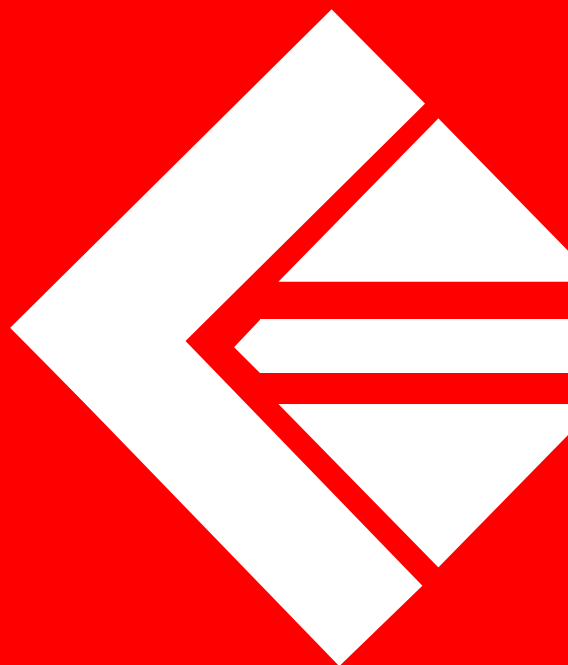


2011-2012

ENGLISHUK 



# ENGLISH UK WELFARE OFFICER'S CERTIFICATE COURSE (WOCC)



# English UK Welfare Officers' Certificate Course (WOCC)

## Introducing the WOCC

The WOCC course runs from October to March with monthly face-to-face sessions held at English UK's training venue in Farringdon, London. The course is suitable for experienced and inexperienced personnel who provide student welfare services to international ELT students.

Course participants receive seven face-to-face practical and challenging sessions, a course introduction booklet and a comprehensive distance learning pack that covers all of the course topics. Every candidate also benefits from online tutorials and is given personalised guidance and advice by the course tutor, along with access to a WOCC group discussion forum.

Material is updated to meet the latest accreditation criteria and developments within the industry. Coursework is assessed by the course tutor who is also an experienced inspector for the Accreditation UK scheme.

**Choose the WOCC if you are looking for a course that:**

- ◆ Will help you to offer excellent care for students in your organisation
- ◆ Is unique and tailored specifically for the ELT industry
- ◆ Is highly-respected and has a proven track record within the ELT industry
- ◆ Is suitable for both experienced and inexperienced Welfare Officers
- ◆ Is highly practical and delivered in a task-based format
- ◆ Enables you to keep the busy summer months free
- ◆ Offers a high level of personalised attention

***"I enjoyed all the tasks. I have benefitted from every topic and especially from sharing ideas with people who are doing the same job."***

### Course Fees:

English UK members	£1,175 + VAT
Non-members	£1,528 + VAT

***"I wouldn't change a thing and thanks for a fabulous course. I shall miss attending!"***

### Feedback from the previous cohort

*Average scores on scale of 1-5: 1=poor, 5=excellent*

Administration of the course	4.7
Assessment tasks	4.0
Course handbook and materials	4.5
Training sessions	4.7
Individual tutorials	4.5

### What previous cohorts found useful about the course:

- ◆ It is reassuring to meet other Welfare Officers and know that other schools experience the same situations.
- ◆ The tutorials were very interesting and I learnt so much.
- ◆ Great opportunity to meet others in the same boat and exchange ideas.
- ◆ Because of the tasks involved I was able to update a lot of documents and implement some that I didn't have in use.
- ◆ You do feel 'alone' sometimes in this job so it was great to compare notes and make new contacts.
- ◆ Being able to ask advice from a British Council Inspector (Diane Phillips) was very useful.

