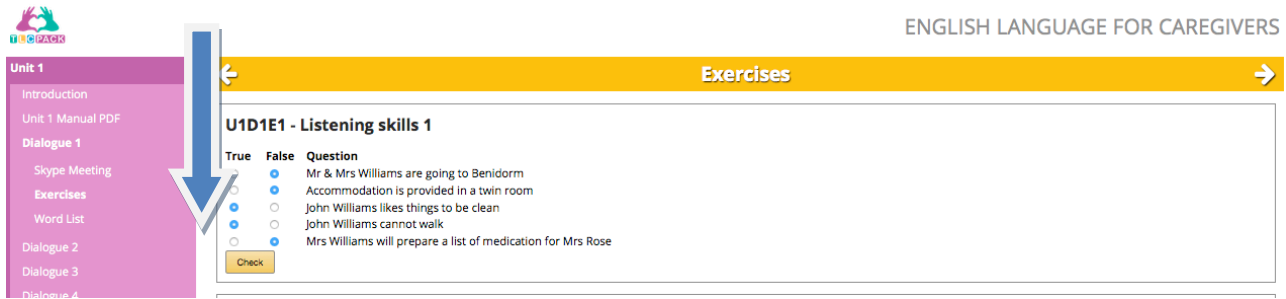
Choose option

---

**What does John Williams like to do?**

Choose option

If you have done the exercise, click on "Check".



ENGLISH LANGUAGE FOR CAREGIVERS

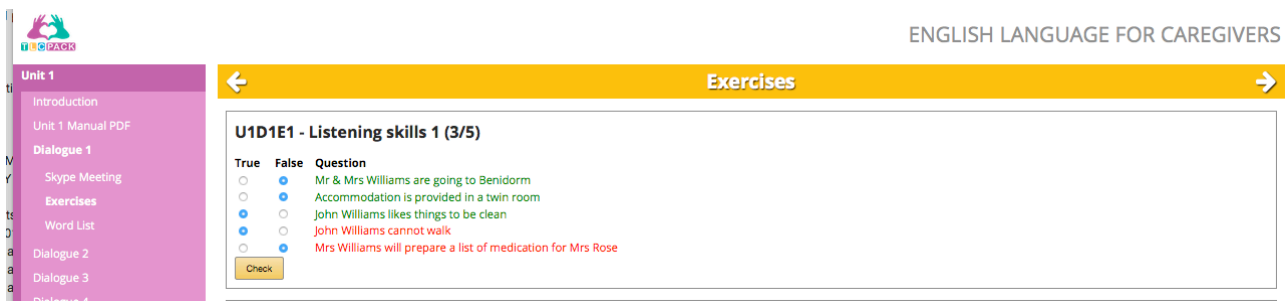
Unit 1 Exercises

**U1D1E1 - Listening skills 1**

True	False	Question
<input checked="" type="radio"/>	<input type="radio"/>	Mr & Mrs Williams are going to Benidorm
<input type="radio"/>	<input checked="" type="radio"/>	Accommodation is provided in a twin room
<input type="radio"/>	<input type="radio"/>	John Williams likes things to be clean
<input type="radio"/>	<input type="radio"/>	John Williams cannot walk
<input type="radio"/>	<input checked="" type="radio"/>	Mrs Williams will prepare a list of medication for Mrs Rose

Check

You immediately get feedback. If you are not satisfied with the result, you can watch the video again and repeat the exercise.



