



Belfast Metropolitan College Final Progress Report January 2024

Project Name	Belfast Met College - Ukraine Learners ESOL provision
Client	Belfast Met College
Client Managers	Ligia Parizzi
Project Start / End Date	August - December 2023
Project Manager	Thea de Joode
Project Tutors	Valeriya Podolyak and Hanna Tekliuk
Date	17/01/2024



Project Background

Belfast Metropolitan College was looking for a new way to help displaced Ukrainians living in Northern Ireland develop their English skills with the key aim of getting them into work, improving their confidence and giving them a sense of belonging.

Since the group of learners were geographically widespread, it was challenging to find a solution whereby they could offer face-to-face classes, so the team started researching options for the group to learn online at a relatively low cost. They were delighted to learn that Klik2learn could offer them a pilot scheme to help the learners develop their English skills using Klik2learn's Digital Learning Hub which offers online tutoring and interactive online courses.

Project Aim

- To help migrants from Ukraine whose English levels range from A0 to B1 develop their English and boost their employability
- To keep learners motivated and help them feel connected from their rural location base by offering weekly online tutorials with our trained ESOL tutors
- To support all learners from the onboarding stage to project completion as provided by a designated Account Manager.
- To monitor project effectiveness using progress dashboards for each learner, providing tutors and resettlement officers the data they need at a glance.

Timeframe

- Start: Early Aug 2023 (recruitment/selection/enrolment)
- Onboarding: Mid-End Aug 2023 (testing/placement)
- Start Date: 9 September 2023
- End Date: 31 November 2023
- Total number of Teaching Weeks: 12 weeks

Targets

- 116 adult Ukrainian learners registered their interest and were subsequently confirmed by Belfast Met as being eligible for the project.

Initial Learner Profile

A total of 116 learners were signposted by Belfast Metropolitan College in the first cohort this Autumn. Klik2learn on-boarded all 116 students; all learners were native Ukrainian.

To help us understand their career aspirations better, students were asked to complete a Learner Agreement, developed by Klik2Learn. This document was designed to help the learner understand the commitment required in undertaking such a course (a minimum of 3 hours learning per week plus tutorial times) and was translated into the native user language as required. It was also designed to get a fuller understanding of the desired career sector and existing qualifications of those enrolled in the project. All learners were asked about their main reasons for undertaking the course, and whether it was:

1. To gain a Qualification (50%) Our intermediate course (B1/B2 on the CEFR scale*) leads to a City & Guilds endorsed certificate.
2. To get a job. (68%)
3. To improve their confidence in English. (69%)

Furthermore, 40% of learners stated they would be interested in a job in healthcare and that they would like further support in finding a job once they'd completed the course.

Appendix 1 illustrates the professions of students, from most to least popular. Most are either teachers, working in finance, or the medical profession.

Appendix 2 explains the CEFR (Common European Framework of Reference for Languages) levels.