## Course Content

### Module 1 - Working Effectively within the Organisation

- ◆ An introduction to the course covering self management skills, target setting, communicating and working as an effective manager and team member. One of the tasks would be, for example, to look at your role and responsibilities within the organisation.
- ◆ *Thursday, 6th October 2011 with Dr. Diane Phillips and Liz Granato*

### Module 2 - Organising Student Accommodation

- ◆ This session looks at different types of accommodation and their requirements, finding and assessing the suitability of homestay, self-catering and residential accommodation, negotiating contracts with host families, and helping students to make their own accommodation arrangements.
- ◆ *Friday, 7th October 2011 with Dr. Diane Phillips*

### Module 3 - Managing Student Accommodation

- ◆ This session looks at systems for allocating accommodation, and quality assurance - monitoring, maintaining and, if necessary discarding accommodation, helping and advising homestay providers, offering guidelines, giving information and raising awareness of cultural issues.
- ◆ *Friday, 4th November 2011 with Dr. Diane Phillips*

### Module 4 - Care of Juniors

- ◆ As demand grows for junior courses, schools have to deal with the special issues connected with the care of juniors. This unit covers the statutory requirements such as the Children Act which affects those running courses for juniors and offers advice and examples of good practice.
- ◆ *Friday, 2nd December 2011 with Nigel Heritage*

### Module 5 - Welfare and Student Services

- ◆ This unit looks at ways of giving students information before, at the start and during their course, including advice about living in a British home. The session also aims to examine the pastoral role of the welfare officer – how students can be provided with practical advice and support. During the session listening skills will be practiced and a closer look will be taken at a variety of problem situations, possible solutions and appropriate sources of referral.
- ◆ *Friday, 13th January 2012 with Dr. Diane Phillips*

### Module 6 - Legal Responsibilities

- ◆ This session looks at legal requirements and official procedures as required by accreditation schemes. It considers your organization's legal responsibilities in relation to the welfare of students; the students' rights and responsibilities, and homestay providers' rights and responsibilities.
- ◆ *Friday, 24th February 2012 with Dr. Diane Phillips*

### Module 7 - Customer Service

- ◆ Customer service tends to mean different things to different people. This session discusses definitions of customer service and setting service standards, meeting and exceeding customer expectations, quality assurance systems and dealing with complaints, looking at what constitutes best practice/excellence.
- ◆ *Friday, 30th March 2012 with Dr. Diane Phillips and Liz Granato*

## The Trainers



**Dr. Diane Phillips** worked for the Bell Educational Trust from 1984 until 2003 as a teacher, teacher trainer, and manager. Her final position was that of Head of Academic Management, UK schools, and Head of the Young Learner Department. She is currently a lecturer for the Open University, teaching on the MA in Education programme and has been a British Council Inspector since 2000. Diane was the external moderator for the English UK Welfare Officers' Certificate Course until her appointment as lead trainer in 2007. She is the author of a wide range of in-house and published materials.



**Nigel Heritage** is a trainer with a positive approach. Both a perfectionist and practical, a rare combination, Nigel guides you towards achieving best practice and hopes you will enjoy the process. Nigel specialises in welfare provision and the care of juniors. With over 25 years' experience in the world of EFL as a teacher, manager and trainer, plus a host of other life experiences to draw on, Nigel is the perfect addition to the 2011-2012 Welfare Officers' Certificate Course.



**Liz Granato** has many years experience in ELT schools as a teacher and an academic manager. Later as centre director, she managed the student services, particularly welfare and accommodation, on both adult and junior programmes. Liz is an inspector with the British Council and is also a tutor on the English UK Welfare Officers' Certificate course.

### Other Personnel

**Ulla Holmer** is the external moderator for the Welfare Officers' Certificate Course, having previously been the course tutor, trainer on the 'Care of Juniors' module, and coursework assessor. English UK staff include: the Professional Services Officer who is the course administrator and **Mark Rendell**, Deputy Chief Executive (Professional Services) who manages the English UK Professional Services programme.

### Additional Course Benefits

- ◆ Online one-to-one tutorials with personalised guidance and advice given by an experienced course tutor.
- ◆ A free copy of the latest Accreditation UK Handbook.
- ◆ Access to the WOCC online group discussion forum to keep in touch with fellow participants, course tutors and English UK professional services staff.

