



**M.L.S**  
INTERNATIONAL  
COLLEGE



EXECUTIVE & PROFESSIONAL TRAINING

# Introduction

## *Welcome to MLS International College*

For over 20 years our vision of an International Management and Language Specialist College has been a resounding success. I have personally been involved in education and training for 30 years and since I established the College in early 1987, MLS has grown year on year as our corporate and government client list has developed and widened worldwide. We have a great deal of experience in working with overseas clients, having trained company and government staff from over 45 countries. MLS training expertise is internationally well known and has been developed mainly by word of mouth reputation – we have a proven track record.

Over fifty highly specialist staff provide a wide range of unrivalled Management and Language courses. Our superb location in the centre of Bournemouth on two sites

provides the best of training facilities. We have become a market leader in Management and Language training for the world of business. Our client list speaks for itself and many governments and blue chip companies, particularly from the oil, aviation and financial sectors, have benefited from MLS training. We not only provide high-level training programmes, but understand clearly the need for high level client services and hospitality.

In addition to the selection of programmes listed in this brochure, MLS provides a wide range of other programmes across business and industry. We can customize courses to meet your exact requirements, both for individuals and groups and details are available on request. We are well known for providing specialist courses, often including external visits and guest speakers from industry.

The MLS model provides a blend of supportive English Language, International Business Communications and Management programmes to suit your needs.

I do hope you will consider MLS International College when you are deciding on the training requirements for yourself or your staff and we look forward to hearing from you.

Yours sincerely,



Barry Henwood  
Chairman



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# A Tailor-Made Provision – the two-step process

*Before choosing a course at MLS we recommend a simple two step process:*

## Step 1

Training Needs Analysis – what blend of training do you need?



## Step 2

What course structure best meets your training needs and budget?

### Step 1:

For every executive client we ask that a training needs analysis is completed. This analysis is the trainee's method of deciding what language development he or she wishes to focus on at MLS. As part of your training needs analysis we ask you to choose from either the general course content options or describe the specific training you are seeking. We will review your analysis and can focus our course balance to meet your very specific needs. We may seek further information from you before the course or on your arrival. With up to 400 students on site at any one time, MLS offers a constant and complete range of levels and a mix of student nationalities and age groups to suit most needs and so we are generally flexible in dealing with ad hoc requests.

MLS provides four main areas of Language based study:

1. General English Language
2. English for International Business Communications
3. English for Special Purposes
4. Business Communications with Management training

### Step 2:

Decide which course structure best suits your training and budget needs.





# *Step one - training needs analysis*

## General English Language Course

### Course Content

MLS offers English Language tuition from elementary to advanced levels. The following skills receive attention:

**Listening Comprehension** Students are introduced to a range of accents and speeds of speaking, and are given a variety of tasks, such as form-filling, listening for the main idea, and noting details.

**Speaking** The aim of these lessons is to increase both confidence and fluency through guided work, discussion, role-play and group or individual presentations. Attention is paid to clear production of connected speech as well as of individual sounds.

**Reading** Skimming, scanning and predicting are emphasised here, along with strategies for dealing with unfamiliar vocabulary. Texts used vary progressively in terms of level, style, purpose and the amount of visual information contained.

**Writing** Here students are given training in writing for a number of purposes, and a balance of personal and impersonal styles and topics are selected. There is a natural progression from the construction of sentences through to compositions, with the amount of control and guidance varying according to the level of the class.

MLS has a **dedicated team of teachers** who will motivate and inspire you as you go through your course. Our teachers are fundamental in the learning process and we are proud of the excellence they provide in the classroom with their experience and expertise – you will benefit enormously in this respect. Moreover our core team of senior teachers have the additional responsibility of providing you with ongoing academic counselling and helping you with a whole range of advice and support, e.g. which English language examinations to take; advice on how to get the best out of your private study time; assistance in UK university application

procedure; finding your way round the MLS library; close supervision when using the Multi Media Language Laboratory. Additionally you will be allocated a “student manager”, a dedicated member of MLS Management staff from our client service team. This person will most likely have been involved in your enrolment at MLS and you may well have been in contact with them by email or phone before your arrival at MLS. He/she will provide you with close support and assistance on all matters academic and pastoral relating to your stay at MLS and will assist you with important educational decisions and with any other issues relating to your overall stay in the UK.

Clearly the most significant benefit we will be aiming for will be a noticeable and significant **improvement in your language skills** – speaking and listening; reading and writing. As speaking and listening are the focal points of most communication, we concentrate a great deal on that area of study. You will improve the accuracy of your pronunciation



and the fluency of your speech as well as your range of expression in English. You will also develop your communicative competence and your ability to make yourself clearly understood in a range of situations and contexts. This development will increase your self-confidence in using English as a language of communication. We shall also give you every opportunity of developing your reading and writing skills – reading with understanding, scanning for specific information and skimming for overall comprehension; and expressing yourself clearly and meaningfully with the written word. In addition understanding how English grammar works is fundamental to understanding the structure of the language and is key to improving your accuracy in using the language productively and communicatively.

