

# 2011

20 years of  
Commitment to Quality



## Professional English and Communication Skills

A Commitment to Quality

## CLT corporate and institutional clients 2006-2009 – a selection

Aareal Bank	Freudenberg	Romande Energie
ABB Turbo Systems	Gardena	RWE
Abolmed	Georg Fischer	SACE
Abbott	German Government	SAP
Actelion Pharmaceuticals	Germanischer Lloyd	Schott Glas
Adriatic/Ing	Handelsbanken	Schindler
ADT	Haironville	Shell
Allianz	Henkel	Siemens
Alstom	Huber + Suhner	SKF
Areva	Hutchinson	Skoda
AstraZeneca	HVB Immobilien	Skyguide
AXA	IF Metall	Sofinco
Bank Julius Bär	ISDEFE	Sofrecom
Bayer Health Care	Ista International	Stabilo
Bayer Santé Familiale	Johnson Diversey	SULO West
BMW	Keystone Dental	Sulzer
Bossard Group	KFW	Swedbank
Bouygues Immobiliaria	KPMG	Swedish Economic Crime Authority
Burgbad	Koger & Partnerid	Swedish Parliament
Butagaz	Krauthammer International	Swedish Ministry of Education
Bühler	La Caixa	Swedish Ministry of Environment
Burgmann Industries	Landesbank Rheinland-Pfalz	Swedish Ministry of Justice
Caja Madrid	Landis & Gyr	Swisscom
Calyon	LFB	Swiss Radio DRS
Carlsberg	LGT Bank in Liechtenstein	Swiss Re Group
Carl Zeiss	L'Oréal	Telecom Italia
Capital Markets Authority Saudi Arabia	Lundbeck	Telekurs Financial Information
Cartier International	Malik Management Centre St Gallen	TeliaSonera
Castrol/BP	Mann & Hummel Hydromotion	Thales Transportation Systems
CDC Entreprises	Mapfre	Thurgauer Kantonalbank
CGG Veritas	Metalogenia	T-Mobile
ConocoPhillips	Metro	TN International
Continental Automotive	Meridies	Total
Credit Suisse	Mitsubishi Electric Corporation	TNS Healthcare
Danish Parliament	Nestlé Waters	Transdev
Danske Bank	Neue Aargauer Bank	UBS
DEG	Nord LB	Unilever
Deutsche Bundesbank	Novartis	Uhde
Deutsche Post	Olcon/Severstal	ULMA
Deutsche Telekom	Olma Invest	Uralita
Die Zeit	Philips	Valeo
EADS	Pilatus Aircraft	Vattenfall Europe
EDF	Ponticelli Frères	Vienna Insurance Group
E.ON	Port of Gothenburg	Vodafone
Ernst & Young	Pricewaterhousecoopers	Volvo
Exxon Mobil	Proservia	Vorwerk
Fiege	Reemtsma	VP Bank
Filtrauto	RENK	WAGO Kontakttechnik
Fortum	Richemont	Weidmüller
France Telecom - Orange	Roche	Zurich



“ I really don't know what you could do better. Let's think again...no, nothing – it seemed to me like a 'Commitment to Quality' and I would like to add a 'Commitment to Professionalism' ”

*Thomas Stein – Germany*

## CLT A Commitment to Quality

Everyone at CLT is committed to quality. That means, committed to you, our business and professional clients.

We are committed to helping you perform more effectively in English in your work. At CLT you will experience a welcoming, friendly environment where rigorous training becomes a pleasure. We will focus your training directly on you and your needs. We won't waste your valuable time.

You will find that Canterbury is a beautiful town of human dimensions which offers you an authentic English experience.

We founded CLT in 1991 to provide a high quality, personal training service. By 'personal' we mean that we limit our intake to 25 participants at any time, with an average of 14 through the year. You will be treated as an individual. In our case, small really is beautiful.

Your expectations are high. We aim to exceed them.

