

Useful phrases	Type of resource	Online or downloadable	Suggestions for use	Level
Giving personal information	Talent website – personal information form activity	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=2188	To be used as part of a form filling activity/giving personal information - an exercise to write sentences about the information.	E1
	BBC Skills wise website	http://www.bbc.co.uk/skillswise/words/listening/listeningforspecificinformation/activity.shtml	Online or paper based activity - listening to information and identifying keywords/personal information.	E3
	Read Write Plus – DfES Materials for assessing ESOL	http://www.excellencegateway.org.uk/pdf/Diagnostic_Assessment_Material_ESOL_Entry1.pdf	Task 5, page 6 – form filling exercise sheet.	E1
	Read Write Plus - ESOL entry 1 unit 1	http://rwp.excellencegateway.org.uk/readwriteplus/bank/esol%20e1%20unit%201.pdf	Page 3 - Giving and asking for personal information activity. Work in pairs, ask and answer the same questions.	E1
Making appointments	Skilled for Health material	Telephone 0845 60 222 60	Easy material which can be adapted and used for a group activity. Clear pictures and guidance notes.	
	Making an appointment	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=2403	Leaflet to discuss with class and questions to complete after. Cut and order	E1

	handout – talent website BBC Skillswise website	http://www.bbc.co.uk/skillswise/words/listening/listeningforspecificinformation/activity.shtml	receptionist/patient telephone conversation to make an appointment which can then be used for paired role-play. Listening activity. There are two ways to play, either choose to answer questions, or find the words to fill the gaps. 1. Listen and answer questions - <u>print the question sheet</u> 2. Listen and fill the gaps - <u>print the gap fill sheet</u> This can be completed as a group or as an individual task – you will need to print out the question sheets.	E3/L1
Asking directions	Talent website asking for directions handout	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1997	All activities & worksheets can be complemented with maps of the local area.	E2
	Talent website – asking questions, transport, buses	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1489	Students work in groups to complete the writing template worksheet before producing their own final written work. Adapt the same material for other levels	Pre-entry
		http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1474	Pictures, words, missing words, making appointments, matching exercises, writing sentences, dialogue practice. Pictures , memory activities , questions and replies, times (12-hour clock and 24-hour clock), dialogue practice, listening practice	Pre-entry
Asking permission	Talent website – worksheet asking permission	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1403	Paper based worksheet activity for memorisation, missing letters, saying and reading sentences, reading exercises and listening exercises	Pre-entry

	Read Write Plus ESOL entry 1 unit 10	http://rwp.excellencegateway.org.uk/readwriteplus/bank/esol%20e1%20unit%2010.pdf	Unit 10, page 10 - Asking for permission activity. Adapt questions – and ask learners to work in pairs to practice the conversations.	E1
Asking for clarification	Talent website worksheet – conversation and clarification	< http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1449 >	Matching speech to pictures. Can be modified to create gap-fill activities , word-order activities	E1
	Talent website	< http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1139 >	Useful Questions and Answers’ sheet. Ask for clarification if necessary, e.g. ‘Please can you repeat that?’	E1
	Skills for Life materials - SfL excellence gateway	http://www.excellencegateway.org.uk/page.aspx?o=166968	Page 171 -174 contains some useful pictures that can be adapted for an activity which involves asking for help, information and clarification.	E3
Shopping	Skilled for Health material	Telephone 0845 60 222 60		E1
	Talent website worksheet	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1466	Activities can be complemented with a group visit to the local supermarket. Easy material which can be adapted and used for a group activity. Clear pictures and guidance notes. Pictures, word-sheets, memory gap exercises, matching exercises, dialogue practice	Pre-entry
	Talent website worksheet – different types of shops	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1448	Pictures, words , missing letters and words , matching activities , sentence formation , reading tasks , crosswords, odd one out	Pre-entry
Making requests	Talent website – asking questions worksheet	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1518	Worksheet for group activity to practice asking questions	E3