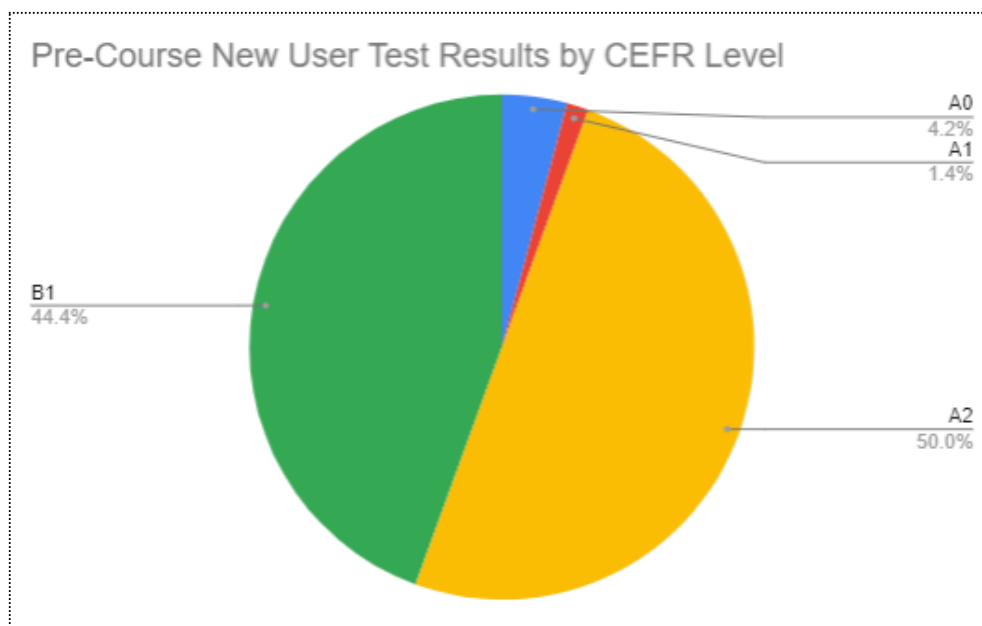
Pre-Course Testing

The New User Test is one of three Klik2learn methods of diagnostic testing that assesses reading and general comprehension of English. It's a quick test (c.6 minutes) that is better for beginners and links them seamlessly to the correct course starting point. It is however very much a broad brushstroke test and therefore doesn't analyse individual skills of listening, writing or speaking.

The Short English Skills Test (Short EST) is a longer, more traditional test that measures reading and listening only and is auto-marked by our platform. It's most suited to those who can read at least a short paragraph and answer some basic questions. It provides a more traditional test experience before accessing the courses.

In the case of this project, we favoured students initially sitting the new user test so as not to create a barrier for learners during their first experience on the platform. We then asked them to sit the Short English Skills Test at the midpoint, and the Full English Skills Test at the end of the course to get a sense as to how they had progressed.

116 users completed the pre-course new user test; the results of which are detailed below. Most users hovered around the A2/ B1 mark. No single user was at the B2 level at the course start point.



Those at A0/A1/A2 level were enrolled onto *Journey 2 Basic Skills* initially, with a view to them progressing to *Journey 2 English* (the course for those rated B1) once this was complete.

Online Tutorials

We offered twelve consecutive weeks of online tutorials each up to one hour long at varied days / times to suit. Students were split into multiple groups for this purpose, with each group hosting a maximum of ten learners.

Tutorials were supported by up to 30 minutes each week of asynchronous learning where our tutors would check in on learner progress on the platform and the tools (notebook / voice recorder) that they were using, offer feedback and set tasks as appropriate.

