



**The world's only international
certificate language course
specifically for healthcare
professionals**



<http://englishschooloflondon.com/>

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01.

WHO IS THIS COURSE AIMED AT?

This Cambridge certificate program is intended for qualified doctors and medical students with an upper-intermediate to advanced level of English who are looking to work in an English-speaking environment.

Mirroring the increased emphasis on communication skills training in medicine, this course aims to develop the language and interpersonal skills essential between doctors and their patients, thus enabling medical practitioners to carry out their duties with greater confidence.

This course prepares international healthcare professionals from the following 12 professions:



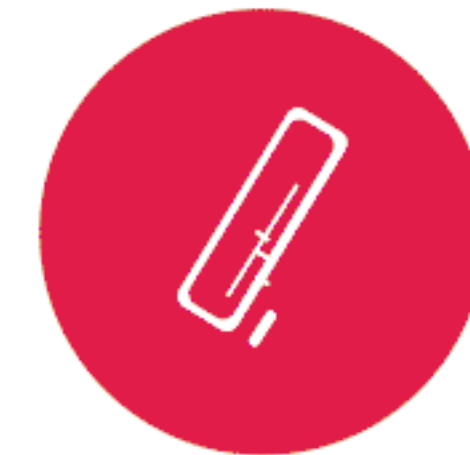
Dentistry



Dietetics



Medicine



Nursing



Occupational Therapy



Optometry



Pharmacy



Physiotherapy



Podiatry



Radiography



Speech Pathology



Veterinary Science

THIS ESTEEMED COURSE HAS BEEN WRITTEN IN ACCORDANCE WITH THE CALGARY-CAMBRIDGE OBSERVATION GUIDE*.



02.

WHAT ASPECT OF MEDICAL ENGLISH DOES THE COURSE DEAL WITH?

Concerning numerous medical communication

experts and through exposure to authentic clinical scenarios, this Cambridge certificate program demonstrates the impact of good communication on the patient–doctor relationship. The course will train you how to sensitively handle a range of situations, from taking a patient history through the physical examination and describing treatment options to breaking bad news.

"It will also prepare you for dealing with different patient types, including children and the elderly, and patient situations requiring enhanced sensitivity levels."

Professor Tejas Mehra

World-renowned language testing expert and developer of OET

MEDICAL VS LANGUAGE CONTENT



MEDICAL COMMUNICATION MODELS:

Learn effective communication using medical models.



NOT A MEDICAL TRAINING COURSE:

Focus on language and communication skills, not medicine.



LEVERAGING MEDICAL EXPERTISE:

Apply your medical knowledge in communication scenarios.



LANGUAGE AND COMMUNICATION EXPERTISE:

Trainers facilitate language development, not medical expertise.



Spoken communication skills

This section focuses on enhancing healthcare professionals' ability to effectively communicate through spoken language.

It covers strategies for introducing communication techniques that can prevent or address breakdowns in communication with patients.

Additionally, it emphasizes the importance of using patient-friendly language when giving instructions or discussing treatment options.

Moreover, it familiarizes healthcare professionals with commonly used patient language, including euphemisms, jargon, and the language used by children.

Enhancing Active Listening and Voice-Management Skills

This section focuses on improving active listening skills to conduct successful patient interviews. It introduces techniques that facilitate discussion and demonstrate genuine attentiveness to the patient's information.

Furthermore, it highlights the importance of voice management, including intonation and word stress, in building rapport, providing encouragement, and showing sensitivity towards patients.

Cultural Awareness in Healthcare Communication

This section broadens healthcare professionals' understanding of cultural issues and their impact on patients and the interview process.

It emphasizes the significance of recognizing one's own cultural background and its potential influence on patient interactions.

By developing cultural awareness, healthcare professionals can better navigate and adapt their communication approaches to meet the needs of patients from diverse cultural backgrounds.

Developing Non-Verbal Communication Skills

This section aims to develop healthcare professionals' awareness of body language, enabling them to better interpret their patients' physical and emotional cues.

It emphasizes the significance of mirroring verbal communication with appropriate non-verbal signs.

By improving their understanding of non-verbal cues, healthcare professionals can effectively communicate with patients and establish rapport.

Available globally in online face-to-face live mode

This global Cambridge certificate program offers year-round online live training for busy healthcare professionals.



