



THE UNIVERSITY  
OF QUEENSLAND  
AUSTRALIA

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# INTERNATIONAL DIPLOMA IN LANGUAGE TEACHING MANAGEMENT (IDLTM)

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University of Cambridge ESOL Examinations, World Learning SIT Graduate Institute and The University of Queensland's Institute of Continuing & TESOL Education have formed a global partnership to jointly award the International Diploma in Language Teaching Management (IDLTM).

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## INSTITUTE OF CONTINUING & TESOL EDUCATION, THE UNIVERSITY OF QUEENSLAND

The Institute of Continuing & TESOL Education (ICTE-UQ) is located on the St Lucia campus of The University of Queensland in Brisbane, Australia.

Founded in 1910, UQ is one of Australia's leading universities, with an international reputation for high quality teaching and research.

ICTE-UQ has been involved in English language training since 1981 and provides a broad range of programs including General, Academic and Specific Purpose English language courses, study tours, English teacher training, professional development and continuing professional education programs to participants from countries around the world.

ICTE-UQ is accredited by the National ELT Accreditation Scheme (NEAS), is a member of the national industry association, 'English Australia' (ELICOS Association), and is government registered.

In the field of English language teacher training and professional development, ICTE-UQ has had extensive experience in the design, development and delivery of programs catering for practising non-native speaker English language teachers at primary, secondary and tertiary levels, and for people requiring a pre-service qualification in teaching English to adults and secondary students. Such programs have been undertaken in collaboration with government instrumentalities, institutions and educational corporations in Chile, Mexico, Hong Kong, Thailand, Japan, Indonesia, Oman, Saudi Arabia, P.R. China, Vietnam, South Korea and Australia.

## UNIVERSITY OF CAMBRIDGE ESOL EXAMINATIONS

The University of Cambridge ESOL Examinations is part of Cambridge Assessment, a department of the University of Cambridge. Cambridge ESOL is one of the world's largest and best-known educational assessment and teacher training agencies and qualifications awarded by Cambridge ESOL are recognised by employers, universities and education authorities throughout the world.

Cambridge ESOL offers the world's leading range of exams for learners of English undertaken by around 1.75 million candidates in over 135 countries each year. Cambridge ESOL is also famous for its high quality Teaching Awards, which are recognised internationally. These include the Certificate in English Language Teaching to Adults (CELTA), which is the best known and most widely taken initial English language teaching qualification in the world.

## WORLD LEARNING SIT GRADUATE INSTITUTE

The World Learning School for International Training (SIT) Graduate Institute, located in Brattleboro, Vermont USA, was established by World Learning in 1964 as an outgrowth of their role in providing language training and curriculum materials for the U.S. Peace Corps. The SIT Graduate Institute is accredited by the U.S. New England Association of Schools and Colleges and by the Vermont State Department of Education.

The Institute offers Masters level degrees in international and intercultural management and language teaching as well as study abroad programs for students from universities throughout the U.S. In addition to training English language teachers through the Master of Arts programs and the SIT TESOL Certificate course, the School's Center for Teacher Education, Training and Research carries out projects worldwide that help institutions and teachers reexamine their values and practices, investigate the classroom experience to improve student learning, and increase access to second language learning.

The School has been especially active in refugee resettlement projects and has provided ESL instruction and U.S. cultural orientation to tens of thousands of refugees since the 1970s. Through the work of its faculty and alumni, SIT enjoys a reputation as a premier centre of teacher education.



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# ABOUT IDLTM

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IDLTM is a six-month, 325-hour course which enables Language Teaching (LT) professionals to apply insights and skills derived from management theory and practice to their work as LT managers.

Specifically, the International Diploma is designed to enable LT professionals to:

- extend their knowledge and awareness of relevant management principles and practices;
- develop their management skills through the application of this knowledge and awareness to an LT context;
- demonstrate these skills in effective practice as LT managers.

## COURSE DELIVERY

The IDLTM is delivered in Brisbane, Australia by ICTE-UQ and in Danang, Vietnam by the UD-UQ ELI (University of Danang - University of Queensland English Language Institute) and involves an initial 2 weeks of face-to-face teaching with the remainder of the course taught in flexible delivery mode over a 6 month period concluding with a 6 day on-line capstone.

The course includes an introductory unit (non-assessed) and eight compulsory modules with assignment based assessment for each module.

