



HOSTING STUDENTS WITH ENGLISH AS THEIR SECOND LANGUAGE

Nearly **20%** of Australians
speak a language other
than English at home*

English as a Second Language

Students with English as a second language can have a fear of making mistakes and require additional support and time to digest instructions.

You can help them feel comfortable in your workplace by:

- Providing them a quiet space to communicate with you. Additional noise can make it hard to comprehend each other.
- Ask the student to write down difficult words or phrases so you can work through them together.
- Looking directly at the student when you are talking with them as this allows them to lip read if required.
- Providing positive feedback and using a positive tone when you are talking with them.
- Ask them politely to repeat or use translation tools if required.

With your support and small adaptations, students with English as their second language can be successful in the workplace.



Hosts can:

- ✓ Speak slowly and clearly when providing instructions
- ✓ Avoid using jargon, colloquial terms, idioms or slang
- ✓ Try to stick to one subject at a time
- ✓ Be specific with instructions and where possible, write it down