

Module: Finance - Level ADVANCED

In this last level the learner will consolidate the material from the previous Blocks and begin the transition from intermediate to advanced. Students will become familiar with banking and financial terminology including investments. Each term is defined and used in context in sentences. This level is comprised of a series of interactive exercises such as listening comprehension with short, realistic dialogue, answering questions, and submitting email exercises.

Financial services: Basic banking terms and finance (ADVANCED)

1 **Financial vocabulary**

Students will be studying advanced banking and financial terms and expressions. Building on the previous two financial sections, we will look at vocabulary including – commodity, balanced fund, par value, sales load, and financial planning. It is presented in context in sentences and definitions are provided for each term or expression. Students can practice their speaking and at the same time learn what each term means. Vocabulary includes banking, financial and investments terms.

2 **Typical situation - Meeting at an investment conference**

In this lesson students will practice their understanding and comprehension by listening and following along with a typical real life situation in the financial environment of two colleagues meeting at an investing conference.

3 **Dialogue - Speaking with an Investment advisor**

Students will practice their freeform speaking skills by being a financial planner and answering customer questions.

4 **Writing and speaking lab**

In this section the student will answer the spoken questions the tutor has prepared and plan and write an email following the tutor's written instructions. Learners will be asked to write 10 sentences using vocabulary provided and speak about the future of their current industry. The tutor will give feedback on this work.

Customer Service: Suggestions, inquiries and complaints (ADVANCED)

5 **Financial vocabulary**

Students will be studying customer service terms and expressions. In this final customer service lesson, we will look at terms such as – mark up, mission statement, consequences, and customer focused. It is presented in context in sentences and definitions are provided for each term or expression. Students can practice their speaking and at the same time learn what each term means.

6 **Typical situation - Mobile phone company**

In this lesson students will practice their understanding and comprehension by listening and following along with a typical real life situation in the customer service environment. We will be listening to a business client and a customer service representative.

7 **Dialogue - Personal and Business cell phones**

Students will practice their freeform speaking skills by answering questions about personal and business phone etiquette and usage.

8 **Writing and speaking lab**

In this section the student will answer the spoken questions the tutor has prepared and plan and write an email following the tutor's written instructions. Students will be asked to write a short business letter and to speak about a customer service experience in as much detail as possible.

The tutor will give feedback on this work.

General business: Advertising, business expressions (ADVANCED)

9 **Financial vocabulary**

Students will be studying business terms and expressions. In this last general business lesson, we will look at terms such as – title, zoning, withholding, and fiscal policy. It is presented in context in sentences and definitions are provided for each term or expression. Students can practice their speaking and at the same time learning what each term means.

10 **Typical situation - In a Business meeting**

In this lesson students will practice their understanding and comprehension by listening and following along with a typical real life situation in a business environment. We will be listening to typical business meeting about sales.

11 **Dialogue - Self-Employment and Unemployment**

In this lesson, students will practice their freeform speaking skills by answering questions about employment.

12 **Writing and speaking lab**

In this section the student will answer the spoken questions the tutor has prepared and plan and write an email following the tutor's written instructions. Eight business expressions are given and students are asked to use them in a sentence. They will be asked to speak about how technology has created or changed their current job industry.

The tutor will give feedback on this work.