



Citadella Corporation

« ETS CTLCO »

CITADELLA TRAINING CENTER

(CTC) – Kampala, Uganda

ONLINE COURSE

ENGLISH LANGUAGE TRAINING

Level I (Beginner) & Level II (Intermediate)

Duration: 3 months (12 weeks) per level

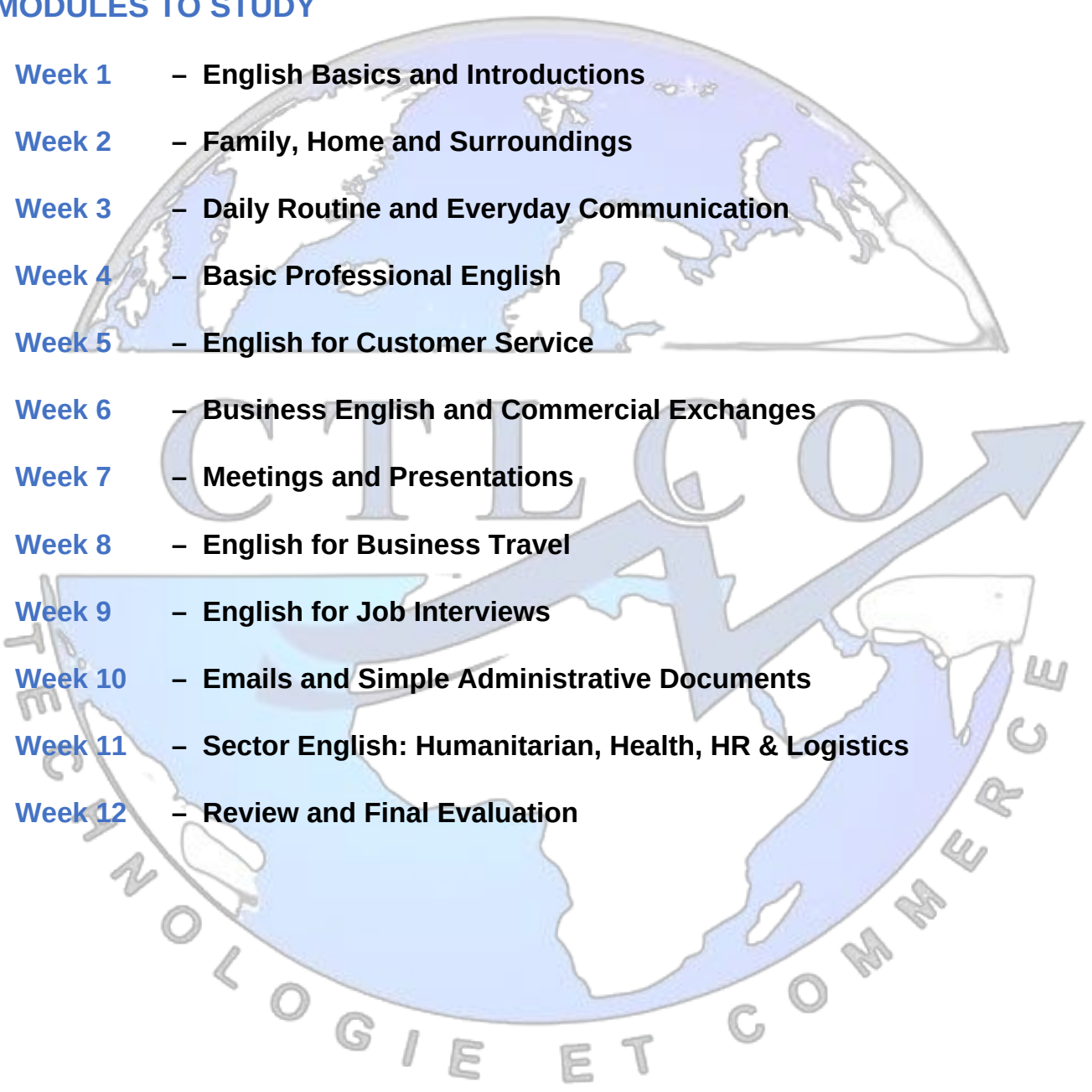


ENGLISH LEVEL I – BEGINNER

Duration: 3 months – 12 weeks (2 online sessions per week – 24 sessions)

Platforms: Google Meet, Microsoft Teams and 2MASGA

MODULES TO STUDY

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- Week 1** – English Basics and Introductions
 - Week 2** – Family, Home and Surroundings
 - Week 3** – Daily Routine and Everyday Communication
 - Week 4** – Basic Professional English
 - Week 5** – English for Customer Service
 - Week 6** – Business English and Commercial Exchanges
 - Week 7** – Meetings and Presentations
 - Week 8** – English for Business Travel
 - Week 9** – English for Job Interviews
 - Week 10** – Emails and Simple Administrative Documents
 - Week 11** – Sector English: Humanitarian, Health, HR & Logistics
 - Week 12** – Review and Final Evaluation



ENGLISH LEVEL II – INTERMEDIATE

Humanitarian, Organizational & Professional Communication (A2+/B1)

Duration: 3 months – 12 weeks (2 online sessions per week – 24 sessions)

Platforms: Google Meet, Microsoft Teams and 2MASGA

For: NGO & humanitarian staff, administrative personnel, entrepreneurs, customer-care agents, project assistants and other professionals

MODULES TO STUDY

■ Module 1: Professional Foundations, Grammar and Reporting

- Week 1** – Professional Communication and Grammar Review
- Week 2** – Past Tenses and Field Reporting
- Week 3** – Business English and Professional Negotiation
- Week 4** – Meetings, Coordination and Minutes

■ Module 2: Presentations, Reporting, Customer Care and Communication

- Week 5** – Professional Presentations
- Week 6** – Professional Report Writing and Executive Communication
- Week 7** – Customer Care and Complaint Management
- Week 8** – Marketing, Public Relations and Digital Communication

■ Module 3: Humanitarian Communication, Writing and Career Development

- Week 9** – Humanitarian and Emergency Communication
- Week 10** – Project and Administrative Writing
- Week 11** – Career and Professional Development
- Week 12** – Final Evaluation, Feedback and Certification



CITADELLA CORPORATION



« **ETS CTLCO** »

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