Online assessment



Notes on the student dashboard



Live@Home: a remote-proctored face-to-face version of the course.

To know more about this course, see the ESOL website:

www.englishschooloflondon.com



“We have reviewed this course thoroughly and are confident that, as well as giving more flexibility to doctors keen to work around the world, it will continue to ensure that only those with a high level of English will reach the required standard.”

Charlie Massey

Chief Executive, General Medical Council (UK)

03.

WHAT'S IN THE COURSE?

This course provides an in-depth and thorough assessment of all areas of language ability. The chapters are divided into four sub-skills:



SUB-SKILLS	CONTENT	WILL PREPARE YOU TO
 Listening (10 minutes per day)	Activities to all 12 professions: Note-taking on a recorded professional consultation and multiple-choice questions on health-related audio.	Follow and understand a range of health-related spoken materials such as patient consultations and lectures.
 Reading (5 minutes per day)	Activities common to all 12 professions: Completion of health-related summary paragraph and multiple-choice questions on a longer health-related text.	Read and understand different types of text on health-related subjects.
 Writing (10 minutes per day)	One profession-specific task: Writing a letter of referral or discharge; or a letter to inform or advise a patient/carer/group.	Write a letter that is relevant for the reader in a clear and accurate way.
 Speaking (20 minutes per day))	Two profession-specific tasks: Scenario role-plays with an peers who plays the part of a patient/relative/ carer.	Effectively communicate in a real-life context using role-plays.

The Listening and Reading sub-skills are designed to assess a candidate’s ability to understand spoken and written English, based on health-related topics and tasks common to all professions. The Writing and Speaking sub-tests are specific to each of the 12 individual healthcare professions the test covers and are designed to reflect everyday tasks performed in that profession’s workplace.

THE COURSE CONTENT IS DIVIDED INTO THREE DISTINCT PARTS:

PART 1

Introduction to communication

🕒 About 10 projects

Part 1 provides you with an overview of communication, highlighting its importance during the patient encounter.

PART 2

Units 1 to 9

🕒 About 20 projects

This part takes you through the kind of language and communication skills required to ensure you are able to carry out each stage of the patient encounter effectively.

PART 3

Units 10 to 12

🕒 About 5 minutes each

Part 3 offers the chance to consolidate and further hone these skills, putting them into practice within specific clinical situations and with particular patient types.

Note:

- Each unit ends with an extended role-play and progress check.
- Audio transcripts, as well as a complete answer key can be found on the student dashboard.

Speaking role-play project work

The candidate receives information for each role-play on a card that they keep while they do the role-play.

The card explains the situation and what they are required to do.

The role-plays are based on typical workplace situations and reflect the demands made on a health professional in those situations.