**John Miles**  
**Managing Director**



## CLT benefits

### Immediate benefits of our training are:

- ▶ improved confidence
- ▶ language you can use immediately – 'toolkits' for networking, meetings, presentations, negotiations.....
- ▶ improved understanding, especially of native English speakers
- ▶ more precise communication
- ▶ a wider range of active vocabulary
- ▶ a reduced error count through targeting of critical errors which could lead to misunderstanding

### Long term benefits are:

- ▶ greater control
- ▶ more efficient communication
- ▶ better business performance

**/// I can recommend  
CLT without any  
reservations. ///**

*Ruedy Barfuss –  
Senior Partner  
Malik Management  
Zentrum St.Gallen*



- ▶ Micro-Group Training  
page 7
- ▶ One-to-One Specialised  
Training  
page 8
- ▶ Combination Training  
page 9
- ▶ Special Group Training  
page 9

**The course was perfect. I would like to emphasise that the trainers were extremely professional, experienced and with an acute psychological approach. //**

Antonia Bovi – Nestlé

## CLT clients

- ▶ work in business or professional fields where English is, or will be, essential
- ▶ have an urgent need to improve communication skills and very little time to do it
- ▶ have high expectations and expect us to identify and focus on what is vital
- ▶ expect tangible results to help achieve their goals as quickly as possible
- ▶ have no wish to compromise on lifestyle while training - they expect the best possible supporting services

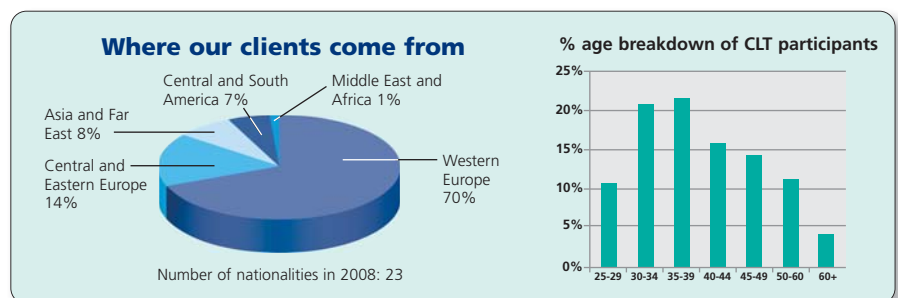


*Like-minded people, with similar aims, from a wide range of companies and institutions*

The average age of our clients is 39, the minimum age is 25

**The CLT system is the best I have encountered. I've been in the UK at four schools and CLT has certainly had the best expertise and training. //**

Gian Tgetgel – UBS



## The CLT System<sup>©</sup>

- ▶ a training framework (not a method), adaptable to individual needs
- ▶ devised and used exclusively by CLT
- ▶ a means of presenting coherent, intensive, integrated training
- ▶ based on constantly updated material, produced by our own R & D team
- ▶ a guarantee of consistent quality
- ▶ a proven track record of success

## CLT trainers

- ▶ are qualified and experienced
- ▶ have extensive business knowledge
- ▶ are client focused experts
- ▶ have an average age of 44
- ▶ have worked with CLT for an average of 11 years



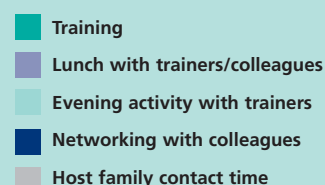
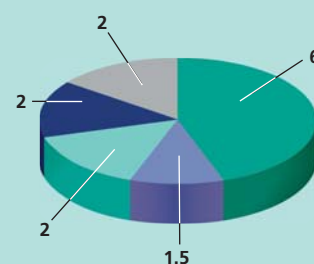
**All trainers are really outstanding. They have not only an excellent language knowledge, but a high social competence. I can fully recommend CLT as the ideal training for business people.**

*Hans Hoffman – IBM Research*

## CLT tools to take away

- ▶ The CLT File – based on The CLT System® containing a detailed record of your training and an immediate reference for future use
- ▶ The CLT Lexibox®, a language management and development tool
- ▶ Post course video tutorial - a personal video presentation, which will be analysed, corrected and reformulated by CLT, is sent to the client after training
- ▶ Personal training report - after your training we provide a detailed written assessment analysing current strengths and weaknesses, with suggestions for future learning strategies
- ▶ Training Certificate - you receive a certificate of training outlining the components of the training

This chart shows the typical daily 'contact' hours you will have in English - maximising your practice of speaking and listening



## CLT English all day

The following timetable is an example only, based on our standard 6-hour training day, with homestay accommodation, on a day when lunch and a social activity are organised by CLT.