	Get on in the community Module 6: Citizenship	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1403 http://rwp.qia.oxi.net/learning_material/portal/go_module6.pdf	<p>Paper based worksheet (s) / activities Photo / picture</p> <p>Group activity for learners to discuss how they can make requests for help in the local community – Pages 215-217.</p>	<p>Pre-entry</p> <p>E1-E3</p>
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The local area	Type of resource	Online or downloadable	Suggestions for use	Level
Where to buy less expensive food, halal food and Asian/African	Talent website worksheet/food & prices	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=2228	Handouts to give a general understanding of different food and their cost. Can also be used for speaking and listening task to discuss where to eat in town. Extracting info and comparing.	E1 & E2
	Talent website suggestion – food comparison site	http://www.mysupermarket.co.uk	My supermarket website can be explored via the internet. The site suggests that visits to the local library can be organised where free internet access is available. Compare food prices, discounts and special offers. You can search for pictures of halal food via the Tesco's and Asda website. In addition, a group visit to the local supermarket could be relevant.	E1, E2 & E3 Any level

	<p>DfES - Diagnostic assessment materials ESOL picture prompt task booklet</p> <p>Get on in the community Module 5: Life skills / independent living</p> <p>Read Write Plus DfES ESOL entry 1 unit 3</p>	<p>http://www.excellencegateway.org.uk/page.aspx?o=166127</p> <p>http://rwp.gia.oxi.net/learning_material/portal/go_module5.pdf</p> <p>http://rwp.excellencegateway.org.uk/readwriteplus/bank/esol%20e1%20unit%203.pdf</p>	<p>ESOL picture prompt booklet contains pictures of world food. Pictures (3a -3d) can be used for a group activity to discuss food and local supermarkets that stock this food in the area.</p> <p>Pages 193-195 contain pictures/activity material around healthy eating. Ask learners to work in pairs/or in a group to talk about fruits and vegetables from their country. Look at leaflet example in Bengali – many information leaflets are produced in different languages. Talk about how to access these leaflets via websites and arrange a trip to a supermarket to complement this activity.</p> <p>Page 9-11, activity around special offers. Work in pairs to identify discounts/special offers. The module contains pictures that can be used and adapted for activities relating to shopping.</p>	<p>E1-E2</p> <p>E1</p>
The local post office	Talent post office worksheet	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=2285	To introduce and practice vocabulary relating to post office products and services, and to practice speaking in the context of buying products at the post office. Material can be adapted i.e. relevant post office address and opening times.	E1
Refugee Community Organisations	<p>Talent website – introduction & case studies & ESOL provision intro report</p> <p>Refugee Council</p>	<p>http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1296</p> <p>http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1295</p>	<p>Introductory report which outlines how the Refugee Council run courses including a description of potential progress routes and enrichment activities for students. There are also 2 case studies that describe 2 tutor's experiences</p>	General

			with their students and their work at the Refugee Council.	
Police	Talent website – emergency services handout	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=2305	PowerPoint slide for discussion - handout to complete with vocabulary. You could put letters into the handout with vowels missing for example to suit your own requirements.	E1
General Practitioners (GPs)	Skilled for Health	Telephone 0845 60 222 60	Easy material which can be adapted and used for a group activity. Clear pictures and guidance notes.	
	Talent website – worksheets	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1492	Pictures , words , spelling exercise , memory exercise , matching activity , sentence writing , sequencing , making appointments	Pre-entry
	Get on in the community Module 6: Citizenship	http://rwp.gia.oxi.net/learning_material/portal/go_module6.pdf	Module 6 deals with issues of citizenship - getting help in the community. Use p215 to instruct a group activity for reasons to visit your GP.	E2
Housing office	A shelter guide – asylum seekers and refugees	Brochure downloadable	A reference guide for the volunteer	
	Get On in the Community - Housing and accommodation	http://rwp.gia.oxi.net/learning_material/portal/go_module3.pdf	Page 125 can be used to raise awareness of different types of housing available in the UK.	E1
	Read Write Plus ESOL entry 1 unit 7	http://rwp.excellencegateway.org.uk/readwrite_plus/bank/esol%20e1%20unit%207.pdf	Module 7 contains pictures of types of homes, services for homes and how to phone for help.	E1
Places of worship		Organise local trips and excursions to the mosque, churches and other relevant places		
	Read Write Plus ESOL entry 2 unit 1	http://rwp.excellencegateway.org.uk/readwrite_plus/bank/esol%20e2%20unit%201.pdf	Use pictures of festivals, families, etc to instruct a group session to discuss different cultures – ask	E2