ENGLISH LANGUAGE FOR CAREGIVERS

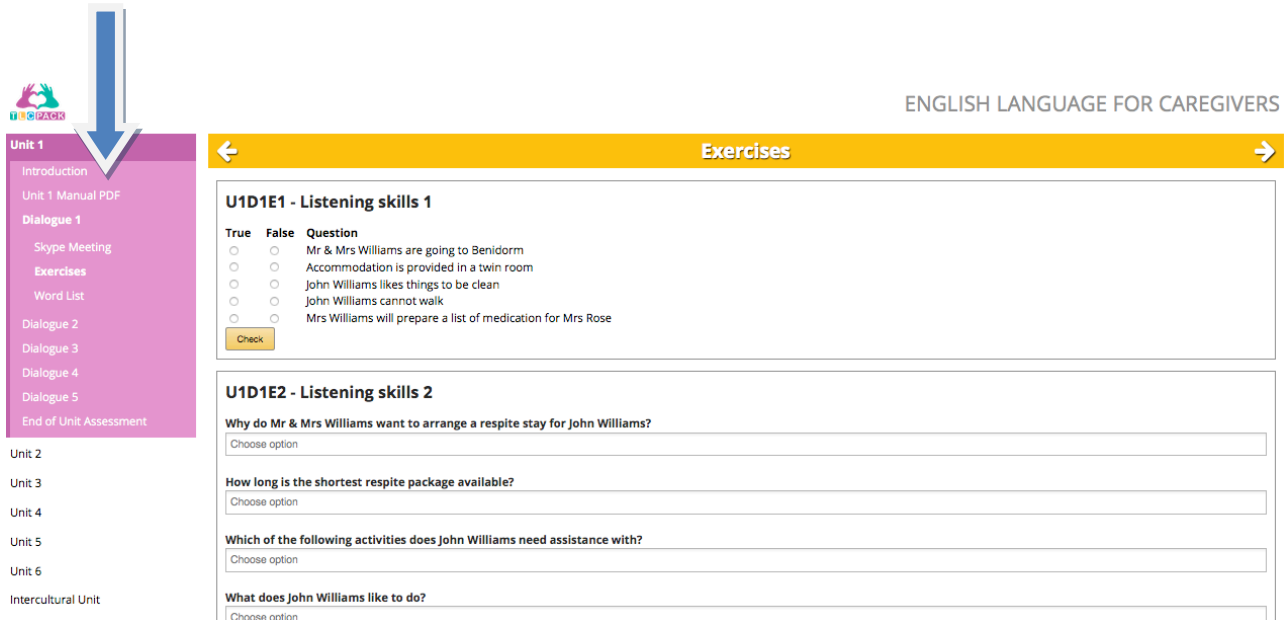
Unit 1 Exercises

**U1D1E1 - Listening skills 1 (3/5)**

True	False	Question
<input type="radio"/>	<input checked="" type="radio"/>	Mr & Mrs Williams are going to Benidorm
<input type="radio"/>	<input checked="" type="radio"/>	Accommodation is provided in a twin room
<input type="radio"/>	<input type="radio"/>	John Williams likes things to be clean
<input type="radio"/>	<input type="radio"/>	John Williams cannot walk
<input type="radio"/>	<input checked="" type="radio"/>	Mrs Williams will prepare a list of medication for Mrs Rose

Check

At the "Exercise 5" see examples of solutions in the PDF file, which is mounted each dialog. You can do the exercise and compare your solution with the solution sample from the PDF file.



ENGLISH LANGUAGE FOR CAREGIVERS

Unit 1 Exercises

**U1D1E1 - Listening skills 1**

True	False	Question
<input type="radio"/>	<input type="radio"/>	Mr & Mrs Williams are going to Benidorm
<input type="radio"/>	<input type="radio"/>	Accommodation is provided in a twin room
<input type="radio"/>	<input type="radio"/>	John Williams likes things to be clean
<input type="radio"/>	<input type="radio"/>	John Williams cannot walk
<input type="radio"/>	<input type="radio"/>	Mrs Williams will prepare a list of medication for Mrs Rose

Check

**U1D1E2 - Listening skills 2**


Why do Mr & Mrs Williams want to arrange a respite stay for John Williams?  
Choose option

How long is the shortest respite package available?  
Choose option

Which of the following activities does John Williams need assistance with?  
Choose option

What does John Williams like to do?  
Choose option

Each dialogue is a list of the vocabulary that appears in the lesson.


ENGLISH LANGUAGE FOR CAREGIVERS

	Word List	
<b>Unit 1</b> Introduction Unit 1 Manual PDF <b>Dialogue 1</b> Skype Meeting Exercises Word List Dialogue 2 Dialogue 3 Dialogue 4 Dialogue 5 End of Unit Assessment	<b>Vocabulary</b>	
Unit 2	<b>Wedding noun</b> Her wedding was only last week A marriage ceremony	<b>Adjoining Adjective</b> Her bathroom was adjoining next to or joined with
Unit 3	<b>Alone Adjective</b> He was all alone now, as usual having no one else present	<b>Assistance Noun</b> Her assistance was much appreciated the action of helping someone by sharing work or support
Unit 4	<b>Colleague Noun</b> Her colleague was very strange a person with whom one works in a profession or business	<b>Communal Adjective</b> The bathroom was communal shared by all members of a community
Unit 5	<b>Confidence Noun</b> Her confidence had been knocked the feeling or belief that one can have faith in or rely on someone or somethings	<b>Facility Noun</b> The facility was in a state of disrepair a place, amenity or piece of equipment provided for a particular purpose
Unit 6	<b>Father-in-law Noun</b> Her father-in-law was coming for the night the father of one's spouse	<b>Lovely Adjective</b> Her shirt was lovely very pleasant or enjoyable
Intercultural Unit	<b>Mention Verb</b> He hadn't mentioned his condition refer to something briefly without going in to detail	<b>Package Noun</b> Her package had arrived a set of proposals or terms offered or as agreed as a whole
	<b>Possession Noun</b> Her possessions were her whole life the state of having, owning or controlling something	<b>Provide Verb</b> He couldn't provide for her anymore make available for use; supply
	<b>Respite Noun</b> He had been offered respite care	<b>Skype Noun</b> They always used Skype