ACADEMIA INTEGRAL
CENTRO DE NUEVAS TECNOLOGIAS

# LA FORMACIÓN ES LA CLAVE DEL ÉXITO

# Guía del Curso
# Certificación en Inglés B1 para Profesionales de la Informática: It Consulting Expert (Nivel Oficial Consejo Europeo)

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Modalidad de realización del curso: A distancia y Online
Titulación: Diploma acreditativo con las horas del curso

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## OBJETIVOS

El Inglés es una lengua que hablan alrededor de 400 millones de nativos y adicionalmente 500 millones de personas que tienen el inglés como segunda lengua. Hoy en día, el aprendizaje de este idioma es básico y esencial en cualquier ámbito profesional, sobre todo en el campo de la Informática. A través de este curso en Inglés B1 para Profesionales de la Informática: It Consulting Expert, el alumno obtendrá las herramientas teorico-prácticas necesarias para desenvolverse eficazmente en este idioma en el mundo de la informática, además de reforzar las expectativas laborales comunicándose de manera fluida en inglés. Los contenidos están adaptados al Marco Europeo Común de Referencia, lo cual permite una mayor compatibilidad con otros sistemas de enseñanza de idiomas y facilita la movilidad geográfica de la persona que se acredita.

## CONTENIDOS

### UNIDAD DIDÁCTICA 1. TECHNOLOGY AND SOCIETY

1. Grammar

2. - Word order in questions
3. - Present Simple and Present Continuous
4. - Defining relative clauses
5. Vocabulary
6. Reading: How has technology changed your life?
7. Writing: Technology and its potential risks
8. Listening: Buying a computer
9. Speaking: Let's come back to the past

## UNIDAD DIDÁCTICA 2. INFORMATION TECHNOLOGY

1. Grammar
2. - Past Simple regular and irregular verbs
3. - Past Continuous
4. - Questions with and without auxiliaries
5. - So, because, but, although
6. Vocabulary
7. Reading: The ZX Spectrum
8. Writing: Computers in the future
9. Listening: Touch screens
10. Speaking: The most important moment

## UNIDAD DIDÁCTICA 3. THE INTERNET

1. Grammar
2. - Going to vs Present Continuous (future arrangements)
3. - Will / won't (predictions)
4. - Will / won't (promises, offers, decisions)
5. Vocabulary
6. Reading: A brief history of the Internet
7. Writing: The Internet will change
8. Listening: Internet addiction
9. Speaking: What does the Internet mean for society?

## UNIDAD DIDÁCTICA 4. SECURITY AND SAFETY

1. Grammar
2. - Present Perfect (experience) + ever, never
3. - Present Perfect vs Past Simple
4. - Present Perfect Simple + yet, just, already
5. - Comparatives (as. . . as / less...than)
6. - Superlatives
7. Vocabulary
8. Reading: Internet Safety
9. Writing: Are you really safe?
10. Listening: What parents need to know about Internet Safety
11. Speaking: Telling stories

## UNIDAD DIDÁCTICA 5. CUSTOMERS CARE

1. Grammar
2. - Uses of the Infinitive + TO and verb + -ING
3. - Have to, don't have to, must, mustn't (Contraction: mustn't = must not)
4. - Expressing movement: Prepositions of movement
5. Reading
6. - Read about the importance of customer care in the following article
7. Vocabulary
8. - Useful expressions to make suggestions to improve negative service
9. - Customer focus
10. - Customer focus follow-up
11. - Useful phrases for a Rep and a customer
12. Writing: List of suggestions to improve negative customer care service
13. Listening: Face to face with customers
14. Speaking: You are in a meeting with a possible new customer. Answer their questions

## UNIDAD DIDÁCTICA 6. TELEPHONING AND E-MAILS/LETTERS

1. Grammar
2. - First Conditional: If + present, will + infinitive & Second Conditional: If + past, would + infinitive
3. - May/might + infinitive (Possibility)
4. - Should/shouldn't (Advice)
5. Reading
6. Vocabulary
7. - Good customer-oriented telephone techniques
8. - How to better understand the customer on the phone
9. - Useful phrases to make phone calls
10. - Exercise 1: Complete the sentences with the correct form (present or past) of phrasal verbs from the box
11. - Exercise 2: Match the two parts to make sentences and questions
12. - Salutations and closes in letters and emails
13. - Phrases to use in formal and informal emails
14. Writing: Write an email
15. Listening: Phone calls
16. Speaking: Spelling

## UNIDAD DIDÁCTICA 7. MEETINGS AND PRESENTATIONS

1. Grammar:
2. - Present perfect + for and since
3. - Present perfect or past simple?
4. - Used to / Didn't use to / Did... use to...?
5. Reading
6. - Read the following steps for giving an effective presentation
7. Vocabulary
8. - Different type of meetings. Match the different types of meeting (1-6) with the definitions (a-f)
9. - Useful phrases to arrange a meeting
10. - Useful phrases to start a meeting
11. - Discussing facts

12. - Taking part in discussions
13. - Dealing with offers
14. - Ending a meeting
15. - Effective openings for a presentation
16. - Structuring a presentation
17. - Effective conclusions for a presentation
18. Writing: Prepare a short presentation on one of your company's products or services
19. Listening: Chairperson talking at a meeting
20. Speaking: Practising asking for and giving opinions

## UNIDAD DIDÁCTICA 8. SOCIALISING (NETWORKING)

1. Grammar
2. - Passive: be + past participle
3. - So, Neither + auxiliaries
4. Reading: Networking trips
5. Vocabulary
6. - Safe small-talk topics
7. - Welcoming visitors to your company
8. - Giving directions
9. - Moving from small talk to business
10. - Free-time activities
11. - Keeping the conversation going
12. - Showing visitors around a place where you live or work
13. - Recommendations to visit a place
14. - Eating out: Explaining a menu
15. - At a restaurant
16. - Talking about family
17. - At the end of a meal
18. Writing: Plan a full day starting at 9 a. m. and finishing at night to make the best possible impression on two foreign potential clients
19. Listening: Visiting a company
20. Speaking: Socializing in a restaurant

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