## COURSE CONTENT

In all modules, participants have the opportunity to share ideas and experiences with their peers from a variety of Language Teaching Organisations.

The course comprises the following syllabus areas:

- **Management and Managing (Introductory Unit):** defining concepts and establishing a conceptual framework for the rest of the course; differences and similarities between LT management and other types of management will be explored.
- **Organisational Management:** providing a foundation in the theory and practice of organisational behaviour and management, focussing on types of organisations, educational institutions as organisations, and organisational change and development.
- **Managing Financial Resources:** this module aims to develop skills in using and interpreting financial procedures and systems, and includes the analysis of financial information in the context of business plans and balance sheets.

- **Human Resource Management and Communication:** matching human resources to organisational needs; it includes the areas of staff recruitment, induction, motivation and professional development, and effective communication.
- **Marketing:** the application of marketing and promotional theory to practice within a language teaching organisation; putting a marketing plan into operation.
- **Client and Customer Service:** integrating client and customer service and quality assurance practices into the work of a manager; this includes dealing effectively with client and customer feedback.
- **Academic Management:** enabling course participants to utilise appropriate frameworks to initiate, promote and sustain programs of course and teacher development. The module will look at current trends in TESOL, and the development, delivery and monitoring of courses, including curriculum design and innovation.
- **Two locally designed modules:**
  - One will deal with an area such as Accreditation and Registration, Industrial Relations, Review and Performance Recognition or Teacher Professional Development Approaches (determination of module content will be made by the delivering institute on a course by course basis).
  - The other module will be Project Management (PM) and the application of PM principles and strategies to other modules of the IDLTM.

## ASSESSMENT

One assignment will be set for each unit, with only the Introductory Unit not being assessed. Assignment lengths vary from 1000-3000 words depending on the unit. The assignment types also differ, depending on the nature of the unit.

Note: Participants will need reliable Internet access and a basic familiarity with Microsoft Excel.

## ENTRY REQUIREMENTS

- Bachelor degree or equivalent (including Recognition of Prior Learning).
- At least 3 years' language teaching experience (full-time in state or private sector, internationally or in one country) OR 5 years' experience working in a language-teaching context.
- Competence in English (both written and spoken) that enables candidates to follow the course and complete all the assessed elements successfully.

- Non-native English speakers require a minimum TOEFL score of 600 with TWE 6 or 250 (computer-based) or IELTS 7 with a minimum score of 7.0 in reading and writing.
- Successful completion of a pre-course screening task.

## CERTIFICATION REQUIREMENTS

To successfully complete the IDLTM, participants must meet all of the program requirements:

- attend all program sessions (allowances are made for absence due to emergency situations);
- communicate effectively in written and oral English;
- successfully meet the goals and objectives of the program;
- complete all program assignments.

## CREDIT TOWARDS FURTHER QUALIFICATIONS

Participants who successfully complete the IDLTM may be eligible for credit towards relevant postgraduate programs at a range of universities in Australia and New Zealand and more information is available from ICTE-UQ on request. Participants may also explore the possibility of academic credit on the basis of the IDLTM individually with universities of their choice.

## DATES & FEES

For dates & fees please visit:

[www.icte.uq.edu.au/idlrm](http://www.icte.uq.edu.au/idlrm)

Courses are run subject to sufficient enrolments.

## APPLICATION PROCESS

Please complete the application form and send together with a copy of your CV and course deposit to:

**IDLTM (Australia)**  
**Institute of Continuing & TESOL Education**  
**The University of Queensland**  
**Brisbane QLD 4072 AUSTRALIA**  
**Fax: +61 7 3346 6771**

Suitable applicants will be invited to complete a pre-course screening task and prepare an application indicating their reasons for applying to the IDLTM course and how it will assist them in achieving their professional goals. Final selection of participants will be made by ICTE-UQ.

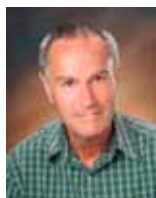
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# THE IDLTM TRAINING TEAM

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IDLTM brings together a team of highly qualified trainers with significant management and training experience both within the LT context as well as in diverse education/business sectors.

