



# Miloda

## Academy of Financial Studies (AFS)

The Training Arm of the Ministry of Finance

School of Communication &  
Language Skills



# Vision

The Academy of Financial Studies (AFS) aims to become a world-class centre of academic and professional excellence in human capital development across the financial services sector.

## Mission

Producing high quality professionals for the Ministry of Finance through human capital development.

Working in partnership with the public and corporate sector to enhance the development, implementation and advocacy of professional standards and ethics in service delivery.

Developing and monitoring capacity building initiatives that drive efficiency, effectiveness and the structural development of the public sector.



## Our Goals

- ✓ Build the capacities of employees in the Ministry of Finance in particular and to offer professional services to rest of the public sector.
- ✓ Become the center of excellence for financial studies in the country by way of delivering innovative cutting edge programmes.
- ✓ Ensure professionalism at any cost in all work both academic and non- academic service delivery.
- ✓ Disseminate the most updated information in the best possible mode of delivery to reach a wider segment of public sector employees.
- ✓ Improve rational thinking skills of personnel in the public service to transform them to a more dynamic forward looking driving force.
- ✓ Inculcate best practices in principles of 'Value for Money' with a views to manage public funds more efficiently and effectively for the betterment of the masses.

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## 1. Report Writing Skills

<b>Programme Name</b>	Report Writing Skills
<b>Purpose &amp; Aim</b>	Report writing is a professional skill that senior and middle level managers should master as they are required to produce reports for official purposes. Most of the top management calls for reports from heads of departments and other officials especially when an issue arises in an organization. However, it has been observed that officers are not competent to produce professional reports as they have not been properly trained. This programme is designed to introduce modern formats and appropriate language for professional reports.
<b>Designed For</b>	Staff Grade Officers in the public and private sector organizations and for those who wish to develop professional writing skills.
<b>Learning Outcome</b>	By the end of the programme, participants would be able to: <ul style="list-style-type: none"><li>• Use effective techniques to write reports.</li><li>• Apply standard language forms and styles for reports.</li><li>• Write professional reports on given situations.</li></ul>
<b>Programme Outline</b>	<ul style="list-style-type: none"><li>• Introduction to formal reports</li><li>• Types of reports</li><li>• Parts of a report (executive summary, contents, list of figures &amp; abbreviations, introduction, body, conclusion &amp; recommendations, references and appendices)</li><li>• Language for report writing</li><li>• Effective presentation of information</li><li>• Editing and proofreading</li></ul>
<b>Duration</b>	03 days
<b>Course Fee</b>	Rs. 18,000/-
<b>Medium</b>	English
<b>Contact</b>	Tharushi Dilhara Senior Programme Assistant Mobile: 076 3164782 Office: 011 2176300 Fax: 011 2336439 E-mail: <a href="mailto:tharushi@afs.gov.lk">tharushi@afs.gov.lk</a>

## 2. Formal Letter Writing Skills

<b>Programme Name</b>	Formal Letter Writing Skills
<b>Purpose &amp; Aim</b>	Employees in the front office should have a fair knowledge on writing formal letters using appropriate language forms because effective writing enhances the image of the organization while bad writing ruins its hard-earned goodwill. This programme is specially designed to enhance participants formal letter writing skills; whereby, they will be exposed to a variety of classroom activities that will provide them with hands-on experience in letter writing in an office environment.
<b>Designed For</b>	Non Staff Grade Officers in the public & private sector organizations and for those who wish to develop formal letter writing skills
<b>Learning Outcome</b>	By the end of the programme, participants would be able to: <ul style="list-style-type: none"> <li>• Write formal letters using modern formats</li> <li>• Use appropriate language forms/styles for formal letters</li> <li>• Create a better communication culture in the organization</li> </ul>
<b>Programme Outline</b>	<ul style="list-style-type: none"> <li>• Introduction to Formal Letter Writing</li> <li>• Formats of Letters</li> <li>• Types of Formal Letters</li> <li>• Language of Formal Letters</li> <li>• Use of Punctuation Marks</li> <li>• Common Errors in Writing Letters</li> </ul>
<b>Duration</b>	03 days
<b>Course Fee</b>	Rs. 18,000/-
<b>Medium</b>	English
<b>Contact</b>	Tharushi Dilhara Senior Programme Assistant Mobile: 076 3164782 Office: 011 2176300 Fax: 011 2336439 E-mail: <a href="mailto:tharushi@afs.gov.lk">tharushi@afs.gov.lk</a>