			learners to talk about their culture.	
Community venues and activities	Talent website worksheet/places to visit & map activity	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=2277	Learners worked in pairs to research (online) popular days out from London and fill in an information sheet for each place. The group could use the information to write a guidebook.	Pre-entry
	Talent website worksheet/activities	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1440	Pair work - matching games & dialogue practice.	
	Case study	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1291	Reports/ case studies outlining how community classes were developed in different schools and community groups.	General
	Museum visit worksheet	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1220	Keyword document with suggested ideas for use in preparing a group for a museum visit. The document gives information on how to go about visiting any museum.	General
	Read Write Plus ESOL entry 1 unit 6	http://rwp.excellencegateway.org.uk/readwrite_plus/bank/esol%20e1%20unit%206.pdf	Page 8-10, use pictures of map and leaflet to instruct an activity around where to find venues and local activities in the community.	E1
Local maps	Talent website worksheet/places to visit & map activity	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=2277	Learners worked in pairs to research (online) popular days out from London and fill in an information sheet for each place. Group activity can be conducted in pairs, group should tell/ask each other about each place they looked at to generate language and interest.	E3
	Map activity, Talent website	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1568	Word documents for easy printing - 3 maps with increasing levels of challenges for group. Pair work or group work	E1

Local transport	Talent website worksheet/London underground & ppt worksheet	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=2229	Worksheets aimed at reading, writing, speaking and listening skills, including vocabulary and discussion around etiquette. Can show a 'mind the gap' image to engage students and elicit the target topic i.e. 'London underground'	E2
	Talent website - buying a ticket	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=2169	It could be used to both elicit and revise different ways of transport. On an interactive whiteboard, use the upper screen to cover the sentences	Pre-entry & level 1
	Timetables and buses	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1484	Group activity involving pictures, words, sentences, matching exercise, true/false sentences, dialogue practice, sentence writing	Pre-entry
	Talent website-buses handout	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1480 http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1399	Suitable for learners with low levels of English literacy. Focuses on: transport vocabulary (e.g. how did you get here? I came by train.. etc); London travel zones; compass points (north, east, south, west) for orientation; buying/understanding London bus passes/Oyster Card/'Saver Tickets'. Understanding/reading travel symbols; bus destinations; bus routes; bus stops. Asking 'Which bus goes to . . .' etc. Fully illustrated with A4 visuals	E1
	Read Write Plus DfES – ESOL entry 1 – unit 4	http://rwp.excellencegateway.org.uk/readwriteplus/bank/esol%20e1%20unit%204.pdf	Group activity to identify different types of transport (page 2), timetables (page 4), asking questions about buses (page 5) and buying tickets (page 7).	E1
Schools	Talent website worksheet school routine	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1294	These worksheets are for students working at Entry 1 and provide useful examples of materials developed for this group of students. Focuses on: Education for adults; your child's	E1

	Visuals & handout	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1230	school; understanding the education system here; subjects; questions to ask your child's teacher; phoning/writing to the school re child's absence. Fully illustrated with A4 visuals.	E1
	Read Write Plus ESOL entry 2 unit 4	http://rwp.excellencegateway.org.uk/readwriteplus/bank/esol%20e2%20unit%204.pdf	Page 2 contains information about education in the UK – page 4 can be used to provide general information about school rules.	E2
Charity shops			Leaflets and guidance available at local charity shops.	
Public toilets and baby changing facilities	Read Write Plus ESOL entry 1 unit 9	http://rwp.excellencegateway.org.uk/readwriteplus/bank/esol%20e1%20unit%209.pdf	Guided tours of supermarkets, libraries, etc to identify public toilets, baby changing facilities signage. Use page 9 to discuss signs in shops, including where to find baby changing facilities.	E1