0730	Breakfast with host family
0810	Taxi takes you to CLT training centre
0845 – 1200	Training, with a 15 minute break
1200 – 1330	Lunch with colleagues and trainers
1330 – 1645	Training, with a 15 minute break
1645 – 1730	Resources room – personal work, emails or self study
1730 – 1930	Social activity with trainers
1930	Taxi to host family
1945	Dinner and socialising with host family

**Everything was excellent. The Lexibox is a great idea. I can find everything I need quicker than with other systems.**

*Gema Tirados – MDTVision*



// Professional training methods, brilliant organisation and course materials. Please change nothing. It was the best training in my business life. //

*Marlies Becker – Weidmüller*

# CLT Micro-Group Training

## Typical participant profile

Participants come from a wide spectrum of business, industrial and professional backgrounds. This diversity reflects the realities of working life. They share the need to function effectively in English in work situations where group interaction is the norm.

## Tailor made group training

The training is based on the CLT System® designed to improve confidence in understanding and speaking English in business and professional contexts. Each group follows a tailor made programme – the trainers plan each activity with the individual needs of group participants in mind.

**You will** gain confidence and control in these business situations:

- Meetings and conferences
- Networking (social interaction)
- Presentations
- Telephone communication (including teleconferencing)
- Negotiating

**You will** consolidate your language competence:

- Structural and grammatical accuracy
- Active pronunciation
- Intensive and extensive listening skills
- Vocabulary management and development techniques
- Awareness of idiomatic and colloquial ‘business language’
- Defining and describing (trends, graphs, statistics, spatial relationships, processes and products etc)

**You will** learn strategies for professional and social interaction and deepen your cross-cultural awareness through:

- Discussion and debate with participants from varied business cultures
- Role play, simulation and problem solving

## Testing and Grouping


We form groups on the following basis:

- ▶ Pre-arrival information (registration form, telephone contact)
- ▶ Interview with each participant on arrival
- ▶ A back-up written placement test on arrival


The main criterion for placement is level of spoken English. However, we also take into consideration the professional background and personal style of each individual.


***This programme can be combined with One-to-One specialised training in a Combination Programme (see page 8).***

### Factcheck

 Group size maximum 4

 Minimum age 25  
Average age 39

 30 hours per week  
(x 60 minutes)  
08.45 – 16.45  
Monday – Friday

 Start any Monday  
(but see Dates/Fees)  
Course length  
1- 4 weeks


Level


1	2	3	4	5	6	7	8	9
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See inside back flap for more details




### Factcheck

 Normally 1:1  
2:1 is also possible  
if you want to work  
with a colleague

 Minimum age 25  
Average age 39

 Flexible, but usually  
15, 20, 25 or 30  
60 mins hours (x 60  
minutes) per week

 Recommended start  
any Monday but  
flexibility is possible  
including weekends


Level  


1	2	3	4	5	6	7	8	9
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See inside back flap for more details




### Factcheck

 Group size  
maximum 4 and 1:1

 Minimum age 25  
Average age 39

 Normally 30 hours  
60 mins per week  
(x 60 minutes)  
but 1:1 element is  
flexible  
Monday – Friday

 Start any Monday  
(see how we  
structure  
combination training  
on the right)

Level  

1	2	3	4	5	6	7	8	9
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See inside back flap for more details

## CLT One-to-One Specialised Training

### Typical participant profile

This is suitable for anyone who needs training which is focused entirely on specific individual needs:

- ▶ This could be for a specific task – making presentations, preparing a crucial meeting, negotiating a contract
- ▶ It could be to address a specific area of language weakness – grammatical accuracy, pronunciation, listening skills
- ▶ It could be to focus on a specific business or professional sector – Energy, Telecoms, Financial Services, Logistics, Politics, Public Administration, Engineering, ICT, Marketing.....the list, and our expertise, is endless

Whatever your requirements, we will do a Needs Analysis before you arrive – this could involve a telephone call with our Courses Manager. We will choose trainers with experience in working with people in your field.

The dates, duration and number of hours per day are flexible and can include weekends. A recommended standard week consists of 30 hours' training.

## CLT Combination Training

### The best of both worlds

You can combine Micro-Group training with One-to-One Specialised training. You will develop group communication skills with colleagues from different business cultures and benefit from specialised training tailored to your personal needs.

### How we structure Combination Training

#### 1-week Combination

Half a day in a Micro-Group and half a day One-to-One – we will decide which half (morning or afternoon) is most appropriate for your needs.