### 3. English for Office Use

<b>Programme Name</b>	English For Office Use
<b>Purpose &amp; Aim</b>	English for Office Conversational Purposes is an ideal programme for officers who work in a front office of an organization. This course is designed to introduce a variety of language forms that are useful for an office employee to speak English confidently with a limited vocabulary. The course will introduce a few selected language functions and relevant forms of expressions through an assortment of interactive classroom activities in the form of role plays, group and pair work.
<b>Designed For</b>	Employees who work in a front Office and for those who wish to develop conversational English.
<b>Learning Outcome</b>	By the end of the programme, participants would be able to: <ul style="list-style-type: none"> <li>• Interact with people more confidently and fluently</li> <li>• Build relationships and network with others</li> <li>• Function effectively and efficiently in an office environment</li> </ul>
<b>Programme Outline</b>	<ul style="list-style-type: none"> <li>• Greetings &amp; introductions, complimenting</li> <li>• Asking for &amp; giving information</li> <li>• Giving instructions &amp; directions</li> <li>• Effective telephone techniques</li> <li>• Describing situations &amp; experiences</li> <li>• Expressing opinions, agreeing, &amp; disagreeing</li> <li>• Meeting minutes, memos, invitations and notices.</li> <li>• Making requests &amp; responding</li> </ul>
<b>Duration</b>	03 days
<b>Course Fee</b>	Rs. 18,000/-
<b>Medium</b>	English
<b>Contact</b>	Tharushi Dilhara Senior Programme Assistant Mobile: 076 3164782 Office: 011 2176300 Fax: 011 2336439 E-mail: <a href="mailto:tharushi@afs.gov.lk">tharushi@afs.gov.lk</a>

#### 4. English for Hospitality and Tourism Purposes (EHTP)

<b>Programme Name</b>	English for Hospitality and Tourism Purposes
<b>Purpose &amp; Aim</b>	Hospitality industry is a fast growing industry in Sri Lanka, and the government has ambitious plans for the next 5 years. One hurdle the industry facing today is lack of ready to employ employee personnel who have gained industry experience and the communicative competence in foreign languages. This programme is designed to provide an intensive English language programme tailor-made for the personnel either in the service or those who wish to join the industry as junior officers.
<b>Designed For</b>	Personnel working in the hospitality and tourism industry or those who wish to join the industry
<b>Learning Outcome</b>	By the end of the programme, participants would be able to: <ul style="list-style-type: none"> <li>• Communicate confidently with guests and others in English</li> <li>• Read and understand short messages, instructions and directions</li> <li>• Write simple messages, texts, and instructions in given situations</li> </ul>
<b>Programme Outline</b>	<ul style="list-style-type: none"> <li>• General hospitality Conversational Skills (greetings/ asking for &amp; giving information/ negotiating/ giving directions/ handling complaints/ requesting &amp; responding/ giving instructions)</li> <li>• Improving the listening skills</li> <li>• Telephone etiquette</li> <li>• Writing E-mail messages, internal notices, and filling in forms</li> </ul>
<b>Duration</b>	05 days
<b>Course fee</b>	Rs. 29,000/-
<b>Medium</b>	English
<b>Contact</b>	Tharushi Dilhara Senior Programme Assistant Mobile: 076 3164782 Office: 011 2176300 Fax: 011 2336439 E-mail: <a href="mailto:tharushi@afs.gov.lk">tharushi@afs.gov.lk</a>