Mid-Course Progress

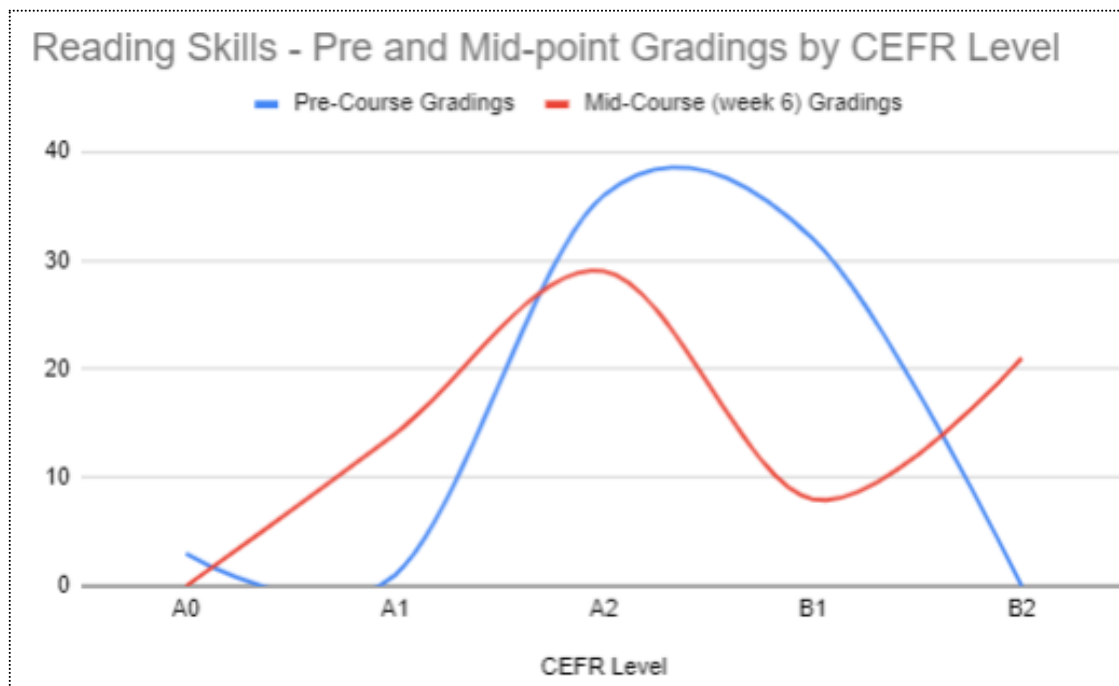
After six teaching weeks of the pilot were complete, we requested all learners to sit either the Beginner or Intermediate version of our Short English Skills Test, the level being prescribed by their tutor. 72 of the 116 students completed the test.

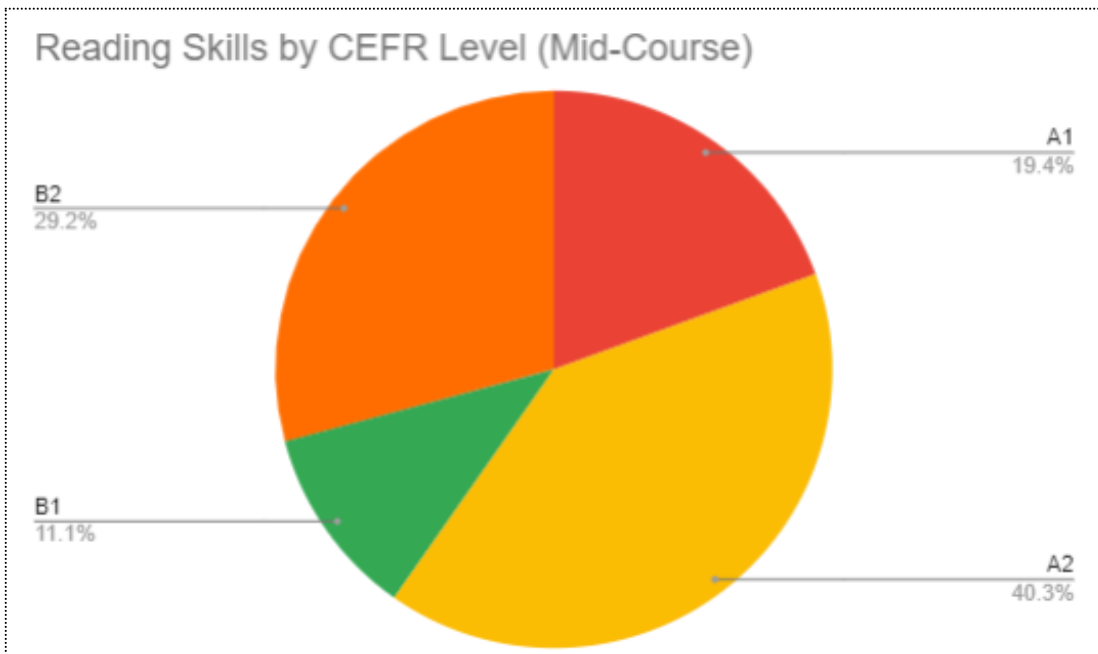
Short English Skills Test: The mid-course short English Skills Test assesses the skills of reading and listening separately, unlike the new user (pre-course) test which is a synthesised test of general reading and comprehension. Both are auto-marked by the platform.

