

LLSU CATALOGUE OF SERVICES FOR LEARNING MANAGERS

The **Language Learning Service Unit** (LLSU) was created within the Language and Communications Programme (LCP) in order to provide Learning Managers and Focal Points, HR Practitioners and those in charge of languages in Offices away from Headquarters and Field Duty Stations with tools, services and trainings regarding language and communication skills.

The LLSU can:

- ➔ Help you identify your department/mission/office's language and communication needs;
- ➔ Connect you with a network of language professionals to help you meet your goals;
- ➔ Create department-specific courses tailored to your needs – both for native and non-native speakers;
- ➔ Help you implement online language learning licenses and monitor results.

To request a service, contact us directly at llsu@un.org. Please note that some services may entail a fee or a replacement cost if a teacher is involved.

For your Language Programme

◆ Self-service tools

➔ Standards

- [Guidelines for the Organization of Language Learning Courses in the UN Secretariat](#)

Provides information for implementing and enhancing quality language programmes.

- [Language Teacher Selection Guidelines](#)

Guidelines and suggested practices for recruiting qualified, professional language teachers.

➔ Information sheets

- [Survey for Language Programmes](#)
- [Online Language Learning in Field Duty Stations](#)

To find out about other information sheets under construction, please contact llsu@un.org.

➔ Handbooks

- [UNHQ – LCP Spanish syllabus B1](#)

Describes the language content and learning objectives to achieve a B1 level (CEFR)

Other handbooks are currently under construction.

◆ Advisory services

The LLSU can assist you in making the most effective use of self-service tools and can make recommendations regarding:

- Teacher selection process
- Launch or improvement of a Language and Communications Programme
- Implementation of “Standards”
- Implementation of “Information Sheets”
- Implementation of “Handbooks”
- Implementation of online learning licenses
- Synchronous needs assessment sessions

For your Teachers

◆ Self-service tools

➔ Information sheets

- [Online Language Learning in Field Duty Stations](#)

Presents e-learning solutions for each of the six official languages to help with language learning in the field.

- [Language Learning Resources for the Six Official Languages](#)

Includes a variety of authentic and pedagogical language resources.

➔ Handbooks

- [UNHQ – LCP Spanish syllabus B1](#)

Describes the language content and learning objectives to achieve a B1 level (CEFR)

Other handbooks are currently under construction.

◆ Advisory services

The LLSU can assist your teachers in making the most effective use of self-service tools and can give pedagogical advice on:

- [Course content, curriculum-building](#)
- [LPE \(format, level required, conduct of interviews, etc.\)](#)

Please note that a service request must be sent in order for teachers to receive pedagogical advice.

◆ LCP online resources

➔ Unite Connections Communities

Established to facilitate language teachers to interact, share resources and advice.

- [English Language Programme Community](#)
- [Arabic Language Programme Community](#)

➔ LPE Web page

- [Information on process, timeline and format](#)

Please go to <https://hr.un.org/page/language-proficiency-examination-lpe>.

- [LPE preparation for the six official languages](#)

Under construction.

For your Learners

◆ Self-service tools

➔ Information sheets

- [Language Learning Resources for the Six Official Languages](#)

Includes a variety of authentic and pedagogical resources to complement language learning at the UN.

- [Learning Strategies for Autonomous Language Learners](#)

Under construction.

◆ Training opportunities

➔ Web-based language courses

The Language and Communications Programme offers a number of web-based language courses available to all UN staff. Registration is conducted through Inspira and the same calendar, rules and restrictions apply as for the language courses at UNHQ.

For the current list of web-based courses, please go to https://hr.un.org/sites/hr.un.org/files/Web%20based%20courses%20spring%20164_0.pdf.

For instructions on how to register, please go to https://hr.un.org/sites/hr.un.org/files/Web%20based%20courses%20spring%20164_0.pdf.

➔ Web-based LPE preparation courses

Included in the above-mentioned list. Please go to https://hr.un.org/sites/hr.un.org/files/Web%20based%20courses%20spring%20164_0.pdf.

More courses will be available soon.