

FLYING 
TEACHERS

Language courses and further education -
wherever, whenever and however you want.

GET TO KNOW US



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QUICK FACTS

- Founded: 1997 as LLC
- Head office: Zürich
- Branch offices: Bern (CH), Hamburg (DE), Mallorca (ES)
- Back office: Orosháza (HU)
- More than 1050 teachers nationwide for various languages
- Main languages: German, French, English, Italian, Spanish
- 38 employees Customer Service (CH)
- 2 employees Customer Service (DE)
- 10 employees Administration
- Training centres in Switzerland:
 - Löwenstrasse 20, 8001 Zürich
 - Beckenhofstrasse 6 8006 Zürich
 - Elias-Canetti-Strasse 7A 8050 Zürich
 - Schaffhauserstrasse 235–241 8057 Zürich
 - Marktgasse 25, 3011 Bern
- Quality management certificates
 - ISO 21001: 2018
 - EduQua: 2012

Cooperations

- Soziale Dienste der Stadt Zürich
- Integrationsförderung für Geflüchtete Kantonaler Angebotskatalog (IAZH)
- Amt für Wirtschaft und Arbeit
- State Secretariat for Migration (sponsorship of the FIDE office)

Memberships

- Swiss Association for Continuing Education SVEB
- Association women's business
- SMEs and trade association
- Association Zurich Chamber of Commerce
- Association Bernese Chamber of Commerce
- Member University of St. Gallen
- IG Basic skills
- Zurich Conference for Continuing education
- International Certificate
- Certificate of Quality Assurance QAS (ICC)
- Conference (ICC)
- European Basic Skills Network (EBSN)



OFFERS

Language training

- Group courses Zurich and Bern: German, English, French, Italian
- Integration courses as part of the Zurich Integration Programme
- Company and subject-specific courses in various languages and industries
- Business language courses, including department-specific writing and communication training

Basic skills development

- Tailor-made company courses as part of the funding priority „Simply better! ... in the workplace“
- ICT workshops at Lernstuben Zurich
- German for employment (IAZH)
- Literacy courses

Train the trainer

- Training Centre AdA (SVEB)
- Training Center fide
- Cambridge Training Center for English Teachers (CELTA)

Exam preparation courses and examination centre

- fide exam
- telc German/Italian/French
- Cambridge preparation centre
- CCIP Prüfungszentrum: DFP Affaires
- IMAT
- IELTS
- TOEFL

Course formats

- Face-to-face
- Virtual classroom (online)
- Online courses
- Hybrid
- Blended-learning



WHY FLYING TEACHERS?

Over 25 years experience

We have been improving the language skills of corporate employees since 1997, and we have delivered over 60,000 courses in more than 30 languages - most of them for our corporate clients. To date, we have conducted courses for more than 30 industries and over 1000 companies. Thanks to this experience, we can provide optimal support as a reliable training partner and increase employees' skills in a targeted manner.

Complete solutions from a single source

We offer you complete support throughout the entire educational measure and, if you wish, we can take care of all the services you need, including administration services:

CONSULTATION

Our experts will support you in your needs and formulate the goals to be achieved together with you.

CONCEPTION

An expert with knowledge of the industry develops a customised course programme based on your needs and requirements.

IMPLEMENTATION

Teachers with industry experience conduct the courses. They are supported and accompanied by our head teachers.

EVALUATION

We evaluate the impact of the training both during and at the end of the course and ask learners to complete feedback forms.

Course administration and organisation

If desired, we can take over the entire administration of the training and ensure efficient and uniform communication channels to relieve you as the client. All administrative and organisational process steps are handled centrally via an online portal, which we tailor to the requirements and framework conditions of your company. We provide you with a single contact person who takes care of all your concerns and coordinates all internal processes and communication channels. You as the client do not have to worry about anything. Once we know your requirements regarding processes and procedures, we adapt the following process internally and map it onto the individualised online platform:

Process Organisation and Administration

COURSE PUBLICATION	Courses are published online or as printed flyers if required.
REGISTRATION	Registrations are accepted via the online portal or by telephone.
PLACEMENT	The free placement test is completed online. The result will be sent immediately by e-mail.
GROUP FORMATION	Students are placed in appropriate groups or individual classes according to location, placement tests and preference.
SCHEDULING	Course times are determined according to the preferences of the learning groups or individuals and in consultation with the commissioning parties.

OFFSETTING

Invoicing as required: collective invoices, invoicing by department/employee/cost centre, etc.

COURSE MATERIALS

Material provided by us digitally and/or physically (delivered by the teacher).

REPORTING

Attendances, test results and learner progress are reported at regular intervals.

SUBSTITUTIONS

If a teacher is absent, Flying Teachers will provide a substitute if required.

EXAM REGISTRATION

Exam mock test. Registration of the participants for the examination after consultation with the client.

EVALUATION

Participants are surveyed during and after the course. Evaluation takes place via participant interface.

CONFIRMATIONS

Confirmation of attendance or course certificates are available on the participant interface.

Customised learning content, methods and materials

Your employees learn exactly what they need most in their work. We set the content focus according to your requirements and goals and work with industry-specific and, if desired, company-specific materials, which we prepare in such a way that your employees can learn efficiently and effectively.