## 5. Certificate in English for Employment Purposes (CEEP)

<b>Programme Name</b>	Certificate in English for Employment Purposes
<b>Purpose &amp; Aim</b>	Competency in Listening, Speaking, Reading and Writing in English is an added qualification for anyone employed or seeking an employment. CEEP is a three level programme, carefully designed to introduce a few selected language functions at each level according to difficulty level, and by the time participants complete the level three, they will be sufficiently competent to express themselves confidently in English.
<b>Designed For</b>	Management Assistants, Development Officers, and those who wish to develop basic skills in Listening, Speaking, Reading, and Writing skills.
<b>Learning Outcome</b>	By the end of the programme, the participants would be able to: <ul style="list-style-type: none"> <li>• Acquire aspects of language required to function effectively in their speech community.</li> <li>• Gain skills needed for higher studies in the English medium.</li> <li>• Develop confidence in the use of English.</li> </ul>
<b>Programme Outline</b>	<p>Preliminary Level</p> <ul style="list-style-type: none"> <li>• General conversational English</li> <li>• Functional grammar</li> <li>• Vocabulary building activities</li> <li>• Listening comprehension</li> <li>• Basic reading &amp; writing skills</li> <li>• Group presentation</li> </ul> <p>Intermediate Level</p> <ul style="list-style-type: none"> <li>• CV writing and interview skills</li> <li>• Intermediate grammar</li> <li>• Effective telephone techniques</li> <li>• Office correspondence</li> <li>• Listening and reading comprehension</li> <li>• Individual presentation</li> </ul> <p>Higher Level</p> <ul style="list-style-type: none"> <li>• Advanced reading skills</li> <li>• Professional writing skills</li> <li>• Listening &amp; note taking skills</li> <li>• Business correspondence skills</li> <li>• Job interviews</li> </ul>
<b>Duration</b>	30 Weeks (Preliminary, Intermediate, Higher)
<b>Course Fee</b>	Rs. 75,000/-
<b>Medium</b>	English
<b>Contact</b>	Tharushi Dilhara Senior Programme Assistant Mobile: 076 3164782 Office: 011 2176300 Fax: 011 2336439 E-mail: <a href="mailto:tharushi@afs.gov.lk">tharushi@afs.gov.lk</a>

## 6. Certificate in English for Academic Purposes (CEAP)

<b>Programme Name</b>	Certificate in English for Academic Purposes
<b>Purpose &amp; Aim</b>	English for Academic Purposes is specially designed for working people who intend doing higher studies. This programme covers areas like referencing skills, note taking skills, academic writing skills, listening skills, research skills etc. Junior officers in the public service who wish to read for postgraduate level studies are specially encouraged to apply for this programme because they will be immensely benefited.
<b>Designed For</b>	Junior Officers in the public sector and for those in the semi-governmental organizations.
<b>Learning Outcome</b>	By the end of the programme, participants would be able to: <ul style="list-style-type: none"> <li>• Produce academic papers, prepare for exams and write research proposals</li> <li>• Extract information from printed materials and verbal discourse</li> <li>• Prepare for examinations and assignments</li> </ul>
<b>Programme Outline</b>	<ul style="list-style-type: none"> <li>• Skimming and Scanning Skills</li> <li>• Academic Writing Skills</li> <li>• Referencing Techniques</li> <li>• Mechanics of Writing</li> <li>• Grammar for Academic Writing Purposes</li> <li>• Listening and Note Taking Skills</li> <li>• Presentation Techniques</li> <li>• Summarizing Techniques</li> </ul>
<b>Duration</b>	12 weeks
<b>Course Fee</b>	Rs. 26,500/-
<b>Medium</b>	English
<b>Contact</b>	Tharushi Dilhara Senior Programme Assistant Mobile: 076 3164782 Office: 011 2176300 Fax: 011 2336439 E-mail: <a href="mailto:tharushi@afs.gov.lk">tharushi@afs.gov.lk</a>

## 7. Certificate in Conversational Tamil (CCT)

<b>Programme Name</b>	Certificate in Conversational Tamil
<b>Purpose &amp; Aim</b>	Government encourages public sector employees to learn Tamil Language and they are given an incentive if they obtain a formal qualification. Certificate in Conversational Tamil (CCT) aims at developing oral and written skills in Tamil and especially junior officers in the public service are encouraged to apply for this course. CCT aims at introducing basic language forms and functions that are necessary to converse confidently.
<b>Designed For</b>	Officers in the Management Assistants Service and Development Officers in the public service.
<b>Learning Outcome</b>	By the end of the programme, participant would be able to: <ul style="list-style-type: none"> <li>• Express ideas confidently</li> <li>• Read and understand basic printed documents.</li> <li>• Write simple messages and notices</li> <li>• Listen and understand conversations, announcements and speeches</li> </ul>
<b>Programme Outline</b>	<ul style="list-style-type: none"> <li>• Greeting and introductions</li> <li>• Asking for and giving information</li> <li>• Offers &amp; requests</li> <li>• Giving instructions &amp; directions</li> <li>• Expressing likes &amp; dislikes</li> <li>• Agreeing &amp; disagreeing</li> <li>• Comparing &amp; contrasting</li> <li>• Describing experience</li> <li>• Complimenting</li> <li>• Describing personalities</li> <li>• Expressing numbers, statistics, &amp; figures</li> <li>• Basic grammar</li> <li>• Reading short printed texts</li> <li>• Writing word, phrase an sentence level structures</li> </ul>
<b>Duration</b>	12 Weeks
<b>Course Fee</b>	Rs. 26,500/-
<b>Medium</b>	Sinhala & Tamil
<b>Contact</b>	Tharushi Dilhara Senior Programme Assistant Mobile: 076 3164782 Office: 011 2176300 Fax: 011 2336439 E-mail: <a href="mailto:tharushi@afs.gov.lk">tharushi@afs.gov.lk</a>

