ESOL Entry 1 & 2 (Job Centre Clients)

Scheme of Work

◇ Teacher-Centred Course Aims (General)

- To equip learners with essential English language skills needed to access employment and succeed in the workplace.
- To increase learners' confidence in speaking, listening, reading and writing within work-related contexts.
- To develop functional vocabulary related to jobs, routines, safety, communication, and customer interaction.
- To familiarise learners with practical work documents like application forms and payslips.
- To build digital literacy relevant to the workplace (e.g., filling forms online, reading digital payslips, writing emails).

◇ Learner-Centred Course Outcomes

By the end of the course, learners will be able to:

- Introduce themselves and complete personal information forms.
- Identify and describe different jobs and workplaces.
- Describe a simple daily routine related to work.
- Recognise health and safety signs and instructions at work.
- Complete basic job applications and participate in simple interviews.

- Understand and use basic workplace communication and polite requests.
- Engage in simple customer service situations and manage basic problems.
- Read and understand key information on a payslip.
- Express simple workplace problems and suggest solutions.
- Use digital tools to fill forms, send messages, and access workplace-related information.

Session	Topic	Content Description	Teaching & Learning Methods	Resources and Materials	Assessment Methods
1	**Introduction & Personal Information**	Vocabulary: name, age, address, phone number. Practice filling out forms and speaking about personal information.	Teacher-led modelling, pair interviews, form-filling practice, and icebreakers.	Registration forms, name cards, speaking prompts, and visual cues.	Speaking task, form completion, Q&A.
2	**Jobs and Workplaces**	Common job titles, duties, and places of work.	Picture matching, sentence making, vocabulary building, and pair discussion.	Flashcards, job picture cards, sentence strips, job charts.	Matching task, oral description of jobs.
3	**Daily Routine at Work**	Routine actions (start work, clean, serve), time phrases, and adverbs of frequency.	Daily task sequencing, writing routines, and clock activities.	Flashcards, visual schedule, gap-fill worksheets, and clocks.	Oral presentation of routine, routine writing worksheet.
4	**Health and Safety at Work**	Signs and symbols (e.g., PPE, fire exit), hazard vocabulary, and giving safety instructions.	Safety signs quiz, group discussions, and watching short videos.	Safety sign posters, flashcards, hazard	Sign labelling task, listening and

Session	Topic	Content Description	Teaching & Learning Methods	Resources and Materials	Assessment Methods
				checklist, YouTube H&S clips.	matching, and observation.
5	**Job Applications**	Personal statements, completing application forms, and basic CV parts.	Reading examples, group discussions, and guided form completion.	Application templates, model statements, writing scaffolds.	Completed form, peer feedback on statements.
6	**Interviews**	Common interview questions and polite responses, confidence-building.	Listen and repeat, mock interviews, and role-play practice.	Interview question cards, sample audio, peer interview rubrics.	Mock interview, self-assessment checklist.
7	**Workplace Communication**	Polite requests, instructions, basic workplace emails, and notices.	Email writing, listening to instructions, and role-plays.	Email templates, instruction cards, and polite request prompts.	Email task, following instructions, and peer feedback.
8	**Customer Service**	Greet customers, help them, and deal with complaints using polite language.	Situational dialogues, matching problems and solutions, role-plays.	Problem-solution cards, customer role cards, scenario prompts.	Role-play, vocabulary quiz.
9	**Understanding Payslips**	Gross/net pay, deductions, NI number, tax code.	Reading real/fake payslips, highlighting key terms, and Q&A.	Sample payslips, glossaries, and digital calculator tools.	Matching terms, question-answer sheet.
10	**Workplace Problems and Solutions**	Expressing problems, asking for help, and offering solutions.	Listening to scenarios, sentence construction, and pair discussion.	Scenario cards, vocabulary list, and support worker visuals.	Problem-solving worksheet, role-play scenarios.