### How to Apply

To apply, please ask for an application form from: [training@englishuk.com](mailto:training@englishuk.com) or download a copy from our website at: [www.englishuk.com/training](http://www.englishuk.com/training).

#### Contact:

Bettina Sattler, Professional Services Assistant  
English UK, 219 St John Street, London, EC1V 4LY  
Tel: 020 7608 7960, Fax: 020 7608 7961  
[e:training@englishuk.com](mailto:e:training@englishuk.com)  
[www.englishuk.com/training](http://www.englishuk.com/training)

Company registration no: 5200973

## Welfare Officers' Certificate Course 2011-2012

### APPLICATION FORM

PLEASE COMPLETE IN BLOCK CAPITALS

First Name:	Surname:
Job Title:	
Institution:	
Work Address:	Home Address:
Tel:	Tel:
Fax:	
Email:	

#### Fees

1. A deposit of **£350** (+VAT at 20%) will reserve a place on the course with the remaining balance being required in full no later than Thursday, 15<sup>th</sup> September 2011.
2. Alternatively you can pay the fee in full. Prices are indicated below:

Prices *exclude* VAT (to be added at 20%):

- English UK Member Rate (£1,175+VAT)    
  Non-Member Rate (£1,528+VAT)

#### Payment Options *(please tick the appropriate box)*

- Please **invoice** my organisation quoting order number \_\_\_\_\_ (if applicable)

Payment must be received within 30 days of the invoice. Admittance to the course will not be allowed unless payment has been received

- I enclose a **cheque** for the deposit or the full payment (please circle the appropriate option)

Please make all cheques payable to **English UK Enterprises Ltd**

- Please **debit** my debit/credit card:    
 VISA   
 MasterCard   
 SWITCH   
 SOLO

Card No:

Security No: \_\_\_\_\_     Expiry date: \_\_\_\_\_     Issue No. (SWITCH only): \_\_\_\_\_

Card holder's name: \_\_\_\_\_     Signature: \_\_\_\_\_

- BACS**

Account name: **English UK Enterprises**; Account no: **46633189**; Sort Code: **60-60-08** (please quote invoice number)

Please note that the maximum group size is 14 and places are allocated on a first-come first-served basis.

## Terms and Conditions

### Fees

1. The course fee covers the provision of the course, all written materials and light refreshments for one participant. Please note that lunch is not included but a list of excellent local options will be provided.
2. ENGLISH UK reserves the right to refuse any bookings.
3. ENGLISH UK reserves the right to refuse entry to the course if payment has not been received in full by Thursday 15<sup>th</sup> September 2011.
4. Only the declared course participant will be able to attend the course and substitutes are not permitted for any of the sessions.
5. Places on the course are offered on a first-come-first-serve basis.

### Refund and Cancellation Policy

6. ENGLISH UK reserves the right to cancel or curtail any course. On the very rare occasion that this is necessary, a full or partial refund will be made if appropriate. No additional liability for compensation expenses will be accepted.
7. ENGLISH UK will refund fees in full if the participant cancels on or before 15<sup>th</sup> September 2011.
8. ENGLISH UK will not refund fees if the participant cancels after 15<sup>th</sup> September 2011.
9. Notice of cancellation must be received in writing.

### Important note

10. By signing this form, the applicant confirms that s/he has received and read a copy of the course outline document detailing session topics and dates and agrees to be bound by the terms and conditions of registration.
11. Please keep a copy of this form as a record of your booking. Official confirmation will be sent to you.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Please print name \_\_\_\_\_

Please return the completed registration form by post/fax/email to:

Yvonne Bader  
ENGLISH UK,  
219 St John Street,  
London, EC1V 4LY

Email: [training@englishuk.com](mailto:training@englishuk.com)  
Web: [www.englishuk.com/training](http://www.englishuk.com/training)

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Company Registration No. 5200973 VAT Registration No. 858847459



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f: 020 7608 7961 w: [www.englishuk.com](http://www.englishuk.com)