TOPIC 1 Finding a job			6
A Looking at jobs	Job adverts	understanding job adverts, talking about job preferences	8
	Carers in different countries	comparing working conditions, giving a presentation	10
B Applying for a job	Your curriculum vitae (CV)	how to write a CV in English	12
	Your cover letter	writing a cover letter, video cover letters	14
C Interviewing	Telephone interviews	tips for telephone interviews, role-playing an interview	16
	Personal interviews	dealing with interview questions, role-playing an interview	18
PRACTICE			20
PROJECTS	creating a job advert, making a video o	cover letter	22
SCENARIO	getting a job: from job advert to inte	rview	24
TOPIC 2 In the workplace	2		26
A Working in caring professions	Different fields of care	talking about what caring professionals do, asking for information	28
	Two care organizations	describing care organizations, talking about aims, goals and visions	30
	Introducing yourself	greetings, introductions and small talk, talking about your workplace	32
B Reaching out to people in	Working with the homeless	describing a company's mission, street kids in Germany	34
trouble	Programmes and strategies	supporting homeless teenagers, talking about current activities and regular schedules	36
	Presenting facts and figures	describing charts, drug policies across Europe, adding extra information	38
C Working with people with special needs	Inclusion	the rights of people with disabilities, for and against inclusion in school	40
	Equal employment opportunities	defining disabilities and impairments, assisting disabled people looking for work	42
	Attending a work event	sheltered workshops and day care facilities for adults with disabilities, showing someone around	44
PRACTICE			46
PROJECTS	presenting facts and figures, creating an inclusive concept		48
SCENARIO	organizing a fundraising event		50
TOPIC 3 Services and pro	cesses		52
A Care professionals at work	On the job with two carers	a physiotherapist at work, talking about frequency, working at a women's refuge	54
	Planning a day in a care home	the growing need for long-term care, different types of care services, planning activities and tasks in a residential home	56
	Helping with personal activities	personal hygiene and care homes, helping a person with a meal, talking about possible actions and expected results	58
B Promoting your services	Finding the right service	talking about services and features in a daycare nursery	60
	Promoting with ads and video	looking at adverts, promotional videos	62
C Giving advice	Identifying warning signs	understanding unspoken signs, talking about how people look and behave, the cycle of violence in domestic abuse, asking for and giving opinions	64
	Helpline advice	makıng referrals, a helpline call, giving instructions, active listening	66
PRACTICE			68
PROJECTS	designing an advert for your organizat	tion, writing and acting out a helpline dialogue	70
SCENARIO	creating a promotional video		72



	mmunication		7
A A special event in the nursery school	Enquiring about services	planning a party for children, an online offer, asking for more information, how to write formal emails	7
	Making further enquiries	a reply to an enquiry, a follow-up call, polite communication	7
B At the Outdoor Experience Centre	Helping in the office	an outdoor experience centre, taking a message, making and changing appointments	8
	Dealing with an emergency	packing a first-aid kit, looking at an offer, describing past actions and events, role-playing an emergency	ε
C A new hospital catering concept	Hospital food and catering	facts about hospital catering, a formal business letter, preparing a decision	ε
	Comparing two catering concepts	choosing the best offer, checking details, replying to an offer	ε
PRACTICE			٤
PROJECTS	creating communication guidelines		9
SCENARIO	organizing an event		9
TOPIC 5 Communication	inside and outside work		g
A Health and fitness	Healthy food for kids	facts about health and fitness, the types of food kids eat, talking about making changes, planning a healthy meal	9
	Diets and chronic conditions	diet facts and myths, a healthy diet plan, advising a prediabetes client, writing a report	
	Staying healthy, keeping fit	looking at a Danish study on health and fitness, facts and statistics about health and physical exercise	10
B Supporting families	The changing family	defining the family, describing change	1
	Dysfunctional families	describing dysfunctional families, getting help, talking about behaviour	1
	Making decisions	summarizing case notes, assessing adoptive parents	1
C Starting a new life	Settling in a new country	schooling for young immigrants, coping with problems, talking about strategies	1
	Cultural awareness	talking about older migrants, developing cultural competence	1
	Supporting migrants	looking for a volunteer mentor, voicemail messages	1
PRACTICE			1
PROJECTS	making a poster or video: options for show	working with migrants in your area, writing a scene for a reality	1
SCENARIO	preparing for the arrival of refugees		1
	preparing for the arrival of refugees		
TOPIC 6 Solving problem A Dealing with conflicts	preparing for the arrival of refugees	understanding what harassment is, giving advice	1