Local resources	Type of resource	Online or downloadable	Suggestions for use	Level
Asylum seekers' one stop shop	Refugee Council help and welfare advice guide Get on in the community Module 6: Citizenship	http://rwp.qia.oxi.net/learning_material/portal/go_module6.pdf	Reference material. Complement by organising visits, tours and Information Advice and Guidance with One Stop Shop officer This module deals with issues of citizenship and getting help in the community. Use pages 223-225 for a group discussion about how to get involved in volunteering and the local community.	E1-E3
Red Cross	Get on in the community Module 6: Citizenship	http://rwp.qia.oxi.net/learning_material/portal/go_module6.pdf	This module deals with issues of citizenship and getting help in the community. Use pages 223-225 for a group discussion about how to get involved in volunteering and the local community.	E1-E3

Citizens Advice Bureau			Organise Information Advice and Guidance session with CAB officer/ pick up information/leaflets about the CAB.	
Support groups, community organisations	Read Write Plus ESOL entry 3 unit 7	http://rwp.excellencegateway.org.uk/readwriteplus/bank/esol%20e3%20unit%207.pdf	Organise local visits, tours and meetings with community organisations Various activities and good pictures, to be used to instruct a session around information you need when you move to a new community. Support groups, meeting neighbours, reading community notice boards....	E3
Refugee Community Organisations			Organise local visits, tours and meetings with RCO's	
Young Men's Christian Association (YMCA)			Organise local visit to YMCA	
Hostels	A shelter guide – asylum seekers and refugees		Organise local visits, tours and meetings with Hostels	
Voluntary organisations	Get on in the community Module 5	http://rwp.qia.oxi.net/learning_material/portal/go_module6.pdf	P217 can be used as an example of free services offered by voluntary organisations. Page 224 also offers examples of voluntary work or using the types of volunteer services available. *Please note, this material goes up to L1 and is designed for literacy learners. These materials may contain idioms which are difficult for ESOL learners, like “turn up”, so adapt materials as necessary. Provide further relevant information for groups	E1-L1
Library	Talent website – library worksheet	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1631	Gap fill worksheet for understanding library services and joining procedures.	E1
	Library	http://www.talent.ac.uk/dsearch_details.asp?DocumentID=1631	Basic form filling activity. Learners complete library	E1

	application form	Is.asp?DocumentID=1135	application form with their details, or ask questions and complete for a partner.	
	Read Write Plus ESOL entry Unit 6	http://rwp.excellencegateway.org.uk/readwriteplus/bank/esol%20e1%20unit%206.pdf	Use page 10 to construct a group activity about the library service, opening times and types of information available at the library. Follow this up with an organised visit to the local library.	E1
Leisure centres	Talent website – worksheet joining a leisure centre	http://www.talent.ac.uk/dsearch_detail.asp?DocumentID=1697	Reading - leading to form-filling practice.	E1
	Read Write Plus ESOL entry 2 unit 6	http://rwp.excellencegateway.org.uk/readwriteplus/bank/esol%20e2%20unit%206.pdf	Page 3 - use pictures for a group activity to identify leisure likes and dislikes and to find out what other people in the group like to do. Page 5 contains examples of leisure leaflets. Discuss how to retrieve key information i.e. opening hours, cost, etc.	E2
	Read Write Plus ESOL entry 3 unit 2	http://rwp.excellencegateway.org.uk/readwriteplus/bank/esol%20e3%20unit%202.pdf	Look at the example of the gym application form. Organise a group activity to discuss fees and how to complete the form.	E3
Parks and playgrounds	Talent website park activity	http://www.talent.ac.uk/dsearch_detail.asp?DocumentID=2190	A mixture of worksheets made for learners who intend to visit a local park. A walk in the park. vocabulary, writing a note, reading, nature, sports, verbs	E1 & 2