### **What are the aims of these programmes?**

- To equip you with the English language you need in order to perform confidently in any real life environment.
- To equip you with the general language skills you need in order to communicate effectively in both the spoken and written language.
- To build on and develop your existing grammar, vocabulary and orthography.
- To improve your language skills so that a good balance of accuracy and fluency can be achieved.



# International Business Communications

## International Business Communications Course Content

The course is suitable for both experienced business professionals and those who are just starting out in their careers.

The International Business Communications course is designed to equip you with the language and skills you need in order to be successful in any work place. Throughout the course, you will continue to improve your English language ability through the context of Business English. You will also learn key skills that are needed in any business environment, such as how to negotiate and how to give presentations.

## What are the aims of these programmes?

- To equip you with the Business English language you need in order to perform confidently in any professional environment.
- To equip you with the Business skills you need in order to meet the demands of a modern work environment.
- To provide you with the specialised Business vocabulary you need in order to perform in any professional environment.
- To improve English language skills so that a good balance of accuracy and fluency can be achieved.

## How do we provide International Business Communications courses at MLS?

During your course you will develop the following Business English language skills:

**Listening Comprehension** You will be introduced to a range of accents and speeds of speaking within an international business environment. Listening practice will be delivered through a range of authentic situations such as listening in meetings and taking minutes, listening for key information in presentations and on the telephone and listening for detail in conferences.

**Speaking** The aim of these lessons is to increase your confidence and fluency through guided work, discussion, role-play and group or individual presentations. Attention is paid to clear production of connected speech as well as of individual sounds. You will gain speaking practice through authentic business tasks such as giving presentations, chairing meetings and using social English for networking.

**Reading** You will learn specific reading skills such as skimming, scanning and dealing with unknown vocabulary. These skills will help you to understand authentic business documents such as reports and proposals. You will also gain reading practice by looking at up to date case studies and articles from various business publications and newspapers.



**Writing** You will be given training in writing for a number of purposes and will learn the necessary grammar, structure and vocabulary you need in order to produce successful business documents. You will be taught how to create practical pieces of writing such as business emails, reports, proposals and formal letters. These skills are taught through various topics, which typically include the following:

- Banking, Finance and the Stock Market
- Companies
- Corporate alliances and acquisitions
- Customer service
- E-commerce
- Franchising
- Globalisation
- Innovation
- International Trade
- Management
- Marketing and Advertising
- Recruitment
- Retailing

**Business Skills Training** This part of the course is designed to give you training on the skills which are needed in the modern business world. You will use the Business English language skills you learn to practise and refine your Business skills. These skills typically include the following modules of study:

Module Name	Effective Personal Development skills	Effective Team Leadership skills	Effective Business Writing skills	Effective Customer Relationship skills	Effective Business Speaking skills
<b>Skills covered</b>	Assertiveness Problem solving Stress management Time management Organisation Team working	Team building Performance appraisal skills Planning Facilitating Motivational skills Problem solving Chairing meetings Delegation skills Change management Coaching	Report writing Email writing Formal business letter writing Proposal writing Memo writing Fax writing Agenda writing Minute taking CV writing	Customer relationship skills Effective listening Networking International business cultural awareness Business awareness	Presentation skills Negotiating Sales techniques Participating in meetings Telephone skills Interviewing skills





## English for Special Purposes

### Professional options

MLS is one of the UK's leading providers of specialist language tuition. We are a market leader in Aviation English and have been supplying the Banking, Oil and Gas sectors for over 10 years. If you have a specific language need you would like to discuss with us, please contact us. Our team of Language Development specialists will be pleased to discuss your particular requirements.

English programmes can be tailored to meet the specific needs of your job, company or organisation. Key areas in which MLS provides course development and specialist tuition are:

- English for Aviation
- English for Accountancy / Auditing
- English for Law
- English for Purchasing and Supply
- English for Presentation skills
- English for Negotiation skills
- English for Military Purposes
- English for Telecommunications

A number of English for Special Purposes courses are available as part of our standard group 12 programmes – as detailed below:

### International Business Communications for Accountants

This course is suitable for those who are already qualified accountants as well as those who are just starting out in their careers. It is also suitable for anyone who works in the field of Finance and Banking. You will focus on developing your Business English, Business Skills and Financial English. You will learn and practise key accounting and financial English skills by looking at specialised course materials. This course will also prepare you for the Cambridge International Certificate in Financial English (ICFE).

### International Business Communications for Lawyers

This course is suitable for both qualified lawyers and those who are planning to start their career in Law. You will focus on developing your Business English, Business Skills and Legal English. You will develop your Legal English vocabulary and

learn how to communicate in a legal environment. You will also develop key legal writing strategies and techniques. This course will also prepare you for the Cambridge International Legal English Certificate (ILEC).



# Business Communications with Management Training

As many of our clients come with a high level of English, they often seek to improve their communication skills not just within the context of business but through developing their understanding of modern Management techniques using the medium of the English Language. Our Management training programmes can be designed to suit your specific needs.