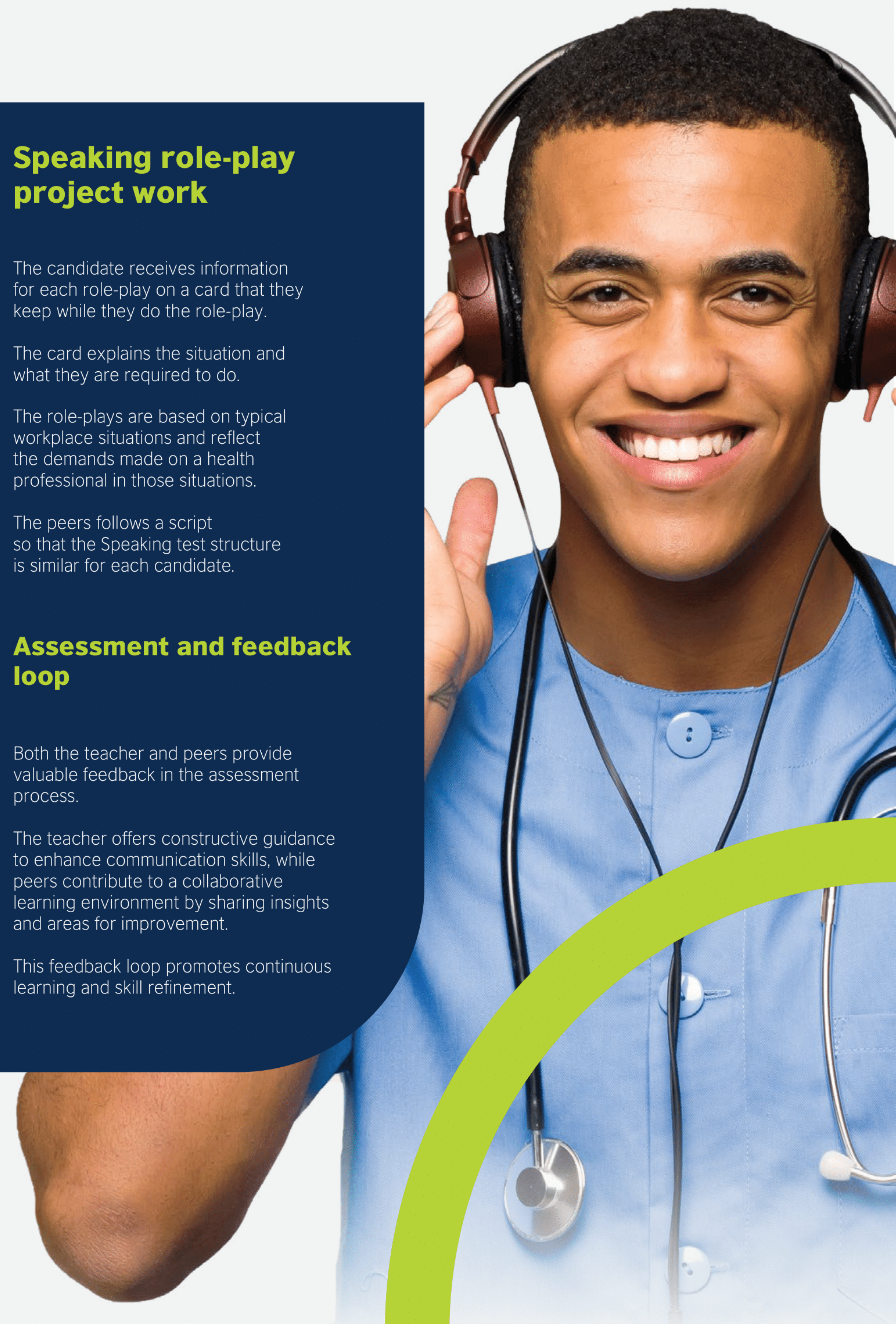
The peers follow a script so that the Speaking test structure is similar for each candidate.

Assessment and feedback loop

Both the teacher and peers provide valuable feedback in the assessment process.

The teacher offers constructive guidance to enhance communication skills, while peers contribute to a collaborative learning environment by sharing insights and areas for improvement.

This feedback loop promotes continuous learning and skill refinement.



SPECIAL FEATURES OF THIS COURSE

PART A

THINK ABOUT ... SECTIONS:

🕒 15 minutes per class

Allow you to reflect individually on your current knowledge of a given aspect of the patient encounter, or indeed the language used to carry it out, before tackling the target area.

They also serve as a diagnostic for the trainer to evaluate your strengths and weaknesses.

PART B & C

PATIENT SPEAK SECTIONS:

🕒 10 minutes per class

Familiarizing with Patient Language: acquaint you with the language spoken by patients, including colloquialisms, drug-culture jargon, childhood expressions, and more. By gaining familiarity with these linguistic aspects, you will be better equipped to select appropriate language choices based on the specific setting or audience.

Enhancing Language Choice: to make informed decisions regarding the most suitable language for different situations. This skill is crucial for effective communication as it allows you to adapt your language choices to meet the needs and preferences of your patients in various contexts.

More features cont.

- Quotations from the Experts: Experts in the field of medical communication skills are referenced, establishing a connection between theory and practice.
- Communication Skills Boxes: These boxes provide practical tips and hints on employing appropriate communication strategies.
- Cultural Awareness Boxes: These boxes highlight specific cultural aspects that could potentially lead to misunderstandings, fostering discussions on cultural sensitivity.
- Out & About Boxes: Encouragement is given to observe and analyze language usage in real-life contexts within your work or study environment.

- Linking Theory and Practice: The program emphasizes the importance of applying learned theories to practical medical communication scenarios.
- Practical Communication Strategies: Guidance is offered on using effective communication techniques in medical settings.
- Cultural Sensitivity and Awareness: Attention is drawn to cultural factors that impact communication, promoting understanding and inclusivity.
- Progress Checks: Opportunities are provided for self-reflection, enabling you to assess your progress within each unit.

