



## SHOP TALK # 28: A Sequel to Rider 82/TISESL Curricula?

Adult learners who have completed instructional components of the curricula developed in response to state legislation Rider 82 have been known to ask, “What’s next? Is there another level of instruction to prepare me for employment in this industry sector? “

While the TISESL curricula represent a major contribution by adult education to prepare adult learners for the workplace, it is important to remember that beginning and low intermediate English Language Learners are the targeted audiences for these curricula. The products introduce the limited English proficient to the language of three targeted industry sectors in which many seek entry level employment. Instruction is designed to help learners acquire employment-related language and literacy skills, work readiness skills, and an awareness of critical vocational components. It does *not* replace occupational training. In fact, the most likely next step is a higher level of study and/or ESL instruction integrated with occupational training to create a pathway to post secondary vocational or academic attainment.

Maryland’s ESOL Customer Service Training Curriculum literally picks up where TISESL ends and provides a potential next step for adult learners. In Montgomery County, Maryland, sales and service is a high growth industry that employs a diverse workforce. The curriculum is designed for students who are both language learners and job seekers. It incorporates customer service, job readiness, and ESL with cultural competencies. The program was developed for and field tested with students functioning at the NRS low intermediate and high intermediate skill levels.

The package includes both teacher guide and student book covering seven units; audio files are under development. Currently, classes utilizing the curriculum meet for 3 hours, Monday through Thursday, for 8 weeks in the Montgomery Works Sales and Service Center, which is located in an area mall. Upon completion of the course, students are counseled about employment and other post secondary education and training opportunities available through the one-stop employment center or community college. Students are encouraged to take the test for the National Professional Certification in Customer Service, a nationally recognized credential for the industry. An important outcome of the pilot: the provider discovered that few of the English language learners could pass the test because it was timed. Accommodations were made for these learners through collaboration and coordination between the one stop and Montgomery Community College.

The curriculum is available in pdf and html versions and can be downloaded from <http://www.umbc.edu/alrc/ESOL.html>.

Know of other curricula that complement TISESL in healthcare or manufacturing?  
Contact Barbara Tondre at [btondre@earthlink.net](mailto:btondre@earthlink.net) to recommend a review of the materials.