We would usually provide a full training proposal to you or your training department based on your training needs analysis. These programmes will include a blend of English Language, Business Communications and your subject specific needs. The most popular Management training programmes supplied at MLS are:

Management area	Training topics
Accounting	<b>Accounting and Finance</b> <ul style="list-style-type: none"><li>• Role of accounting and finance</li><li>• Major financial statements</li><li>• Preparing a simple balance sheet</li><li>• Preparing a profit and loss account</li><li>• Preparing a cash flow statement</li><li>• Analysing, interpreting and evaluating financial statements</li><li>• Volume of activity, costs and profit</li><li>• Full costing approach to deduce the cost of a unit of output</li><li>• Purpose of budgets</li><li>• Budgets and the decision-making and planning process</li><li>• Business decisions and long term assets</li><li>• Managing the business working capital</li></ul>





Management area	Training topics
Accounting	<p><b>Business Accounting</b></p> <ul style="list-style-type: none"> <li>• The accounting system</li> <li>• Principles of double-entry book-keeping</li> <li>• Flow of business documents</li> <li>• Elements of a range of business documents</li> <li>• Balancing an account</li> <li>• Divisions of the ledger</li> <li>• Basics of value added tax (VAT)</li> <li>• Cash books</li> <li>• Petty cash book</li> <li>• Bank reconciliation statements</li> <li>• Final accounts</li> <li>• Accruals and prepayments</li> <li>• Depreciation</li> <li>• Extended trial balance</li> <li>• Journal</li> <li>• Correction of errors</li> <li>• Control accounts</li> <li>• Partnership accounts</li> <li>• Limited company accounts</li> <li>• Cash flow statements</li> <li>• Interpretation of accounts</li> </ul> <p><b>Management Accounting</b></p> <ul style="list-style-type: none"> <li>• Need for detailed management accounting information</li> <li>• Different measures of cost</li> <li>• Total costs of a product or service</li> <li>• Costs and decision-making</li> <li>• Cost behaviour patterns</li> <li>• Different classifications of cost for decision-making</li> <li>• Budgets and their preparation</li> <li>• Importance of communication in the budgetary planning process</li> </ul>

Management area	Training topics
Business Administration	<p><b>Business Administration</b></p> <ul style="list-style-type: none"> <li>• The administrative office</li> <li>• Equipment, materials, services and supplies</li> <li>• Uses and benefits of equipment</li> <li>• Mail room equipment</li> <li>• Mail services</li> <li>• Suppliers</li> <li>• Work environment and controls</li> <li>• Office design</li> <li>• Accident and emergency procedures</li> <li>• Controls and standards</li> <li>• Procedures and information</li> <li>• Communication, personal effectiveness and supporting others</li> <li>• Methods of communication</li> <li>• Meetings and conferences</li> <li>• Effective team building skills</li> </ul>
Customer Relationship Management (CRM)	<p><b>Customer Relationship Management (CRM)</b></p> <ul style="list-style-type: none"> <li>• What is customer relationship management (CRM)?</li> <li>• Benefits of CRM</li> <li>• Types of CRM</li> <li>• How to implement CRM</li> <li>• Understanding your customers</li> <li>• Measuring your customer service levels</li> <li>• Customer feedback and contact programmes</li> <li>• Customer loyalty schemes</li> <li>• Use of customer care to increase sales</li> <li>• Controlling the customer complaint</li> <li>• Effective communication</li> <li>• Remaining calm</li> <li>• Recreating customer satisfaction</li> <li>• Effective leadership skills</li> <li>• Effective team building skills</li> </ul>

Management area	Training topics
Human Resource Management (HRM)	<b>Human Resource Management</b> <ul style="list-style-type: none"> <li>• Managing employees</li> <li>• Training</li> <li>• Recruitment process</li> <li>• Graduate recruitment</li> <li>• Interviewing</li> <li>• Using consultants</li> <li>• Employment contracts</li> <li>• Dismissing employees</li> <li>• Redundancy</li> <li>• Employment tribunals</li> <li>• Discrimination</li> <li>• Working time regulations</li> <li>• Holidays and leave</li> <li>• Remuneration</li> <li>• Incentive pay</li> <li>• Payroll</li> <li>• Company pension schemes</li> <li>• Personal pension schemes</li> <li>• Executive pensions</li> <li>• Stakeholder pensions</li> </ul>
	<b>Training and Development</b> <ul style="list-style-type: none"> <li>• Training needs identification and analysis</li> <li>• Applying training needs identification and analysis</li> <li>• Identifying current training needs</li> <li>• Designing the training and development programme</li> <li>• Training objectives</li> <li>• On-the-job training</li> <li>• Planning the training sessions</li> <li>• Planning activity sessions</li> <li>• Evaluating the training programme</li> <li>• Evaluating training and development programmes and how to manage them</li> </ul>