Note:

- These features are designed to enhance your communication skills in medical contexts, fostering a comprehensive understanding of theory, practice, cultural nuances, and personal progress.

04.

SCORING AND RESULTS

Assessments on this course are published in line with the international OET test. Candidates may download a Statement of Results from their respective student dashboards.

Candidates receive a numerical score for each sub-skill, ranging from 0 to 10. The numerical score is mapped to a separate letter grade, ranging from A (highest) to E (lowest).



Here are the descriptions for each grade:

NUMERICA L SCORE	LETTER GRADE	BAND DESCRIPTORS	IELTS EQUIVALENT BAND SCORE	CEFR LEVEL
85 - 100	A	Can communicate very fluently and effectively with patients and health professionals using appropriate register, tone and lexis. Shows complete understanding of any kind of written or spoken language.	8.0 - 9.0	C2
68 - 84	B	Can communicate effectively with patients and health professionals using appropriate register, tone and lexis, with only occasional inaccuracies and hesitations. Shows good understanding in a range of clinical contexts.	7.0 - 7.5	C1
51 - 67	C+	Can maintain the interaction in a relevant healthcare environment despite occasional errors and lapses, and follow standard spoken language normally encountered in his/her field of specialisation.	6.5	B2
34 - 50	C		5.5 - 6.0	
17 - 33	D	Can maintain some interaction and understand straightforward factual information in his/her field of specialisation, but may ask for clarification. Frequent errors, inaccuracies and mis- or overuse of technical language can cause strain in communication.	Less than 5.5	
0 - 16	E	Can maintain simple interaction on familiar topics and understand the main point in short, simple messages, provided he/she can ask for clarification. High density errors and mis- or overuse of technical language can cause significant strain and breakdowns in communication.		

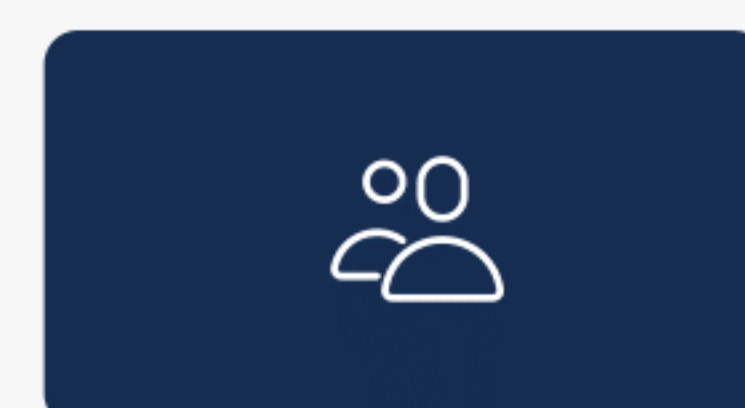
05.

HOW CAN THIS COURSE BE USED FOR SELF-STUDY?

Depending on your goals, you can either follow the course in a linear manner or you may wish to use the Contents page to pinpoint areas you find particularly difficult – breaking bad news, dealing with hearing problems, etc.

The benefits

- Comprehensive Introduction: Working through the Introduction to Communication (pages 8-13) will provide significant benefits regardless of your goals or time constraints.
- Audio Transcripts: Take advantage of the audio transcripts, some of which also incorporate non-verbal communication aspects. This resource enhances your understanding and application of communication skills.
- Answer Key: The answer key includes suggested answers to numerous open-ended exercises, offering valuable guidance for self-assessment and learning. Refer to it to further enhance your understanding and proficiency.



Role-Plays + Feedback:

Engage in role-plays with a colleague or friend, taking turns as patients, and seek constructive feedback to improve your communication skills.



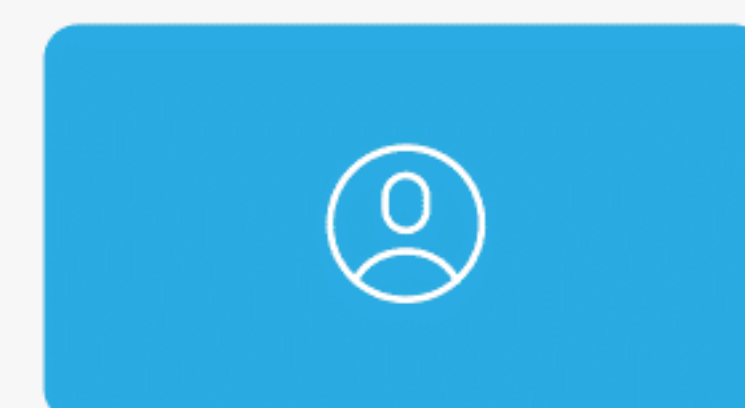
Record + Review:

Utilize a webcam to record your role-plays, allowing you to review your performance later from an observer's perspective.