#### 2-week Combination

Usually we recommend that you start with a Micro-Group week, followed by a One-to-One week. This allows you to adapt to the pace and style of CLT training in the first week while your trainers identify strengths and weaknesses which can be worked on in the second week.

#### 3-week Classic Combination

2-week Micro-Group Course plus 1-week One-to-One training – usually we recommend starting with a 2-week Micro-Group course.

If you prefer to have a different structure, we are happy to discuss this with you. We will also advise you on starting dates. Our advice will always focus on what will be most effective for you personally.

**/// I appreciate the obvious pre-work done to fit in with my business environment. Very professional. Spot on! Very well structured. ///**

*Olivier Duquesne – Shell*

## CLT Special Group Training

We have considerable experience in organising training for 'closed groups' from companies or institutions. These programmes are designed for exclusive use with the client and delivered in Canterbury or 'on-site' anywhere in the world. Previous clients include:

- ▶ Swiss National Bank – central bankers
- ▶ Siemens VDO (now Continental Automotive) – public transit solutions project teams
- ▶ Swedish Parliament – cross-party groups of MPs

Please contact us if you have special training programmes you would like to discuss with us.



## CLT Distance Coaching Service

We offer a follow-up distance coaching service for participants who have trained with us in Canterbury. This is usually delivered by:

- ▶ Telephone
- ▶ Email

The service can be used for any area in which clients need further support for regular work commitments. Distance coaching fees are calculated according to individual specifications and are broadly based on our One-to-One training fees.

## CLT e-learning

We strongly recommend The London School of English e-learning platform. Online courses offer really practical help in developing the language areas you need most. You can work on your English before you come to CLT or after you leave, or just do an online course by itself without coming to the UK at all. The courses give you the flexibility to study when you like, for as long as you like and from where you like.

Please contact us for further details.



**Trainers were very good. It was definitely the best English education I ever had. It wasn't just good, it was excellent.**

*Kristina Grahn – Telia Mobile*

/// **Superb, professional – the best training ever experienced. The auxiliary services were perfect and very customer oriented.** ///

*Javier Gil Gandia –  
Swiss Re*

## CLT Supporting Services – the complete experience

An intensive immersion programme can be stressful. Expectations are high. Outcomes are important, sometimes critical. Stress impairs progress. We plan your training programme to be as stress-free as possible by removing daily concerns, such as:

- ▶ where to stay
- ▶ how to reach the training centre every day
- ▶ where to eat
- ▶ what to do in the evening
- ▶ how to reach Canterbury

We allow you to focus 100% on your training.

### Accommodation

It is important that you feel comfortable and relaxed where you are staying. Therefore, we offer you a choice between homestay and hotels. We highly recommend our host families, not as a cheaper alternative, but as we believe this solution provides real language and cultural benefits.



### Homestay

- ▶ our hosts offer very high standards of hospitality and comfort – they **all** provide a private bathroom or shower
- ▶ they are mostly professional people themselves
- ▶ you will have opportunities to practise your English with them
- ▶ you will have breakfast and dinner weekdays, full board at weekends

### Daily car service – included in homestay charge

Many of the homes and families best suited to provide the right environment for you are situated outside the city or in outlying villages. We provide a daily car service which:

- ▶ picks you up in the morning and brings you to the training centre
- ▶ takes you home in the evening, when you want
- ▶ allows us to offer you the best homes and families



*The Abode Hotel*

### Hotels

We recognise that some clients will prefer to stay in a hotel. We have negotiated special rates with three hotels in Canterbury– full details are available on our website. Most of our clients stay at The Abode Hotel, which offers 4\* comfort and is less than five minutes' walk from CLT.

There is also limited self-catering accommodation available.

### Lunches

You have an excellent opportunity over lunch to practise networking skills and to develop fluency with trainers and fellow participants.

- ▶ For One-to-One training we offer 5 lunches per week in local restaurants with CLT staff
- ▶ For Micro-Group and Combination training we offer 3 lunches per week in local restaurants with CLT staff

### Evening programme

You can further exploit your communication skills on our weekly programme of evening activities, accompanied by trainers. Typical activities include:

- ▶ Tour of Canterbury with a professional guide
- ▶ White Cliffs of Dover – an evening walk along the famous coastal path followed by drinks in St Margaret's Bay (spring/summer)
- ▶ A quiz evening in an English country inn (autumn/winter)
- ▶ Dinner at a local restaurant
- ▶ A unique opportunity to attend the Evensong service with the famous Cathedral choir
- ▶ An evening at the theatre or the cinema
- ▶ English vineyard - visit & sampling

We can also help you plan your weekend (e.g. car rental, bike rental, visits to London).