Management area	Training topics
Human Resource Management (HRM)	<b>Train the Trainer Essentials</b> <ul style="list-style-type: none"> <li>• Planning the training course</li> <li>• Preparing the training course</li> <li>• Developing key presentation skills</li> <li>• Building an effective presentation</li> <li>• On the day</li> <li>• Communicating the main points</li> <li>• Interactive presentations</li> <li>• Concluding the training course</li> <li>• Training issues</li> <li>• Microsoft PowerPoint</li> </ul>
Logistics	<b>Logistics Management</b> <ul style="list-style-type: none"> <li>• The Supply function</li> <li>• Stock Control techniques</li> <li>• Stocktaking and stock checking</li> <li>• Inventory accounting</li> <li>• Inventory and handling operations</li> <li>• Systems and controls</li> <li>• Specification and coding</li> <li>• Applicable standards</li> <li>• Quality control and inspection</li> <li>• Acquisition methods</li> <li>• Obsolete, redundant and scrap stocks</li> <li>• Stock control policies</li> <li>• Measuring the effectiveness and efficiency of the stores function</li> <li>• Human resource issues</li> <li>• Stores interface with the buying department</li> <li>• Integrated materials management</li> <li>• Skills for logistics managers and team leaders</li> </ul>



Management area	Training topics
Logistics	<p><b>Purchasing and Supply Management</b></p> <ul style="list-style-type: none"> <li>• Introduction to purchasing</li> <li>• Purchasing in organisations</li> <li>• Purchasing procedures</li> <li>• eProcurement</li> <li>• eCatalogues</li> <li>• eAuctions</li> <li>• Reverse auction</li> <li>• Recording purchases</li> <li>• Purchasing manuals</li> <li>• Just In Time (JIT) purchasing</li> <li>• Vendor Managed Inventory (VMI)</li> <li>• Spreadsheet applications within purchasing</li> <li>• Bar coding</li> <li>• eBusiness</li> <li>• Electronic Data Interchange (EDI)</li> <li>• Definition of supplies</li> <li>• Classification of supplies</li> <li>• Logistics and supply chains</li> <li>• Storing supplies</li> <li>• Purpose of stores</li> <li>• Storage methods</li> <li>• Materials handling</li> <li>• Materials handling systems</li> <li>• Assessment of storage requirements</li> <li>• Stores layout</li> <li>• Identification of stock items</li> </ul>

Management area	Training topics
Logistics	<p><b>Inventory Management</b></p> <ul style="list-style-type: none"> <li>• Stocks and inventories</li> <li>• Stocks within an organisation</li> <li>• Economic Order Quantity (EOQ)</li> <li>• Models for known demand</li> <li>• Models for uncertain demand</li> <li>• Sources of information</li> <li>• Forecasting demand</li> <li>• Planning and stocks</li> <li>• Materials Requirements Planning (MRP)</li> <li>• Just In Time (JIT)</li> </ul>
Management	<p><b>Management</b></p> <ul style="list-style-type: none"> <li>• The process of management</li> <li>• The roles of managers</li> <li>• The key skills of managers and how to develop them</li> <li>• The main forces exerting pressure on organisations</li> <li>• PEST analysis</li> <li>• Analysis of competitive environments using Porter's five forces model</li> <li>• Driving forces in the growth of international business</li> <li>• Comparison of management roles and practices amongst different countries</li> <li>• Compare the main features of Japanese, U.S. and European management systems</li> <li>• Compare the arguments for and against greater globalisation</li> <li>• Demands that Information Technology (IT) places on the manager</li> <li>• Impact of the Internet on businesses</li> <li>• Establishing successful eBusiness</li> </ul>

Management area	Training topics
Management	<p><b>Effective Management</b></p> <ul style="list-style-type: none"> <li>• Framework for planning</li> <li>• Steps involved in problem-solving and decision-making</li> <li>• Producing Gantt charts</li> <li>• Producing PERT charts</li> <li>• Performing breakeven analysis</li> <li>• Basic concepts of job design</li> <li>• Types of organisational structures</li> <li>• Process of recruitment</li> <li>• Styles of leadership</li> <li>• Concept of motivation</li> <li>• Maslow's Need Hierarchy</li> <li>• Herzberg's Two Factor theory</li> <li>• Communication process</li> <li>• Team building process</li> <li>• Budgetary and non-budgetary controls</li> <li>• Identifying and dealing with poor performance</li> <li>• Time management techniques</li> <li>• Stress management techniques</li> </ul> <p><b>Advanced Management</b></p> <ul style="list-style-type: none"> <li>• Characteristics of senior management</li> <li>• Types of leadership styles</li> <li>• What makes a good leader?</li> <li>• Improving time management skills</li> <li>• Improving delegation skills</li> <li>• Improving assertiveness</li> <li>• Different styles of handling conflict</li> <li>• Creating effective working relationships</li> <li>• Managing employee performance</li> <li>• Coaching and mentoring</li> <li>• Reward systems and how to manage them</li> <li>• Motivational factors</li> </ul>