Emergency services	Type of resource	Online or downloadable	Suggestions for use	Level
999	Skilled for Health material	Telephone 0845 60 222 60	Easy material which can be adapted and used for a group activity. Clear pictures and guidance notes.	E2 & E3

	Talent website- Making emergency call worksheet	http://www.kent.gov.uk/NR/rdonlyres/50241443-05DA-48A4-87A5-42D82B37B8F6/4350/keepsafehomeoffice.pdf	Home Office basic guide to keeping safe. General information/principles. Can be used for group discussion.	
	Talent website- 999 emergency worksheets	http://www.talent.ac.uk/dsearch_detail.s.asp?DocumentID=1790	Group activity "Dealing with Emergency". It can be used as a warmer or introduction to help with explaining examples of situations when "999" could be used when dealing with an emergency. Learners will identify what is/isn't an emergency? Introduce situation cards as necessary. Material can be adapted to suit different levels.	Pre-entry
		http://www.talent.ac.uk/dsearch_detail.s.asp?DocumentID=1555	Adapt/use for a sequence of short lessons based around using the 999 service.	
When to use A&E	Skilled for Health material	Telephone 0845 60 222 60	Easy material which can be adapted and used for a group activity. Clear pictures and guidance notes.	
	Online leaflet	http://cks.library.nhs.uk/patient_information_leaflet/ambulance_service/view_as_a_leaflet	General information. Can be used for group discussion	
	Get on in the community Module 6: Citizenship	http://rwp.gia.oxi.net/learning_material/portal/go_module6.pdf	Use pages 215 – 217, to organise a group activity to discuss when to use A&E, GP or the pharmacist.	E1-E3
Using chemists and pharmacies	Online template practice NHS leaflet	http://www.psn.org.uk/data/files/PharmacyContractandServices/ClinicalGovernance/Leaflet/practice20leaflet20template1.doc	General information/principles. Can be used for group discussion	
	Talent emergency services	http://www.talent.ac.uk/dsearch_detail.s.asp?DocumentID=2305	Powerpoint slide show for discussion - handout to complete with vocabulary. You could put letters into the handout	E1

	handouts Talent website – asking for things at the chemist Read Write Plus – ESOL entry 1 unit 5	http://www.talent.ac.uk/dsearch_detail.s.asp?DocumentID=114 http://rwp.excellencegateway.org.uk/readwriteplus/bank/esol%20e1%20unit%205.pdf	with vowels missing. Pictures of local fire station / police station and hospital. Group activity, practice discussion around asking for medication at the chemist. Use pictures in unit 5, page 8 to discuss items you can buy at the chemist. Work in pairs – role play conversations at the chemist. Use page 9 for a group discussion around medicine instructions.	E1 E1
Fire	Online leaflets Talent emergency services handouts Fire worksheet – Talent website	http://campaigns.direct.gov.uk/firekills/leaflets.html http://www.talent.ac.uk/dsearch_detail.s.asp?DocumentID=23_05 http://www.talent.ac.uk/dsearch_detail.s.asp?DocumentID=1558	Basic ‘fire kills’ guide. General information/principles. Can be used for group discussion Powerpoint slide show for discussion - handout to complete with vocabulary. You could put letters into the handout with vowels missing. Pictures of local fire station / police station and hospital. Illustrated materials used to help teach / explain fire drill scenario. Adaptable for use in other settings.	E3/L1 E1 E1
Police	Talent emergency services handouts	http://www.talent.ac.uk/dsearch_detail.s.asp?DocumentID=2305	Powerpoint slide show for discussion - handout to complete with vocabulary. You could put letters into the handout with vowels missing. Pictures of local fire station / police station and hospital.	E1
Walk in health centres	Get on in the community Module 6: Citizenship	http://rwp.gia.oxi.net/learning_material/portal/go_module6.pdf	Use pages 215 – 217, to organise a group activity to discuss when to use walk in health centres, A&E, GP or the pharmacist.	E1-E3