### Guaranteed airport transfer service

We offer a guaranteed arrival and departure transfer service from and to all the London airports, Ashford and Ebbsfleet International Stations (Eurostar).

By 'guaranteed' we mean that, subject to unavoidable delays (for which you will have a contact telephone number), you will be met on time and with courtesy.

The company which provides this service has worked with CLT for many years – the drivers know us well – the personal service starts from the moment you arrive in the U.K. This is a highly recommended alternative to often unreliable public transport and the inflated prices of airport taxis.

### Business services

We provide the following services free of charge:

- ▶ wireless access (Wi-Fi) as well as network plug-in point for notebook computers (laptops)
- ▶ broadband internet access and email facilities on computers in our resources room
- ▶ use of fax
- ▶ help with telephone and business contacts, hotel reservations, car hire, travel arrangements





/// How to sum up the Canterbury experience? A cream tea with jam and scones... a Cathedral that tells the history of England, timber-framed houses, theatres and museums, the lively flavour of a contemporary friendly city, a cricket club, hidden corners, good restaurants and pubs, the organic produce of the farmers' market and the many windows of the big shopping area, international visitors and British smiles. And the surroundings - the greenest countryside, hops, oaks, vines, the whitest cliffs, coloured beach huts and precious old villages. ///

*Erica Croce and Giovanni Perri of Meridies snc itinerari di cultura e turismo – participants in 2008*

# Canterbury

Canterbury is a beautiful, historic town of human dimensions. Modern developments have been carefully integrated with the older parts of the city.

- ▶ The skyline is dominated by the magnificent gothic Cathedral
- ▶ The history of the city dates from pre-Roman times and is recounted in many museums and visitor attractions
- ▶ It has three UNESCO World Heritage Sites
- ▶ Canterbury is an educational centre with two universities and a creative arts college
- ▶ It is a cultural centre with two theatres, two cinemas, numerous pubs with live music and an annual Arts Festival which attracts leading performers from all over the world
- ▶ There is a wide variety of restaurants with an international emphasis - most of Canterbury's many pubs offer food, and this is where you are most likely to find 'English' food
- ▶ It is surrounded by green countryside and unspoilt villages where many professional families choose to make their homes
- ▶ It is close to the attractive coastline - the charming oyster town of Whitstable, with its thriving artist community, working harbour and seafood restaurants, is only 10 kms to the north and Dover 20kms to the south
- ▶ There are 15 golf courses within 30 minutes' drive of Canterbury! We have good contacts with several of the local golf clubs and can make arrangements for CLT participants to play, if time allows (we can also arrange tailor made English and Golf combination programmes)

For further information on Canterbury as a destination look at these websites:

[www.canterbury.co.uk/](http://www.canterbury.co.uk/)

[www.hillside.co.uk/tour/](http://www.hillside.co.uk/tour/)

[www.canterbury-cathedral.org/](http://www.canterbury-cathedral.org/)

[www.canterburyfestival.co.uk](http://www.canterburyfestival.co.uk)



It is an interesting, historic city which you can get to know quickly, perfect for your training centre – and you can't get lost! /