Management area	Training topics
Management	<p><b>Project Management</b></p> <ul style="list-style-type: none"> <li>• Introduction to projects</li> <li>• Leading projects</li> <li>• Stakeholders</li> <li>• Effective project leading</li> <li>• Project lifecycle</li> <li>• Project structure</li> <li>• Stakeholder management</li> <li>• Project team</li> <li>• Successful projects</li> <li>• Critical success factors</li> <li>• Team building</li> <li>• Effective team working</li> </ul>
Sales and Marketing	<p><b>Sales and Marketing</b></p> <ul style="list-style-type: none"> <li>• Unique Selling Point (USP)</li> <li>• Advertising strategies</li> <li>• Identifying valuable customers</li> <li>• Importance of pricing</li> <li>• Building a product brand</li> <li>• Building a business image</li> <li>• Types of advertising</li> <li>• Regulations of distance selling</li> <li>• Handling press releases</li> <li>• Online marketing</li> <li>• Using Internet to sell</li> <li>• Online advertising</li> <li>• Search engine optimisation</li> <li>• Email marketing</li> </ul>



Management area	Training topics
<b>Sales and Marketing</b>	<p><b>Sales and Marketing continued</b></p> <ul style="list-style-type: none"> <li>• Viral marketing</li> <li>• Importance of sales strategy</li> <li>• Sales plans</li> <li>• Good selling techniques</li> <li>• Good sales presentations</li> <li>• Building up customer loyalty</li> </ul> <p><b>Advanced Marketing</b></p> <ul style="list-style-type: none"> <li>• Developing a strategic marketing plan</li> <li>• Analysing the environment</li> <li>• Appraising resources</li> <li>• Strategic marketing planning tools</li> <li>• Buyer behaviour</li> <li>• Markets and customers</li> <li>• Product strategies</li> <li>• Pricing strategies</li> <li>• Promotional strategies</li> <li>• Distribution channels</li> <li>• Logistics</li> <li>• Sales management</li> <li>• Marketing information systems</li> <li>• Implementing strategic marketing</li> <li>• Evaluating and controlling strategic services marketing</li> <li>• International marketing</li> </ul>

Management area	Training topics
<b>Secretarial</b>	<p><b>Executive and Personal Assistants</b></p> <ul style="list-style-type: none"> <li>• Keyboard skills</li> <li>• Audio transcription skills</li> <li>• Shorthand skills</li> <li>• Administration skills</li> <li>• Business communication skills</li> <li>• Microsoft Word (Word processing skills)</li> <li>• Microsoft Excel (Spreadsheet skills)</li> <li>• Microsoft PowerPoint (Presentation skills)</li> <li>• Microsoft Publisher (Desk top publishing skills)</li> <li>• Microsoft Access (Database skills)</li> <li>• Microsoft Explorer (Internet skills)</li> <li>• Microsoft Outlook (eMail skills)</li> <li>• Formal business letter writing skills</li> <li>• Report writing skills</li> <li>• Meeting minute-taking skills</li> <li>• Arranging events and conference skills</li> <li>• Effective organisational skills</li> </ul>

# Step two – choosing your course structure

## MLS offers 6 different course structures

## Executive Small Group

1. Executive Small Group
2. Executive Small Group + 1:1
3. Executive 1:1
4. Executive 1:1 plus group 12
5. Group 12
6. Closed group

The course structures are designed to give you a choice of programme that meets both your individual or corporate study needs and your budget for training. You should consider the following elements in making your choice of course structure.

- The amount of one to one or specialized tuition you wish to receive – tailor made tuition to meet your individual or group training needs
- The amount of small group training interaction you wish to have – usually with other business or professional people developing both general and business communication skills
- The amount of group 12 integration – focus on both general and business English is possible – but following structured and text book based programmes, with students at your assessed level

### Executive Small Group:

This programme is provided in classes of maximum 6 over 20 lessons per week. Your timetable will be between 0900 and 1700 Monday – Friday.

### Benefits:

An opportunity to study with other Executive trainees but in groups small enough that your specific needs can more readily be met.



Course Code	Name of Course	Course Start Date	Course Hours per Week	Course Level
ESG	Executive Small Group	Any Monday (Except UK public holidays)	15 hours	Intermediate +





## Executive Small Group +1:1



### Executive Small Group + 1:1:

This programme is provided with 20 lessons in a small group of maximum size 6. In addition, you can add up to 20 lessons 1:1 training per week. Classes are provided between 0900 and 1700 Monday to Friday.

### Benefits:

This is the professional option of many MLS clients who seek small group interaction, but who also want to take their learning further on a 1:1 basis. This programme offers a cost effective solution to tailor-made Executive training.

Course Code	Name of Course	Course Start Date	Course hours per week	Course level
ESG + 5	Executive Small Group + 5 lessons 1:1	Any Monday (Except UK public holidays)	18.75 hours	Intermediate +
ESG + 10	Executive Small Group + 10 lessons 1:1	Any Monday (Except UK public holidays)	22.5 hours	Intermediate +
ESG + 20	Executive Small Group + 20 lessons 1:1	Any Monday (Except UK public holidays)	30 hours	Intermediate +

# Executive 1:1

## Executive 1:1:

This course is provided on an entirely 1:1 basis. You may choose from a minimum of 20 lessons 1:1 up to 40 lessons 1:1 per week. Your timetable will be between 0900 and 1700 Monday to Friday. Evening and weekend classes can be arranged on request.

## Benefits:

This is an entirely tailor-made provision, where MLS devises a training programme in partnership with you, the trainee, to meet your specific language needs. We can also be flexible in terms of when your lessons will take place throughout the day, e.g. you may prefer morning only or afternoon only study.