Participants will be advised of their final IDLTM training team prior to course commencement. Lead trainers include:



## RON WHITE

Ron has been involved with IDLTM since its inception and has worked as a trainer on most courses in locations as diverse as Brisbane, Barcelona, Brattleboro, Rio de Janeiro, Sao Paulo and

Lviv. Ron has many years' experience in ELT management, having been Director of the Centre of Applied Language Studies at the University of Reading, UK, as well as Deputy Chairman of Governors and Chairman of the Academic Board of the Bell Educational Trust, one of the UK's largest and longest established language schools. He also works as a consultant for the British Council and Cambridge ESOL, and has been involved in such projects as the development of the Teaching Knowledge Test. He is co-author of "From Teacher to Manager: Managing Language Teaching Organizations" (CUP, 2008) as well as other books and numerous articles in the field of ELT.

## ANDY HOCKLEY

Andy has been involved in ELT management for over ten years, after working as an English teacher for a similar time in a number of different countries. While based in the US Andy was an educational project manager for a number of large scale ELT projects worldwide, and for the last 5 years has worked as an ELT management consultant and trainer. He was one of the co-creators of the IDLTM syllabus, and has been organising and training on IDLTM courses ever since – in the USA, Brazil, Spain, and Australia. He is co-author of "From Teacher to Manager: Managing Language Teaching Organizations" (CUP, 2008) and author of "Educational Management" (Polirom, 2007). He is also active on the committee of the Leadership and Management Special Interest Group of IATEFL (International Association of Teachers of English as a Foreign Language).

## STACEY BEAUMONT

Stacey teaches the Managing Financial Resources module of the IDLTM and is currently an academic with UQ's Business School. Stacey has experience as a company accountant and chief financial officer, as well as in adult education and training positions. She has co-authored accounting text books, and is involved

in projects to develop innovative learning tools for university students. Stacey currently holds the position of Financial Advisor to a Brisbane school.

## OWEN SEAMONS

Owen teaches the Marketing module of the IDLTM and lectures in the Faculty of Business, Economics and Law at UQ. He has also lectured on several ICTE-UQ professional courses in such subjects as Consumer Behaviour, Services Marketing, and Marketing Communication. Owen has worked in management for over 25 years, and has held managing directorship positions. A member of the Australian Institute of Management and a Fellow of the Australian Institute of Company Directors he is also on the Rotary Club district board.

## KYM MAYES

Kym teaches the IDLTM Management – Employee Relations module and was the Executive Manager, Employee Relations, at UQ for seven years during which time he was responsible for advising the Vice-Chancellor and senior management on matters including enterprise bargaining, performance management, employee relations policies, staff training and organisational reviews. He has extensive experience in industrial relations, at both Federal and State levels and has been involved in dispute settlements and Industrial Commission and Court work for over nine years, consulting and negotiating with appropriate Unions at Ministerial level. As Assistant General Secretary of the Public Service Association, he was responsible for policy development and management of the industrial and legal areas of the Association.

## STEVE HEAP

Steve is the IDLTM coordinator in Brisbane and on the curriculum committee with Ron and Andy. He has been a Director of Studies at ICTE-UQ for 14 years and previously taught English as a foreign language in Nigeria, Malaysia and Brunei. He has presented at language teaching conferences or carried out other teaching/ELT management related work in Australia, Brunei, Singapore, Thailand, North Korea, Oman, Vietnam, China, Taiwan, and New Zealand.



*“ Just like many other people who come through the ranks of ESL teacher to a management position, when I took up my first Director of Studies role I had to learn how to manage many situations in which I had had no previous experience. Not feeling confident that I had sufficient knowledge and skills through my teaching experience alone, I was attracted to the IDLTM course to refine and consolidate skills integral to the management of a language teaching organisation.*

*I found that the IDLTM course was relevant and current to managing all aspects of a language teaching organisation from the organisational structure, to recruitment and employment issues, staff motivation, client service, cultural sensitivity dealing with students and agents, understanding and managing budgets, marketing the organisation and its courses.*

*I would definitely recommend the IDLTM to other TESOL professionals and have already recommended it to others in my organisation. IDLTM is the only course to bridge that gap between the classroom ESL teacher and the LTO manager.*”

**Anne MacKenzie**  
IDLTM Graduate &  
University English Language Centre  
Director of Studies

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## FOR MORE INFORMATION

For more information on the IDLTM please contact:

**Institute of Continuing & TESOL Education**  
**Tel: +61 7 3346 6770**  
**Email: [idltn@icte.uq.edu.au](mailto:idltn@icte.uq.edu.au)**  
**Web: [www.icte.uq.edu/idltn](http://www.icte.uq.edu/idltn)**

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