*Martin Bergmann –  
Germany*





Training room in Latchmere House annexe



CLT main building in Castle Street



Latchmere House annexe –  
2 minutes walk from our main  
building

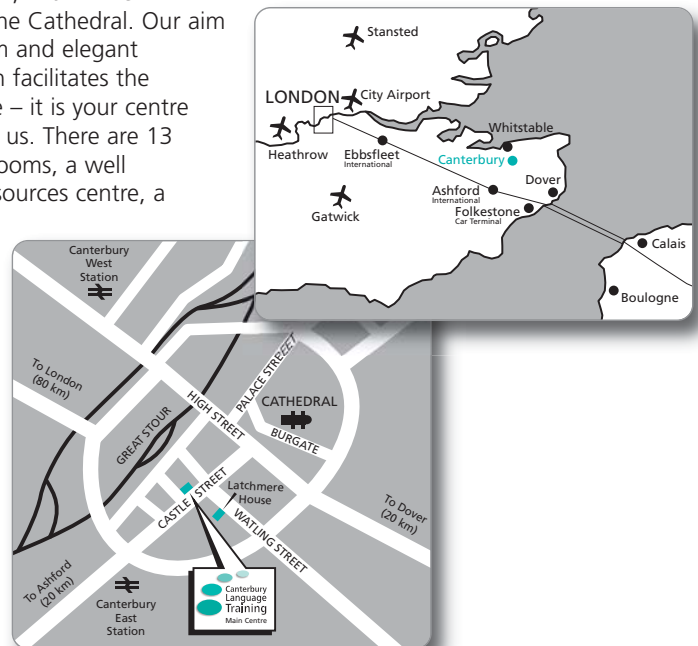
## CLT location

Canterbury is situated 80 kms south east of London with good road and rail connections to London (100 minutes by train) and its airports, as well as continental Europe. It is only 30 minutes from the Eurostar service at Ashford International Station (Paris - 2 hours), the port of Dover and the Channel Tunnel car terminal at Folkestone. For all points of arrival and departure, including all the London Airports, the CLT guaranteed transfer service can be arranged if requested (see page 11)

CLT has two beautiful Georgian buildings located in the professional quarter of the town, within five minutes' walk of the Cathedral. Our aim is to provide a calm and elegant environment which facilitates the training experience – it is your centre while you are with us. There are 13 spacious training rooms, a well equipped client resources centre, a comfortable lounge and a charming walled garden.

/// **The 'human size' of the buildings and rooms contributes a lot to the constructive atmosphere.** ///

G rard Teissier –  
France Telecom



## The London School of English

Founded in 1912, The London School of English is the world's oldest officially accredited language school. It offers two London centres:

- **Holland Park Gardens:** offering a broad range of business and professional English language courses.
- **Westcroft Square:** offering intensive general English and examinations courses.

### The Business and Professional centre at Holland Park Gardens:

Close to the heart of London, the area of Holland Park is one of London's most exclusive residential areas, within walking distance of fashionable Notting Hill and the exclusive shops of Kensington. Oxford Street is just a few stops by Underground.

Business and Professional group courses include:

- **International Business Communication** - Executive and Manager programme
- **Communicating Effectively in English** – practical English and communication skills for working people
- **English for the Public Sector** – language and communication skills for public officials
- **Young Business English** – for people aged 20-30 including preparation for BEC higher
- **Legal English** – separate courses for Commercial Lawyers, Criminal Lawyers, Public Sector Lawyers, Legal Secretaries and Young Lawyers (aged 20-30)
- **English for Secretaries and Personal Assistants**
- **English for Human Resource professionals**
- **Communication Skills for Bankers**
- **English for Engineers**

Other training options:

- **One-to-One training**
- **Combination Courses**
- **Cross-Cultural training** (tailored-made programmes in London or in-company)
- **Two Centre training** - combining a programme of training in Canterbury with some time in London can be beneficial and enjoyable. The two centres work closely together so that clients experience an integrated programme. Please feel free to ask us for more information about this.

### Key benefits of training at The London School of English:

London itself hardly needs any introduction, but it really is an exciting and diverse city with something for everyone. Spending time in both Canterbury and London gives you the best of both worlds – the authentic experience of living and learning in a very historical English town, combined with the global appeal of London.

The London School of English delivers the same high standards that our clients enjoy at Canterbury Language Training:

- Professional, qualified trainers (with an average age of 44)
- Excellent business facilities, including wireless internet access, faxes, printers
- On-site restaurant – we have our own chefs who prepare fresh food daily
- Excellent accommodation – choose from excellent executive homestays, hotels or apartments
- Evening and weekend programmes – we can also help you put together a personalised itinerary
- Airport transfer services

 [www.londonschool.com](http://www.londonschool.com)



■ **This school gave me after two weeks, more than 8 years of learning English in my own country. ■**

*Stanislav Mozny –  
Czech Republic*

## London School of English Group

### Other schools within The London School of English Group

Different people may have different needs and preferences when it comes to language learning. For this reason, The London School of English Group offers a choice of language schools – each with its own distinctive character. By being a part of The London School of English Group, each centre offers a guarantee of the highest quality language training.