Reading Results:

It was apparent from testing that our students' reading skills have improved significantly even by this mid-course point. Prior to the course starting, most learners' results were hovering at the A2 (52%) or the B1 (46%) level. No reader displayed reading skills of B2 level at the starting point.

Six weeks into the 12 week course and the grade distribution has shifted to A2 (40%), B1 (11%) and B2 (30%) respectively. In terms of actual numbers of students and the progress made, 45 learners consolidated their CEFR level, 19 learners moved up one CEFR skill level (e.g. A1>A2), and 8 learners moved up 2 CEFR levels (e.g. A2 > B2)



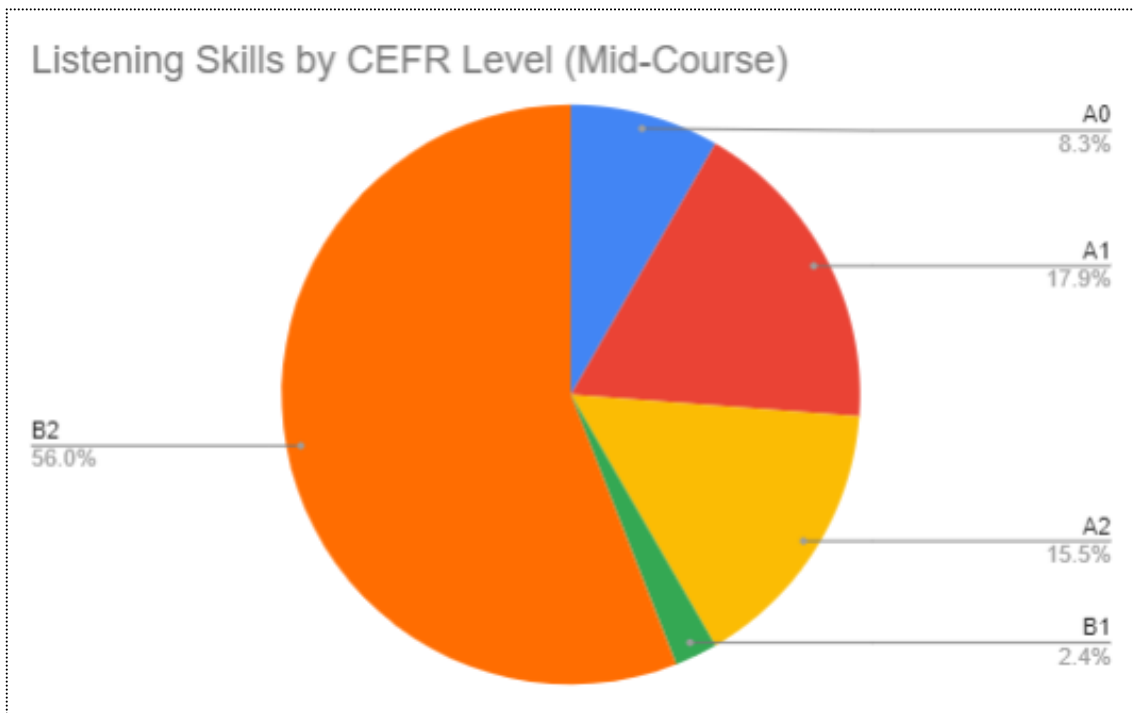
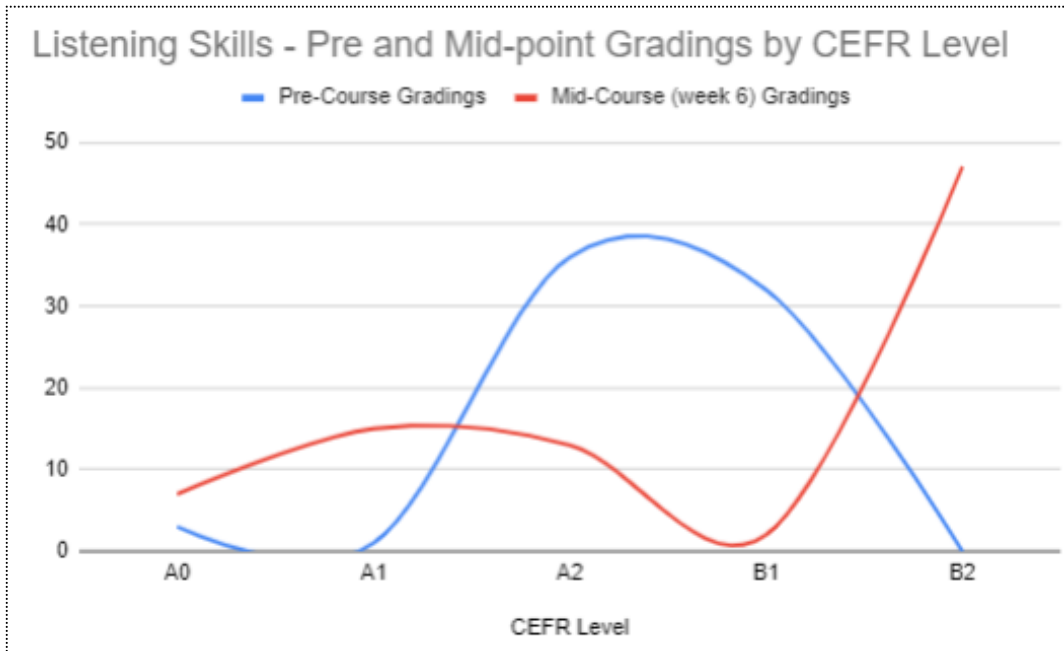