TOPIC 6 Solving problem	preparing for the arrival of refugees as at work		1
TOPIC 6 Solving problem	preparing for the arrival of refugees is at work Harassment	understanding what harassment is, giving advice analyzing a stress checklist, reporting what someone says,	1 1
TOPIC 6 Solving problem	preparing for the arrival of refugees Is at work Harassment Case assessment	understanding what harassment is, giving advice analyzing a stress checklist, reporting what someone says, mediating between colleagues effects of downsizing, talking about circumstances over	1 1
TOPIC 6 Solving problem A Dealing with conflicts	preparing for the arrival of refugees Is at work Harassment Case assessment Downsizing	understanding what harassment is, giving advice analyzing a stress checklist, reporting what someone says, mediating between colleagues effects of downsizing, talking about circumstances over which people have no control, socially sensitive restructuring advice about conflict management strategies, a youth	1 1 1
TOPIC 6 Solving problem A Dealing with conflicts B Handling complaints	preparing for the arrival of refugees Is at work Harassment Case assessment Downsizing Telephone complaints	understanding what harassment is, giving advice analyzing a stress checklist, reporting what someone says, mediating between colleagues effects of downsizing, talking about circumstances over which people have no control, socially sensitive restructuring advice about conflict management strategies, a youth adventure camp, dealing with an angry client handling different types of problems, replying to a customer	1 1 1 1
TOPIC 6 Solving problem A Dealing with conflicts	preparing for the arrival of refugees as at work Harassment Case assessment Downsizing Telephone complaints Dealing with problems in writing	understanding what harassment is, giving advice analyzing a stress checklist, reporting what someone says, mediating between colleagues effects of downsizing, talking about circumstances over which people have no control, socially sensitive restructuring advice about conflict management strategies, a youth adventure camp, dealing with an angry client handling different types of problems, replying to a customer	1 1 1 1
TOPIC 6 Solving problem A Dealing with conflicts B Handling complaints PRACTICE	preparing for the arrival of refugees as at work Harassment Case assessment Downsizing Telephone complaints Dealing with problems in writing	understanding what harassment is, giving advice analyzing a stress checklist, reporting what someone says, mediating between colleagues effects of downsizing, talking about circumstances over which people have no control, socially sensitive restructuring advice about conflict management strategies, a youth adventure camp, dealing with an angry client handling different types of problems, replying to a customer complaint by email	1 1 1 1
TOPIC 6 Solving problem A Dealing with conflicts B Handling complaints PRACTICE PROJECTS	preparing for the arrival of refugees s at work Harassment Case assessment Downsizing Telephone complaints Dealing with problems in writing solving a problem through mediation,	understanding what harassment is, giving advice analyzing a stress checklist, reporting what someone says, mediating between colleagues effects of downsizing, talking about circumstances over which people have no control, socially sensitive restructuring advice about conflict management strategies, a youth adventure camp, dealing with an angry client handling different types of problems, replying to a customer complaint by email	1 1 1 1 1 1
TOPIC 6 Solving problem A Dealing with conflicts B Handling complaints PRACTICE PROJECTS SCENARIO	preparing for the arrival of refugees s at work Harassment Case assessment Downsizing Telephone complaints Dealing with problems in writing solving a problem through mediation,	understanding what harassment is, giving advice analyzing a stress checklist, reporting what someone says, mediating between colleagues effects of downsizing, talking about circumstances over which people have no control, socially sensitive restructuring advice about conflict management strategies, a youth adventure camp, dealing with an angry client handling different types of problems, replying to a customer complaint by email	1 1 1 1 1 1 2
TOPIC 6 Solving problem A Dealing with conflicts B Handling complaints PRACTICE PROJECTS SCENARIO APPENDIX	preparing for the arrival of refugees s at work Harassment Case assessment Downsizing Telephone complaints Dealing with problems in writing solving a problem through mediation, dealing with conflicts and complaints	understanding what harassment is, giving advice analyzing a stress checklist, reporting what someone says, mediating between colleagues effects of downsizing, talking about circumstances over which people have no control, socially sensitive restructuring advice about conflict management strategies, a youth adventure camp, dealing with an angry client handling different types of problems, replying to a customer complaint by email creating a flowchart for handling telephone complaints	1