#### Holland Park Gardens

This is our dedicated Business and Professional centre offering a wide range of courses for adults, including:

- English for Business
- English for Lawyers
- Other specialist courses for professionals including Bankers, Human Resources, Secretaries, Public Officials and Engineers
- Courses for Young Professionals
- Individual Tuition and Combination courses

The London School of English  
15 Holland Park Gardens, London W14 8DZ

☎ +44 20 7605 4123  
info@londonschool.com  
www.londonschool.com

#### Nordic Region - Stockholm

Our branch in Stockholm is one of the best-established English language training centres in the city. Important clients include many government ministries and authorities as well as major corporate clients. The training is often specialised, tailored to meet the needs of busy and demanding clients and can take place both in Stockholm and elsewhere in the Nordic region.

The London School of English  
Box 16423, SE – 103 27 Stockholm

☎ +46 8 5999 4000  
info@londonschool.se  
www.londonschool.se

#### Westcroft Square

This centre focuses on Intensive General English and Examination Preparation courses for adults aged 18+, including preparation for university entrance.

The London School of English  
65 Westcroft Square London W6 0TA

☎ +44 20 8563 6500 (direct line)  
+44 20 7605 4142 (sales enquiries)  
info@londonschool.com  
www.londonschool.com

#### South Korea

LSE Daegu offers a wide range of quality English programmes to the local market in first-class premises in one of South Korea's major cities. Courses are taught by both qualified native-speaker teachers and highly experienced Korean staff. Courses include General English, Writing in English, Business English, personalised Individual Tuition, active discussion and examination courses including TOEFL (IBT), TOEIC and IELTS.

The London School of English  
82-1 Dongsungro 3 ga  
Jung-Gu, Daegu 702 832, South Korea

☎ + 82 53 422 0500  
lse@londonschool.co.kr  
www.londonschool.co.kr

For more information about training at Canterbury Language Training,  
please contact us:

☎ +44 1227 76 00 00 ✉ office@clt.com

www.clt.com

## Official Accreditation

Accredited by the



Canterbury Language Training is Accredited by The British Council for the teaching of English as a Foreign Language.



CLT is a member of English UK, the national body representing all accredited language schools in Britain, and follows its Code of Practice and the Business EnglishUK Charter.



The International Association of Language Centres is an accrediting and marketing association for private, independent language schools .

## Level Scale

CLT Level	Description	CEF*
9	Very Advanced I can speak fluently and understand completely.	C2
8	Advanced I speak and understand very well but sometimes have problems with unfamiliar situations and vocabulary.	C2
7	Pre-advanced I speak and understand well but still make mistakes and fail to make myself understood occasionally.	C1
6	Upper Intermediate I can communicate without much difficulty but still make quite a lot of mistakes and misunderstand sometimes.	B2
5	Intermediate I can speak and understand reasonably well and can use basic tenses but have problems with more complex grammar and vocabulary.	B1-2
4	Low Intermediate I can make simple sentences and can understand the main points of a conversation but need much more vocabulary.	B1
3	Pre-intermediate I can communicate simply and understand in familiar situations, but only with some difficulty.	A2
2	Elementary I can say and understand a few things in English.	A1
1	Beginner I do not speak any English.	

\*Common European Framework of Reference for Languages of the Council of Europe

## How to contact us

If you would like to discuss your own or your colleagues' training needs, please contact me by phone, fax or email.



John Miles  
Managing Director

**Telephone:**  
**+44 1227 760000**  
**Fax: +44 1227 764400**  
**office@clt.com**

If I am not immediately available, I will telephone you at a time convenient to you.

It is our pleasure to advise you fairly, honestly and cost effectively. If we think our courses are not suitable for your particular needs, we will say so. It is not in our interest to sell you a course which is not appropriate for you or your colleagues and we will never do so. Our reputation depends on your success.

## How to register

1. Select the course, dates and optional services you want– we will be happy to give you advice.
2. Post or fax a completed Registration Form to:

**The Registrar**  
**Canterbury Language Training**  
**73 Castle Street**  
**Canterbury**  
**Kent CT1 2QD**  
**UK**

**Fax: +44 1227 764400**

or

complete the on-line Registration Form on our website **www.clt.com**

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download our Registration Form in PDF format from our website and fax or email it to **office@clt.com**

or

simply send us an email to office@clt.com. Please include the following information:

- Your name, age and nationality
- Contact email address and phone/fax numbers
- The course, dates and services you want

or

you can register through a recommended agent in your country – we will be pleased to give you contact details