Listening Results:

It's even more apparent from this mid-point testing that our students' listening skills have improved even more significantly. Each one of the 280 activities in the intermediate course and the 463 activities in the beginners course includes audio and in addition to this, students can also access a range of complementary resources on the platform such as Reading for Fun and Animations for idioms.

Prior to the course starting, most learners' results were hovering at the A2 (52%) or the B1 (46%) level. No reader displayed listening skills of B2 level at the starting point.

Six weeks in and the grade distribution has shifted to A2 (15.5%), B1 (11%) and B2 (2%) and B2 (56%) of learners. In terms of actual numbers of students and the progress made, 22 learners consolidated their CEFR level, 34 learners moved up one CEFR skill level (e.g. A1>A2), and 16 learners moved up 2 CEFR levels (e.g. A2 > B2).



End of Pilot -Overall Progress

After all 12 teaching weeks of the pilot were complete, we requested the learners sit either the Beginner or Intermediate Full English Skills Test. This is our most in-depth test which takes up to one hour to complete. It tests all four key areas (reading, listening, writing and speaking) with the latter two components being marked by one of our professional ESOL tutors. We received 48 Full ESTs for marking (a return of 67% based on the original 72 users who had completed mid-course testing).

Reading Results:

Of those tested we see, yet again, an improvement in CEFR levels overall. The grade distribution has shifted from A2 (19%) to B1 (30%) and B2 (48%) respectively. In terms of actual numbers of students and the progress made from mid-course to post-course, 30% of learners consolidated their CEFR level, 40% of learners moved up one CEFR skill level (e.g. A1>A2), and 30% learners moved up 2 CEFR levels (e.g. A2 > B2).

Listening Results:

The grade distribution has shifted from A2 (19%) to B1 (7%) and B2 (74%) respectively. In terms of actual numbers of students and the progress made from mid-course to post-course, 70% of learners consolidated their CEFR level, 3% of learners moved up one CEFR skill level (e.g. A1>A2), and 25% of learners moved up 2 CEFR levels (e.g. A2 > B2).