Source: Nationwide Building Society



Source: Unisys

Course Code	Name of Course	Course Start Date	Course hours per week	Course level
E 20	Executive 20	Any Monday (Except UK public holidays)	15 hours	Intermediate +
E 30	Executive 30	Any Monday (Except UK public holidays)	22.5 hours	Intermediate +
E 40	Executive 40	Any Monday (Except UK public holidays)	30 hours	Intermediate +



## Executive 1:1 Plus

### Executive 1:1 Plus:

This programme is provided in part integrated with other students at MLS College (20 or 30 lessons per week), but also provides opportunity for tailor-made 1:1 tuition outside of the group lessons. Usually your group lessons will take place in the morning with your 1:1 lessons in the afternoon. 1:1 lessons can be booked from between 10 and 20 lessons per week. However, if you wish to have a smaller number of lessons 1:1 per week, we will be happy to provide an individual quotation for you.

### Benefits:

An option which provides opportunities for up to 20 lessons 1:1 in addition to integration with other students in classes – which we strongly believe will help develop your general communication skills and language ability in areas that perhaps you did not consider. A cost effective solution to Executive training.

Course Code	Name of Course	Course Start Date	Course hours per week	Course level
EP 5	Executive Plus 5 (20 lessons group 12 + 5 lessons 1:1)	Any Monday (Except UK public holidays)	18.75 hours	Elementary – Advanced
EP 10	Executive Plus 10 (20 lessons group 12 + 10 lessons 1:1)	Any Monday (Except UK public holidays)	22.5 hours	Elementary – Advanced
EP 15	Executive Plus 15 (20 lessons group 12 + 15 lessons 1:1)	Any Monday (Except UK public holidays)	26.25 hours	Elementary – Advanced
EP 20	Executive Plus 20 (20 lessons group 12 + 20 lessons 1:1)	Any Monday (Except UK public holidays)	30 hours	Elementary – Advanced
EP 35	Executive Plus 35 – (30 lessons group 12 + 5 lessons 1:1)	Any Monday (Except UK public holidays)	26.25 hours	Elementary – Advanced
EP 40	Executive Plus 40 (30 lessons group 12 + 10 lessons 1:1)	Any Monday (Except UK public holidays)	30 hours	Elementary – Advanced

## Group 12

### Group 12 tuition

Group 12 tuition is available as an integrated course with other students in the college. The full range of MLS programmes is available in our main brochure. Key programmes of regular interest to our executive clients are:

- Intensive English 30
- International Business Communications 30
- International Business Communications 32 for Accountants
- International Business Communications 32 for Lawyers

### Closed Group

MLS can arrange any element of the training outlined above to closed groups of individuals from the same organisation, seeking the same training programme at the same time. Individual fee structures can be created dependent upon group sizes and training needs. MLS will be pleased to provide specialised proposals for your organisation.

### Benefits:

This is a cost effective approach to providing specialised tailor made training to a number of trainees at once.



### Course Matrix Overview

Course Structure / Course Content	Executive Small Group	Executive Small Group Plus	Executive 1:1	Executive 1:1 Plus	Group 12	Closed Group
General English	✓	✓	✓	✓	✓	✓
Business Communications	✓	✓	✓	✓	✓	✓
English for Special Purposes		✓	✓	✓		✓
English + Management Training		✓	✓	✓		✓



# Client Services Information

## About MLS' Facilities

The College is situated in two buildings – beautiful Victorian and Georgian premises, only 5 minutes walk from the sea front and the renowned gardens of Bournemouth.

### MLS itself offers the following facilities:

45 classrooms

Three IT suites

A digital language laboratory (Sanako Lab 300)

Free Internet access for students

Coffee Lounge with wireless internet connection

Private study areas / library

Executive lounge offering seclusion for our corporate and government clients, including IT access, daily newspapers and coffee/tea facilities.

## About Bournemouth

Bournemouth is a premier holiday resort with miles of sandy beaches, national parks nearby and excellent shopping and leisure facilities. Tourism and education are major industries but the town is also a centre for banking, insurance and

high-tech industries. Bournemouth is within easy reach of London and has good communication links with other parts of Britain. The area to the west of Bournemouth, known as the Jurassic Coast, is designated as a World Heritage Site and is famous for its geological importance and beauty. The area is favoured with a warmer than average climate for Britain and offers an excellent learning environment.

Bournemouth is a major holiday and leisure town in the UK and you will have a wide choice of activities to choose from during your stay.

### Key places of interest near Bournemouth:

Bournemouth Beach

Poole Harbour

The New Forest

The Jurassic Coast

Salisbury Cathedral

## About Activities

### What activities can you add on to your course?

MLS and Bournemouth offer many activities outside of learning time. Sport plays a significant role in the local economy.

### Golf

There are over 10 golf courses within a 5 mile radius of Bournemouth. We will be pleased to arrange golf tuition or arrange a game of golf if you wish. Fees vary for golf but a good course can be found for as little as £20 per round.

### Watersports

Poole Harbour offers one of the world's finest locations for watersports, including windsurfing, yachting and sea fishing.