## 8. Certificate in Presentation Techniques and Public Speaking Skills (CPTPS)

<b>Programme Name</b>	Certificate in Presentation Techniques and Public Speaking Skills
<b>Purpose &amp; Aim</b>	Every speaker is not a good presenter, but every presenter is a good speaker. Presentation is a skill that every manager should master. In the modern business world, presentation is an effective method to get your ideas across more effectively and forcefully. This Programme will enable you to acquire practical and theoretical knowledge on presentation techniques, and you will be given opportunities to design and deliver multimedia presentations. You will watch a few standard presentations in the video format, and your presentations will be recorded and played later for you to identify your weaknesses.
<b>Designed For</b>	Staff Grade Officers in the public & private sector organizations and for those who wish to develop Professional Presentation Skills
<b>Learning Outcome</b>	By the end of the programme, participants would be able to: <ul style="list-style-type: none"> <li>• Design professional presentations.</li> <li>• Deliver presentations.</li> <li>• Maintain appropriate body language</li> </ul>
<b>Programme Outline</b>	<ul style="list-style-type: none"> <li>• Introduction to Professional Presentations &amp; public speaking</li> <li>• Effective Posture, body Language &amp; delivery techniques</li> <li>• Appropriate language usage and question Handling Techniques</li> <li>• Stage Presence and Attention Grabbing Techniques</li> <li>• Parts of the presentation</li> <li>• Preparing Presentation</li> <li>• Speaking Vs Public Speaking</li> <li>• Types of Speeches</li> <li>• Structure of Speeches</li> </ul>
<b>Duration</b>	05 days
<b>Course Fee</b>	Rs. 29,000/-
<b>Medium</b>	English
<b>Contact</b>	Tharushi Dilhara Senior Programme Assistant Mobile: 076 3164782 Office: 011 2176300 Fax: 011 2336439 E-mail: <a href="mailto:tharushi@afs.gov.lk">tharushi@afs.gov.lk</a>

## 9. Diploma in English for Professionals (DEP)

<b>Programme Name</b>	Diploma in English for Professionals
<b>Purpose &amp; Aim</b>	DEP is carefully designed to improve both oral and written competencies of staff grade officers in the public and private sector organizations. Those who have acquired basic language skills are able to read for this diploma and reach a higher level of competence in the given period of 36 weeks. This modular course will cover general and professional language functions that an officer needs to deliver his service confidently and efficiently.
<b>Designed For</b>	Staff Grade officers in the public and private sector organizations with basic language competence.
<b>Learning Outcome</b>	By the end of the programme, participants would be able to: <ul style="list-style-type: none"> <li>• Express ideas confidently in both general and official settings.</li> <li>• Produce all forms of formal documents using modern formats and accurate language.</li> <li>• Deliver professional presentations and conduct meetings in formal settings and deliver speeches</li> </ul>
<b>Programme Outline</b>	<ul style="list-style-type: none"> <li>• General Conversational English</li> <li>• Business Correspondence Skills</li> <li>• Functional Grammar</li> <li>• Academic Reading Skills</li> <li>• Creative Writing Skills</li> <li>• Report Writing Skills</li> <li>• Professional Presentation Techniques</li> <li>• Public Speaking Skills</li> <li>• Meeting Techniques</li> <li>• Listening Comprehension Skills</li> <li>• Interviewing Techniques</li> <li>• Negotiation Skills</li> <li>• Summarizing &amp; Reformulating Techniques</li> <li>• English Literature</li> <li>• Pronunciation Skills</li> </ul>
<b>Duration</b>	36 Weeks (Certificate, Advanced Certificate, Diploma)
<b>Course Fee</b>	Rs. 75,000/-
<b>Medium</b>	English
<b>Contact</b>	Tharushi Dilhara Senior Programme Assistant Mobile: 076 3164782 Office: 011 2176300 Fax: 011 2336439 E-mail: <a href="mailto:tharushi@afs.gov.lk">tharushi@afs.gov.lk</a>