Speaking Results:

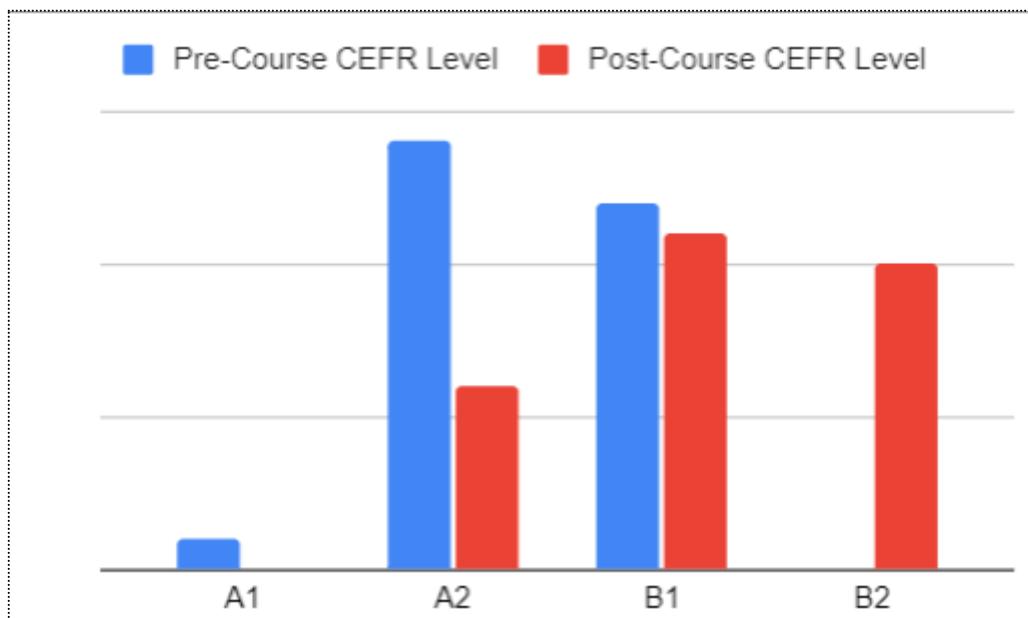
Post-course, the grade distribution for speaking results stands as follows: A1 (3%), A2 (35%), B1 (21%) and B2 (29%) respectively. A small percentage didn't complete this part of the assessment so were marked as "did not achieve".

Writing Results:

Post-course, the grade distribution for writing results stands as follows: A1 (3%), A2 (32%), B1 (39%) and B2 (18%) respectively. A small percentage didn't complete this part of the assessment so were marked as "did not achieve".

Overall:

Post-course, the grade distribution of overall results stands as follows: A1 (3%), A2 (21%), B1 (39%) and B2 (36%) respectively. Going back to the pre-course results, we noted earlier in this report that no user had managed to achieve level B2 when they started their journey with us in August 2023. Flash forward through 12 weeks of tutorials and consistent platform access, we see **36%** of our users achieving level B2 at the final testing point.



Student Progress In Numbers

Journey 2 Basic Skills (A0-A2):

54% of students (63 learners) began at this course level. By week 12 of tutorials:

A0 level - 10 learners complete, 2 with >50% completion, 6 with >25% completion.

115 hours of learning complete in total.

A1 level - 11 complete, 5 with >50% completion, 2 with >25% completion. **218** hours of learning complete in total.

A2 level - 18 complete (all moved on to J2E), 2 with >75% completion, 8 with >25% completion. **270** hours of learning complete in total.

The learner who spent the most time on this course completed it in just over **60** hours of study. Taking all learners into account gives a sum of **603** hours of learning to date on this course.

Journey 2 English (B1-B2):

46% of learners (53 students) began at this course level. At the course end-point we had 71 users studying at this level (the additional learners who'd completed J2BS and transferred to J2E):

>99% complete - 10 learners

> 75% complete - 3 learners

> 50% + complete - 5 learners

> 25% + complete - 8 learners

>10% + complete - 14 learners

One user has completed **116** hours of learning to date. All learners have amassed in excess of **965** hours of learning to date on this course.