Our reception and social staff are happy to advise students on all of the above activities and more. The area has superb sporting facilities including tennis, swimming, water-skiing, jet skiing, horse riding, golf, sailing, dry-slope skiing, bowling, football, squash and athletics. Bournemouth has an



international events and conference centre and a number of leisure centres – all available for use by overseas students.

### **The MLS Social Programme**

Social activities are regularly arranged by MLS, and these include weekend visits to sites of interest around the UK, including London, Bath, Oxford, Salisbury / Stonehenge.

We offer regular evening visits to places such as local country pubs, skittles, bowling nights, karaoke evenings and many other activities, giving you the chance to taste regular English life. We also run a regular once a week sports session, involving either volleyball or football with other students. Additional costs may be incurred on all the above activities.

### **About Additional Academic Services Reporting and Assessment**

MLS offers a full reporting and assessment service. You or your sponsor may request weekly or monthly progress reports, depending on your course duration, which will include details of your language level. Sample

reports are available on request.

Assessment is an integral part of any programme at MLS and we will assess your progress throughout and at the end of your programme. A summative report is available if you or your company require, which will indicate your achieved language level and (if relevant) certificate / diploma credit successes upon departure from MLS.

### **Tutorials**

Throughout your time at MLS you will receive the support not only of your teachers and the client services staff but also a tutor. Your tutor will meet with you at least once a term to discuss your academic progress and will be available throughout your course to provide guidance in your studies.

### **Language Laboratory**

As a full time MLS student, you will have access to MLS' state of the art Sanako Language Laboratory. This is a digital learning centre giving you superb independent learning opportunities



# Accommodation

using the wide range of digital resources on offer at MLS. Each afternoon a senior MLS teacher will be available to assist you in using the digital equipment and also to offer further advice and guidance with your language learning.

## Additional training

Throughout the year, MLS offers free further language training to its students – events such as conversation clubs, film clubs, writing support sessions, pronunciation classes. You will need to keep an eye on our notice boards to find out what is happening each week.

## About the MLS Accommodation and Welfare Service

You will spend much time at MLS College studying during your stay, but it is likely you will spend more time in your accommodation. MLS believes that the quality of service you receive from your accommodation in the UK is a major factor in the success of your stay in Bournemouth.

MLS takes great care in selecting accommodation on behalf of

its students and we aim to match your specific requests against our database of accommodation. Students have a good choice of accommodation options – most popular are:

- Homestay accommodation
- Homestay accommodation – en-suite
- Executive Homestay accommodation
- Guest houses
- Hotels
- Apartments

Most clients stay in an English home, close to the College or in recognised student areas, and this is recommended for the advancement of English language learning. Each home is visited by our Accommodation Officer, who ensures that a high quality of service is maintained, in line with British Council requirements. You will receive a booklet about living in an English home to assist you in understanding any cultural differences.

You will be able to talk with our Accommodation Officer for advice at any point during your stay, should you need this.

If you wish to stay in accommodation which is not part of the MLS homestay network, we will be pleased to assist you in providing information about alternative accommodation. Prices will vary and contractual terms will apply. Please contact the College for further information.

## Main options

### AC1 Homestay Accommodation

- Single room accommodation
- Homes situated within a reasonable distance of the College, or readily accessible to public transport
- Meals: Mon – Fri: Breakfast & Dinner  
Weekends: Breakfast, Lunch & Dinner
- No more than three other students in the home



#### **AC5 Homestay Accommodation En-suite**

- Single room accommodation, with private access to a bathroom
- Homes situated within a reasonable distance of the College, or readily accessible to public transport
- Meals: Mon – Fri: Breakfast & Dinner  
Weekends: Breakfast, Lunch & Dinner

#### **AC6 Executive Homestay Accommodation**

- Single room accommodation, with private access to a bathroom
- Homes situated within a reasonable distance of the College, or readily accessible to public transport
- Meals: Mon – Fri: Breakfast & Dinner  
Weekends: Breakfast, Lunch & Dinner
- Free use of internet facilities in the home

#### **AC8 Apartments**

Bournemouth has many apartments or houses available for rent throughout the year. We will be happy to provide you with a list of available apartments for the time you will be staying at MLS. You will be required to pay a deposit to

secure bookings and contractual arrangements will apply. If you wish we can arrange local homestay accommodation for one or two weeks to begin your stay at MLS, so that you can choose your apartment yourself, once you are in Bournemouth.

#### **AC9 Guest Houses and Hotels**

Bournemouth is a major UK tourist destination and has hundreds of hotels and guest houses. MLS has corporate rates with local 3 and 4 star hotels which we are pleased to pass to our clients. Further information is available on request.

Other options available on request.

#### **Pastoral Care**

During your stay in the UK we hope you will never require medical or welfare assistance. However, should you need assistance in this regard, our Welfare Officer will assist in all welfare matters, e.g. appointments with doctors, dentists, opticians etc. Our staff are sympathetic to students' personal problems and are experienced in handling and solving





the various difficulties that can arise when living away from home.

It is strongly recommended that students take out personal travel, medical and course cancellation insurance to cover unexpected events whilst in the United Kingdom.