## 10. Diploma in English for Junior Executives (DEJE)

<b>Programme Name</b>	Diploma in English for Junior Executives
<b>Purpose &amp; Aim</b>	DEJE is carefully designed to improve both oral and written competencies of non-staff grade officers in the public and private sector organizations. Those who have acquired basic language skills are able to read for this Diploma and reach a higher level of competence in the given period of 30 weeks. This modular course will cover general and professional language functions that a junior officer needs to deliver his services confidently and efficiently in an office environment.
<b>Designed For</b>	Management Assistants and Development officers in the public sector organizations with basic language competence.
<b>Learning Outcome</b>	By the end of the programme, participants would be able to: <ul style="list-style-type: none"> <li>• Express confidently in any given situation.</li> <li>• Write business letters and reports using modern formats and accurate language.</li> <li>• Deliver basic presentations, attend meetings and produce meeting minutes.</li> </ul>
<b>Programme Outline</b>	<ul style="list-style-type: none"> <li>• General Conversational Skills</li> <li>• Formal Letter Writing Skills</li> <li>• Reading and Comprehension Skills</li> <li>• Listening &amp; Note Taking Skills</li> <li>• Functional Grammar</li> <li>• Vocabulary Building Activities</li> <li>• Effective Telephone Techniques</li> <li>• Job Interview Techniques</li> <li>• Meeting Techniques</li> <li>• Basic Report Writing Skills</li> </ul>
<b>Duration</b>	36 weeks (Certificate, Advanced Certificate, Diploma)
<b>Course Fee</b>	Rs. 75,000/-
<b>Medium</b>	English
<b>Contact</b>	Tharushi Dilhara Senior Programme Assistant Mobile: 076 3164782 Office: 011 2176300 Fax: 011 2336439 E-mail: <a href="mailto:tharushi@afs.gov.lk">tharushi@afs.gov.lk</a>

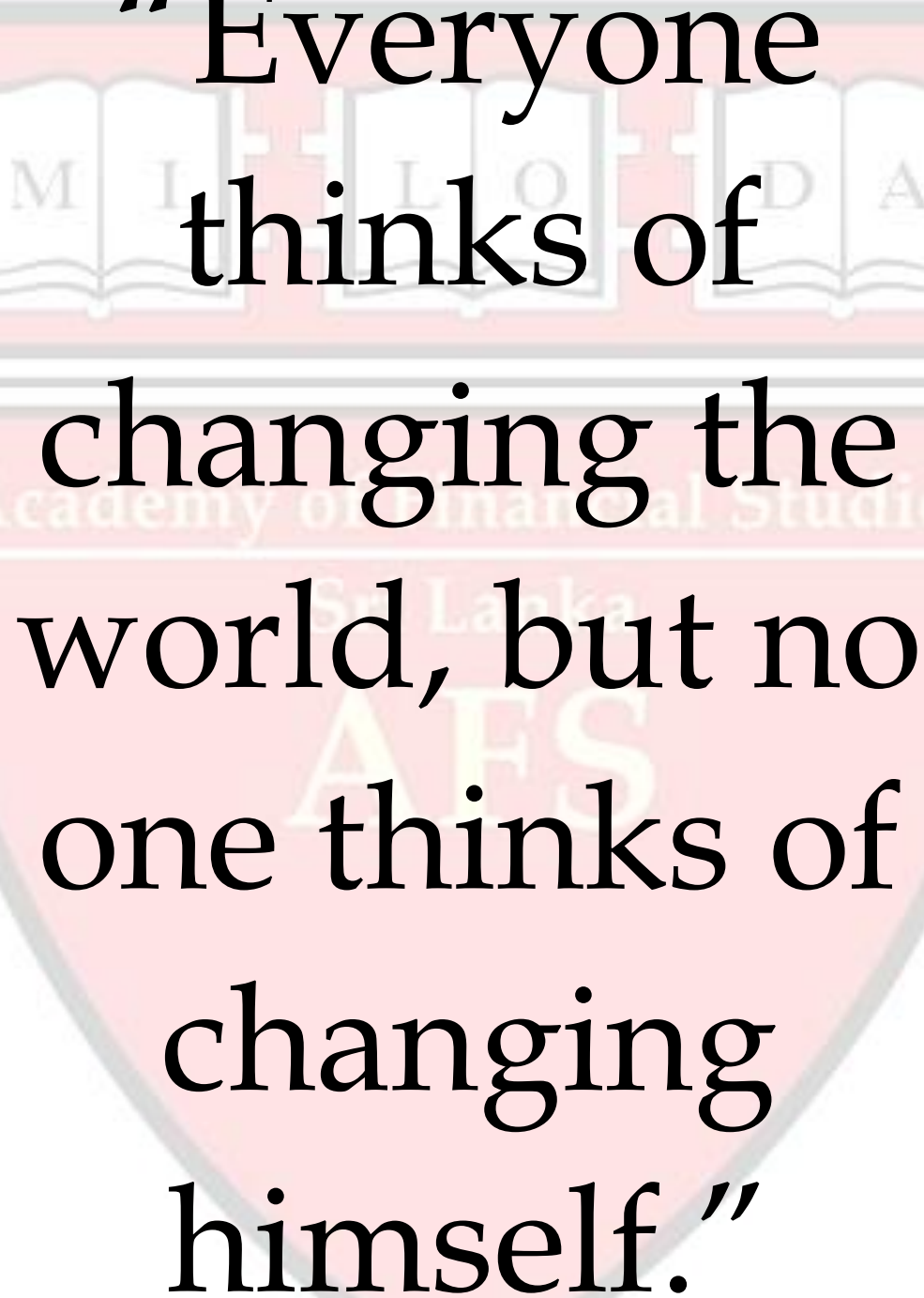
## 11. Diploma in Tamil for Professionals (DTP)