Overall:

In excess of **1550** hours of learning has taken place by this cohort of learners on the Klik2learn platform. In addition, this cohort has accessed in excess of **670** teaching hours over the 12 weeks of live tutorials.

We are pleased to report that, as of mid-January we have **7** students who have already completed Journey 2 English and have been awarded their City & Guilds Certificate..

Feedback from Students

“Thank you very much for the opportunity to participate in training on your platform. Never before has learning been so interesting and not boring for me! My English has become much better, I hope, and this is thanks to your support. If the courses continue, I’m with you. I’m also interested in finding a job. I have experience working in a bank and an insurance company. Once again, many thanks to you for everything!” **Mariia, Student**

“I want to thank your team for such a unique opportunity to improve my favourite English language on this klik2learn.com platform. I'm filling in a lot of gaps in my knowledge and feeling more confident with each module! I am now on module 4 and after the new year, closer to the Easter holidays, I plan to complete this course!” **Natalia, Student.**

“Thank you for this opportunity to learn English. In general, I am satisfied with the current course, especially our lessons with Valeria.” **Volodymyr, Student**

“I want to say thank you very much for your Klik2Learn course. In my opinion, this is an ideal platform for self-study of the English language. This platform is designed in the format of interesting tasks and games. And that is why I consider it ideal for self-study because the tasks are very interesting.” **Evgenia, Student**

“Hello and thank you for the course and support. Classes with Valeria are wonderful. My husband and I both attend and enjoy that we can study together” **Hanna, Student**

“Thank you for your support and involvement, I think everyone appreciates it very much.” **Oleksandr, Student**

Employer Partnerships - Developing Learner Employability

As an organisation supporting ESOL learners, we're well aware of how critical it is to build and strengthen the vital link between competence in English and employment. To help us do this, we've been developing relationships with our Employer Partners to help maximise the opportunities available to our students.

- Klik2learn has entered into a partnership arrangement with Hays PLC, a recruitment specialist.
- We're working directly to support international recruitment with a number of Healthcare Trusts nationally.
- Our current Belfast cohort has been offered support in CV writing, development and translation, something many of them chose to accept.
- They've had access to a range of flexible, individualised support to help learners access employment by building their confidence and skill-set, exploring career options, and gaining qualifications while benefiting from one-to-one mentorship in programmes such as the [Step-Up](#) programme.
- They're set to benefit from future training and employment opportunities in early April 24 thanks to Klik2learn's co-ordination of a wide range of partners in the region: Citibank, Hays, the NHS, the Northern Ireland Executive, Invest Northern Ireland, the UFI Trust and local employers. This represents a game-changing opportunity for our students, for local employers and for the Northern Ireland economy.
- We also work with a number of trusted overseas partners in addition to FE Colleges, Strategic Migration Partnerships and Councils in the UK.

Future Project Plans

Our post- English support includes 3D simulations for interview skills where we capture the responses of candidates to live questions from our virtual interview panel. We provide feedback to candidates on their performance, using machine learning to analyse their audio responses in relation to the interview scoring system provided by the employer. Currently this is restricted to healthcare posts but the technology can be adapted to any sector and allows the employer to see a candidate's score and hear their answers before a live interview takes place. This method also ensures a degree of 'blind

screening' which can favour less experienced candidates and those from minority backgrounds.

The audio file of the interview answers. can of course also be passed on to an employer if an agreement is in place, for direct feedback.