### Living in the UK

MLS will provide you with a full induction package on how to “survive” in the UK. Our staff are always available if you need assistance with any aspect of living in the UK.



### Getting to MLS and Bournemouth

Your course will take place at the main MLS International College buildings in the heart of downtown Bournemouth. Bournemouth itself is situated approximately two hours south west of London and within easy reach of Heathrow, Gatwick, Southampton and our own Bournemouth Airport. Bournemouth is sited on a main line train route from London and National Express Coaches run regular services to Bournemouth. Please visit our website for current links to travel websites.

### Airport Transfer Service

MLS offers a personal welcome at your point of entry in the UK, available on request. Our driver will meet you at the airport and take you directly to your accommodation. A return airport transfer service is also available on request. Please note Bournemouth has an international airport and many European flights now arrive weekly at Bournemouth. Additional charges apply to the airport transfer service.



# Sample Timetables



## Executive Small Group tuition (maximum size 6)

Time	Class
09.00-10.30	Group Study (English & Business Communications)
10.30-10.50	Break
10.50-12.20	Group Study (English & Business Communications)
12.20-13.30	Lunch
13.30-15.00	Free Time or Self Study
15.15-16.45	Free Time, Language Lab or Self Study

## Executive One to One Tuition

Time	Class
09.00-10.30	1:1 tuition
10.30-10.50	Break
10.50-12.20	1:1 tuition
12.20-13.30	Lunch
13.30-15.00	1:1 tuition
15.15-16.45	1:1 tuition, Language Lab or Self Study

## Executive Small Group (maximum size 6) + One to One

Time	Class
09.00-10.30	Group Study (English & Business Communications)
10.30-10.50	Break
10.50-12.20	Group Study (English & Business Communications)
12.20-13.30	Lunch
13.30-15.00	1:1 tuition
15.15-16.45	1:1 tuition, Language Lab or Self Study

## Executive Plus – Group 12 Tuition + 1:1

Time	Class
09.00-10.30	Group Study
10.30-10.50	Break
10.50-12.20	Group Study
12.20-13.30	Lunch
13.30-15.00	1:1 tuition
15.15-16.45	1:1 tuition, Language Lab or Self Study

MLS Useful English	Formal / Neutral	Informal
Name	Dear Sir/Madam, Dear Sirs, Dear Dr/Professor + <i>surname</i> , Dear Mr / Mrs / Ms + <i>surname</i> , Dear + <i>first name</i> , To whom it may concern	Hi/Hello + first name, Mary, ... ( <i>or no name at all</i> )
Previous contact	Thank you for your e-mail of... Further to your/my last / most recent e-mail... Further to your/my message of the 20 <sup>th</sup> March,... I apologise for not getting in contact with you before now, but...	Thanks for your e-mail. I was really pleased to get your message. It was great to see you / hear from you. Re your e-mail, ... Sorry I haven't written for ages but I've been really busy.
Opening	In reply to your e-mail, here are... Your name was given to me by...	I hope you are well. / I hope all is well. How are you? How are things? How's it going?
Reason for writing	I am writing in connection with... I am writing to enquire about... I am writing in response to... I am writing to inform you that... We would like to point out that...	Just a short note about... Just a quick note to say... Here's the... you asked for / asked about. I'm writing about... Just to let you know... I got your name from... Please note that...
Informing	We are able to confirm that... I am delighted to tell you that... We regret to inform you that...	We can confirm that... Good / Great news! Unfortunately... I'm sorry but...
Attachments	Please find attached my report. I am sending you... as a <i>pdf</i> file / <i>word document</i> etc.	I've attached... Here is the ... you wanted.
Asking for information	Could you give me some information about...? I would like to know...	Can you tell me a little about...? Tell me...
Requesting	I would be grateful if you could... I wonder if you could... Thank you in advance for your help in this matter. Please accept my apologies for...(ing).	Please... Could you...? I'd appreciate your help with this.
Promising action	I will investigate the matter. I will contact you again shortly.	I'll look into it. I'll get back to you soon.
Offering help	Would you like me to...? Let me know whether you would like me to...	Do you want me to...? Let me know if you'd like me to...
Final comments	Thank you for your help. Do not hesitate to contact us again if you require further information. Please feel free to contact me again if you have any further questions. My direct line is... I look forward to...(ing) Please keep me informed regarding... I can be contacted at the address above or on ( <i>number</i> ). Thank you in advance for...	Thanks again for...(ing) Let me know if you need anything else. Just give me a call if you have any questions. My number is... Looking forward to...(ing) Let me know when you are free so we can get together. It would be great to hear from you. Please let me know about... Give me a ring / Drop me a line and let me know...
Closing	I look forward to hearing from you (in due course). Thank you for your kind attention. Please pass on my regards to... Yours faithfully, Yours sincerely, Yours truly, Best wishes, Regards,	Say hi to ... for me. Hope to see you / speak to you soon. Write soon. / Keep in touch. Speak to you soon. / See you soon. Bye (for now), All the best / Best wishes, Take care / Love / Lots of love Kind regards,

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