

# English Language Training Project

## Standard Operating Procedures

V1.1 - 31/8/21

### Introduction

This document seeks to clarify the processes involved in the NEU Professionals mental health English language project along with the allocation of responsibilities, timescales and costs. Please read it to understand how the project will interface with ourselves, the candidate, our language training partner and your organisation. If you have any queries, please direct them to [edyta@neuprofessionals.com](mailto:edyta@neuprofessionals.com) in the first instance.

### Process

#### 1.1 – Receipt of Applications (NEU Professionals)

Following our marketing campaigns, candidates will apply to NEU directly and provide their experience, qualifications and GDPR consent to share their details between the project stakeholders.

#### 1.2 – Screening of Applications (NEU Professionals)

Based on our initial discussions regarding specification of candidates sought, NEU will screen applications to ensure a fit with the criteria and also the candidate's preference with regard to location, lifestyle and availability.

#### 1.3 – Placement Testing (Specialist Language Courses (SLC) <https://specialistlanguagecourses.com>)

Suitable candidates will be tested by SLC to ascertain their current level of English according to the Common European Framework of Reference (CEFR) – shown here aligned with OET scores.

CEFR levels	Reading	Writing	Listening	Speaking
C2	450 A	450 A	450 A	450 A
C1	350 B	350 B	350 B	350 B
B2	200 C	200 C	200 C	200 C
B1				
A2				
A1				

Those achieving scores demonstrating a high proficiency of English and a likelihood of successful OET certification after a 5- or 8-week course will be highlighted to NEU. A minimum score of C1 is required in placement tests to be considered for a 5-week course and high B2 for an 8-week course.

#### 1.4 – Shortlisting of candidates (NEU Professionals)

Based on the feedback from SLC, NEU will communicate with candidates to understand their training availability and capacity for an intensive course. Those who fulfil all client criteria and are fully engaged in the process will then be uploaded to our online platform (SharePoint) and scheduled for interview.

#### 1.5 – Interview (Client Trust)

Candidates will be video interviewed by clients during a fully-managed schedule facilitated by NEU. A Project Manager will be on-hand at all times to ensure smooth progress and availability of information.

#### 1.6 – Language Course Enrolment (Specialist Language Courses)

Following notification of a candidate’s success at interview, the candidate will be enrolled on an intensive OET preparation course comprising tutor-led classes minimum 3 times per week and online interactive courses to supplement this.

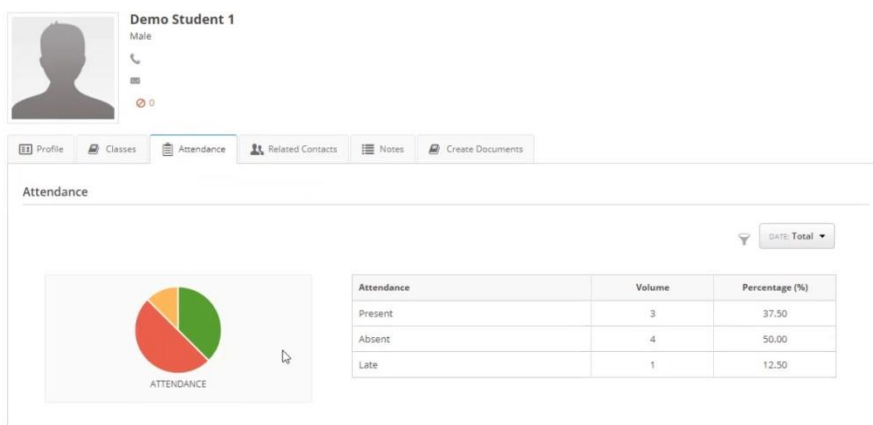
- NB. The cost of this course per candidate is payable on enrolment and can be facilitated by NEU for expediency. This will be immediately invoiced to the Client Trust as a pass-through cost with 14 day payment terms.
- If a course was not completed, NEU would attempt to reclaim the funds from the candidate and refund the Trust.

#### 1.7 – Client / Candidate Engagement Sessions (Client Trust)

In parallel to their language training, we strongly advise Trusts to begin the process of candidate engagement to build a sense of belonging and excitement. We recommend fortnightly Teams calls with the groups to increase conversion rates and motivate candidates to put everything into their studies. In particular this might involve introducing them to future colleagues, showing them the workplace and outlining the nature of work performed in your establishment.

#### 1.8 – Mid-course assessment (Specialist Language Courses)

Around halfway through the language course SLC will informally assess the progress of each candidate and provide an assessment of their likelihood of successful exam clearance. This will allow time to make any particular adjustments for individuals, or recognise that an individual may need training beyond the allotted period.



Attendance and progress will be continually monitored via SLC's online platform to ensure only the most committed students are approved for examination. Statistics are available in real-time and a system of stars and flags is used for noting commitment – based on these NEU will intervene where there are areas of concern and attempt to modify behaviour. Clients will be provided reporting statistics for all candidates at all stages on a fortnightly basis by the Project Manager.

### 1.9 – Exam Booking (NEU Professionals)

For those candidates who are deemed highly likely to pass their OET test, NEU will book examinations on the soonest possible date following the course. This needs to be done prior to the course finishing due to the requirement to book well in advance.

- NB. The cost of this exam per candidate is payable on registration and can be facilitated by NEU for expediency. This will be immediately invoiced to the Client Trust as a pass-through cost with 14 day payment terms.
- In Trusts where this cost does not form part of the relocation package, candidates will have agreed that Trusts can reclaim this via salary sacrifice.
- If a candidate were to not continue with the recruitment process, NEU will attempt to reclaim the funds from the candidate and refund the Trust.

### 2.0 – Exam Success -> Standard Recruitment Process (NEU Professionals)

Following a successful result the candidate will move into our standard processes for overseas recruitment.

### 3.0 – Exam Failure -> Candidate resit (Candidate)

Given the level of screening prior to examination, any exam failures are likely to be by very small margins. Candidates will be encouraged to re-sit the exam at the earliest opportunity and engage with any further training that they feel would be beneficial. The cost of this additional exam fee and any further training would be borne by the candidate. The benefit of Trust engagement and encouragement will be felt keenly at this point as candidates would by now have begun to imagine their new life and be eager to make it a reality. We would expect minimal dropouts from candidates at this point given that their goal is so clearly in sight and their energies can be focused on the small incremental improvement they need to make to gain English certification.

**Course details:**

<b>Course Length</b>	<b>80 hours (25h of tutored training + 55h of self-study)</b>
Entry Level	Entry Level: C1 in R, L, S, High B2 in writing
Comments	Recommended as an intensive course for high level students only
Schedule	Standard course: 16 hours per week for 5 weeks This course could be spread out over 8 weeks (10 students per course), but has been successful in the past as a 5-week intensive with small groups (6 students)
Materials	Reach OET B Nursing
Cost per candidate	£165

<b>Course Length</b>	<b>110 hours (50h of tutored training + 60h of self-study)</b>
Entry Level	Entry Level: C1 in R and L, High B2 in Speaking, High B2/Mid B2 in writing
Schedule	Standard Course: 13-14 hours per week for 8 weeks Longer Course: 9 hours per week for 12 weeks
Materials	Reach OET B Nursing
Cost per candidate	£320