Feedback Table:

Complete the table, downloadable from the website, based on your specific goals, to further enhance your communication abilities.



Worksheets with Answer Keys:

Work through downloadable worksheets with full answer keys available on the website to expand your knowledge.



Glossary:

Create a glossary of "Patient speak" that includes example sentences. This exercise deepens your understanding of patient language.



**Patient safety
and quality of
care**



“The course is a comprehensive journey... I would feel confident as an employer of overseas doctors with a satisfactory score on the Cambridge English certificate for Medical practitioners.”

Alistair Flowerdew MBBS, FRCSEd, MS,

Former Medical Director and Responsible Officer of three NHS Trusts



07.

ESOL STUDENT DASHBOARD

The official student portal is candidates' online one-stop destination for notes, PDFs, audio and video exercises, and includes many hours' worth of free material.

Free material

- Start for Success package: A comprehensive preparation package containing more than 100 videos, method lessons, sample answers, guides and extra exercises and games
- Masterclasses: Weekend conversation clubs for practice with peers
- Live Q & A on Weekends: A twice-monthly opportunity for candidates to have their questions answered by an international Expert
- A series of emails to guide you through the training once you've booked the course
- Instagram: A hive of preparation activity! Daily posts cover language learning tips, test advice, vocabulary and interactive quizzes
- YouTube: A wide range of videos, including speaking role plays
- Healthcare Communication bulletin to support you in the early years of your international career

Material for purchase

- iLearn Ready – an online course designed to help candidates build their English skills in their own time
- The Official Guide to OET book by Kaplan Test Prep
- Practice books and eBooks for each profession
- OET Preparation Nursing book

“It is clear that a candidate who completes these skills successfully would demonstrate a very high level of English language proficiency. All scenarios had current relevancy to healthcare and a strong emphasis was found on concepts that are key to patient safety.”

Joy J Ingwerson

MSN, RN, CNE (Certified Nurse Educator)

09.

COURSE DEVELOPMENT AND RESEARCH

Cambridge English certificate for medical professionals is underpinned by over 30 years of extensive research by the Language Testing Research Centre (LTRC) at the University of Melbourne. This work is now supported by the Research and Validation department at Cambridge Assessment English. The course is regularly updated to keep pace with changes in language testing in a healthcare context, in turn ensuring the ongoing validity and reliability of the course.

Leading language testing academics contribute to the continued development and improvement of the course, placing it at the forefront of research and practice in the assessment of English for specific purposes. Input from subject matter experts provides authentic test materials, underpinning content validity. This ensures that tasks are based on a typical workplace situation and reflect the demands of the profession.

Numerous studies have been published exploring various aspects of the course's validity in line with the pre/post preparation of the international OET assessment.

To see the complete list of research visit www.occupationalenglishtest.org/research



10.

What is the approach of this course?

This course aims to develop the grammatical and lexical features of English, employing an approach that encourages you to discover the language and its properties for yourself.

Language boxes interspersed throughout each unit highlight useful expressions, while authentic texts – medical journal articles, patient notes and doctor–patient dialogues – are used to introduce language and present the essential concepts of communication. Tasks draw on your personal and professional experiences as both doctor and patient.

The extended role-play is a chance for you to consolidate and put into practice the skills covered in the unit, and to observe and offer constructive criticism to your peers.

The extended role-play is a chance for you to consolidate and put into practice the skills covered in the unit, and to observe and offer constructive criticism to your peers. A series of audio-led lessons allow examination and analysis of non-verbal communication and voice management, as well as reinforcing those areas treated in the preceding units. In the audio, roles are played by doctors and are nonscripted to ensure authenticity.

CBLA

Cambridge
Boxhill
Language
Assessment





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certificate language course
specifically for healthcare
professionals**

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