

Inglés para las tecnologías de la información

Objetivo

Trabajar con textos técnicos en inglés del ámbito IT, interpretar instrucciones y consultas de soporte e identificar el lenguaje habitual del sector.

Qué trabajarás

Documentación técnica, interacción con usuarios, ciberseguridad, redes, software, soporte y mejora continua.

60 Horas de teoría.

B1 Nivel MCER recomendado.

5 Unidades.

Programa del curso

Unit 1: Written communication and technical understanding

- 01** Reviewing a Product Requirements Document
Learners practise interpreting a Product Requirements Document.
- 02** Identifying requirements
Learners see examples of the typical language of client requirements and complete exercises to test their comprehension.
- 03** User feedback
Learners complete exercises to help them interpret user feedback and act accordingly.
- 04** Feature Requests
Learners see language related to interpreting feature requests.
- 05** Instructions & documentation
Learners see examples of instructions and other typical documentation.
- 06** Network Operations Triage
Learners practise identifying critical factors in a network-management situation and prioritising tasks.
- 07** Test exercises
Learners complete exercises to review the content of the unit.

Unit 2: Interacting with users and dealing with questions

- 08 **Vocabulary: Incidents, faults and troubleshooting**
Learners see some of the key vocabulary related to telecommunications.
- 09 **Reading: Follow-up update and maintenance plan**
Learners see an example of a follow-up update and a maintenance plan.
- 10 **Listening: Basic troubleshooting**
Learners hear a short conversation about the first steps of dealing with an incident.
- 11 **Vocabulary: Customer communication and service changes**
Learners see some of the key vocabulary related to telecommunications.
- 12 **Reading: Informative emails**
Learners read two emails to customers.
- 13 **Listening: Planned migration**
Learners hear a customer service agent and a project coordinator talking about a planned migration.
- 14 **Test exercises**
Learners complete exercises to review the content of the unit.

Unit 3: Security and best-practices

- 15 **Protection on the web**
Learners practise using the vocabulary related to talking about staying safe online.
- 16 **Attacks**
Learners are introduced to the most common vocabulary on the topic of possible IT attacks.
- 17 **Cybersecurity: Reading**
Learners read a longer text and complete comprehension exercises.
- 18 **Cybersecurity - Extra practice**
Learners review additional vocabulary from the topic of cybersecurity.
- 19 **Test exercises**
Learners complete exercises to review the content of the unit.

Unit 4: Networks and software

- 20 **Network Connection methods**
Learners are introduced to the most common vocabulary on the topic of network connection methods.
- 21 **Network Devices**
Learners are introduced to the most common vocabulary on the topic of network devices.

Unit 4: Networks and software · cont.

- 22 **Network Scale**
Learners are introduced the most common vocabulary on the topic of network scale.
- 23 **Network Topology**
Learners see the most common vocabulary on the topic of network topology.
- 24 **Internet**
Learners are introduced to the most common vocabulary on the topic of the internet.
- 25 **Network - Extra practice**
Learners participate in additional practice on the topic of networks.
- 26 **Software**
Learners see some of the most common vocabulary on the topic of software.
- 27 **Software-engineering evaluation**
Learners see vocabulary and structures related to software engineering evaluation, issue analysis and evidence-based decision-making.
- 28 **Test exercises**
Learners complete exercises to review the content of the unit.

Unit 5: Customer service and continuous improvement

- 29 **Vocabulary: Basic telecommunications vocabulary**
Learners see some of the key vocabulary related to telecommunications.
- 30 **Reading: Problems with a new business customer**
Learners read an email and answer some comprehension questions.
- 31 **Listening: Preparing for a support call**
Learners hear a conversation between two employees. They are discussing how to approach their first support call with a client.
- 32 **Vocabulary: Connectivity, coverage and service performance**
Learners see some of the key vocabulary related to telecommunications.
- 33 **Reading: Support ticket**
Learners see an example of an internal support ticket.
- 34 **Listening: Internal network performance update**
Learners hear a member of a Network Operations team giving a network performance update.
- 35 **Defending Ideas**
Learners see language and strategies for dealing with exchanges of ideas and points of view.
- 36 **Test exercises**
Learners complete exercises to review the content of the unit.

Final test

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Final test

Learners complete a series of exercises to test their comprehension of the language and structures covered in the course.