Appendix 1 - Job Role of Learners

No.	Role / Experience as detailed
15	Teachers (Primary, Secondary and HE / FE)
13	3 Financial Accountant Assistants, 3 with experience of Management / Financial Accounting in the Banks sector specifically, 1 with Banking (international payments investigation in BNP Paribas Bank, 1 Chief Accountant of a private security company, 1 with "Extensive Accounting Experience", 1 who Worked in the UKR banking Treasury Dept , 1 Tender Manager, 1 Account Manager, and 1 Finance Administrator
9	Medical (3 Nurses, 1 Paramedic, 2 Dentists, 2 Pharmacists, 1 Doctor)
7	Sales managers
5	Administrators
4	Hospitality / Events sector
3	Lawyers
3	Engineers
3	Private entrepreneurs
2	Software Engineers
2	Graphic / web design
2	Seasonal / unskilled
1	Mechanic
1	Logistics
1	Military
1	Real Estate Agent
1	Musician
1	Data Analyst
1	HR Manager

Appendix 2 - CEFR Language Levels Explained

The Common European Framework of Reference for Languages (CEFR) is an international standard for describing language ability. It categories language ability into three broad categories; Basic Users, Independent Users and Proficient Users. These broad categories are broken down further to a six-point scale, from A1 for beginners, up to C2 for those who have mastered a language.

- Basic Users (A1, A2)
- Independent Users (B1, B2)
- Proficient Users (C1, C2)

Cambridge English states that it takes approximately **200 guided learning hours** for a language learner to progress from one level of the Common European Framework of Reference (CEFR) to the next. However it's accepted that there are a number of factors that can affect how long it will take each learner to increase their level of English, including:

- A learner's language learning background
- the intensity of at which each learner studies
- the learner's age
- the amount of study/exposure outside of lesson times and their general attitude to learning

A0 - Pre-beginner

There is no A0 CEFR level, at Klik2learn we use A0 to describe a learner who:

1. Has no prior knowledge of English

Pre-beginners can take the Journey 2 Basic Skills course to enable them to function at an elementary level-A1 on the CEFR framework.

A1- Beginner

At the A1 CEFR level, a language learner can:

1. Understand and use familiar expressions and very basic phrases aimed at meeting your everyday needs.

2. Introduce yourself to others and can ask and answer questions about personal details such as where you live, people you know and things you have. you can interact in a simple way.

A2 - Elementary English

At the A2 CEFR level, a language learner can:

1. Understand sentences and frequently used expressions related to areas of most immediate relevance.
2. Communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters.
3. Describe in simple terms aspects of your background, immediate environment and matters in areas of immediate need.

B1 - Intermediate English

At the B1 CEFR level, a language learner can:


1. Understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure.
2. Deal with most situations likely to arise while travelling in an area where the language is spoken.
3. Produce simple connected text on topics which are familiar or of personal interest.
4. Describe experiences, events, dreams, hopes and ambitions, and briefly give reasons and explanations for opinions and plans.

B2 - Upper Intermediate English

At the B2 CEFR level, a language learner can:

1. Understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in your field of specialisation.
2. Interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party.
3. Produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.

The table below, represents the alignment of Klik2learn English language courses to CEFR levels.

			IELTS	City & Guilds	ESOL & Skills For Life (England, Wales & NI)	Cambridge Main Suite	LanguageCert	Trinity ISE	SQA ESOL
Proficient User	C2		9			C2 Proficiency	C2 Mastery	ISE IV	
			8.5						
Proficient User	C1	OET (Passport to Employment in Healthcare)	8		Level 2	C1 Advanced	C1 Expert	ISE III	Higher
			7.5						
Independent User	B2		7						
			6.5						
Independent User	B1	Journey 2 English	6	B2	Level 1	B2 First	B2	ISE II	National 5
			5.5						
Independent User	B1		5	B1 Achiever	Entry 3	B1 Preliminary	B1 Achiever	ISE I	National 4
			4.5						
Basic User	A2		4						
Basic User	A1	Journey 2 Basic Skills		A2 Access	Entry 2	A2	A2 Access	ISE 0	National 3
Basic User	A1			A1 Preliminary	Entry 1		A1 Preliminary		National 2
Pre Beginner	A0								