<b>Programme Name</b>	Diploma In Tamil for Professionals
<b>Purpose &amp; Aim</b>	DTP is designed with a view to provide a higher level of competence to public officers in Tamil language as it has become a prerequisite for their job functions. This course is offered at three levels i.e. foundation, certificate and diploma and by the time one completes the course, he should be able to converse in Tamil confidently in any given situation. This course covers all four skills such as Listening, Speaking, Reading and Writing in Tamil language.
<b>Designed For</b>	Staff Grade Officers in the public and private sector organizations and those who wish to improve Tamil Language skills for communication purposes
<b>Learning Outcome</b>	By the end of the programme, participants would be able to: <ul style="list-style-type: none"> <li>• Converse in Tamil with more confidently and fluently.</li> <li>• Read and understand printed documents, newspapers, and official documents.</li> <li>• Write descriptive and narrative paragraphs</li> <li>• Listen and take notes</li> </ul>
<b>Programme Outline</b>	<p><b>Foundation in Tamil</b></p> <ul style="list-style-type: none"> <li>• Greetings &amp; introductions</li> <li>• Asking for &amp; giving information</li> <li>• Giving instructions &amp; directions</li> <li>• Expressing likes &amp; dislikes</li> <li>• Talking about time, weather, and tense</li> <li>• Describing peoples, things, &amp; situations</li> <li>• Reading notices, sign board, &amp; directions</li> <li>• Expressing quantities, figures, &amp; measurements</li> </ul> <p><b>Certificate in Tamil Language</b></p> <ul style="list-style-type: none"> <li>• Describing situations and experiences</li> <li>• Expressing opinions, agreeing, and disagreeing</li> <li>• Comparing &amp; contrasting</li> <li>• Talking about health, transport &amp; current issues</li> <li>• Listening to songs, poems, recitals</li> <li>• Reading newspaper advertisements, simple articles &amp; classified columns</li> <li>• Basic grammar for writing</li> <li>• Writing personal notes, instructions, directions &amp; messages</li> </ul> <p><b>Diploma in Tamil for professionals</b></p> <ul style="list-style-type: none"> <li>• Writing and describing current issues, development projects etc.</li> <li>• Writing formal letters</li> <li>• Advanced grammar for writing</li> <li>• Reading printed texts, newspaper reports, articles</li> <li>• Translation skills (Sinhala to Tamil &amp; vice versa)</li> <li>• Interviewing skills</li> <li>• Public speaking skills</li> <li>• Presentation skills</li> </ul>

<b>Duration</b>	36 Weeks
<b>Course Fee</b>	Rs. 100 000/-
<b>Medium</b>	Sinhala & Tamil
<b>Contact</b>	Tharushi Dilhara Senior Programme Assistant Mobile: 076 3164782 Office: 011 2176300 Fax: 011 2336439 E-mail: <a href="mailto:tharushi@afs.gov.lk">tharushi@afs.gov.lk</a>

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“Everyone  
thinks of  
changing the  
world, but no  
one thinks of  
changing  
himself.”

Leo Tolstoy