Flexible course formats

Your employees learn when and where it suits them best: Online, on-site, self-paced, with digital tools, or a combination of all - we put together the right learning format for you and your employees. In virtual sequences, we always work with the software our clients prefer. We ourselves prefer to work with Zoom because it is ideal for teaching, and our teachers have a lot of experience with Zoom.

Best match: teachers

Flying Teachers selects teachers from a large pool who best match the specific requirements and framework conditions of your course in terms of qualifications, expertise and experience. With this best match, we ensure that your employees and their requirements are optimally met by the teacher.

International know-how

Flying Teachers is constantly developing its educational services, processes and methodological-didactic practices - and is guided by the latest developments and trends in the education industry. In this context, we have built up a large, Europe-wide network of innovative partners. There is a lively exchange about best practices, innovations and trends as well as the development of new, groundbreaking educational products and tools. We enable people who we work with to continue their education internationally and pass this know-how on to our teachers. As a customer, you benefit from our innovative approaches and products as well as continuous optimisation in the area of process and quality management.

International experience

Our network of qualified and reliable teachers extends beyond Switzerland and Germany. This means that we can also guarantee you the usual high quality of teaching at locations abroad and provide learners with a teacher they can communicate with in their native language and who is familiar with context and culture.

Thanks to our experience in the organisation and implementation of cross-national training modules in the virtual classroom - even across different time zones - we ensure a smooth process and relieve your administration.



UNDERSTANDING OF TEACHING AND LEARNING

Action or competence orientation

Action- or competence-orientation forms the central principle of our understanding of teaching. Action orientation means teaching those competencies that are relevant to the learners in their daily work, and to design the lessons in such a way that what is learned can also be applied by the learners beyond the course. In detail, this means:

THE SUBJECT LINES

- define tailor-made learning objectives together with the companies
- develop - based on internal company materials tailor-made course materials and learning success checks
- train the teachers how to use the tailor-made material and meet the company's requirements
- develop tailor-made course materials based on company materials, and define learning checks

THE LESSONS

- build on the knowledge of the learners
- integrate the special abilities, needs and interests of the learners
- include a variety of hands-on exercises and methods
- have a motivating effect

THE TEACHERS

- continuously analyse their learners and their needs (level of knowledge/learning type/etc.)
- develop and provide individualised and appropriate learning contexts
- promote learning strategies and accompany the learning process as an advisor
- focus on realistic language use and its transfer into the learners' professional life.



Private lessons

In private lessons, we focus entirely on the needs of the learner and offer plenty of room for individualisation.

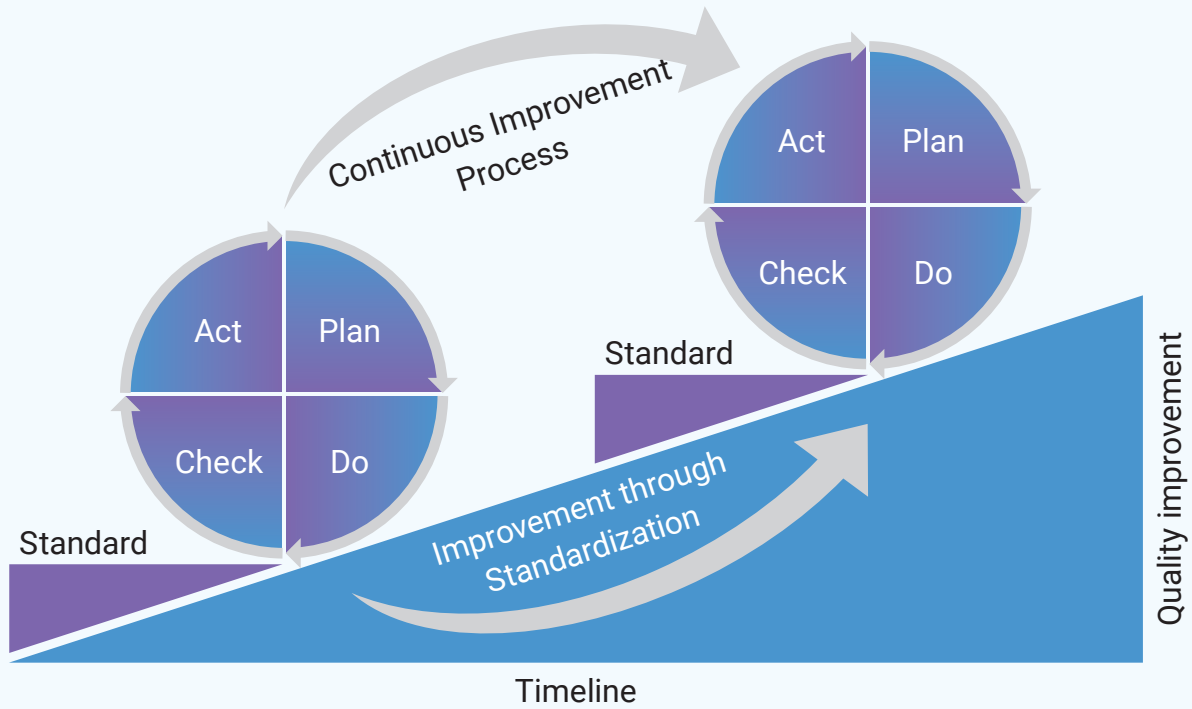
Group lessons

In group classes, we encourage learner participation and interaction. We believe that learners can benefit from each other and support each other's learning. We also view a great variety and diversity in activities and methods as essential for learning success. Therefore we recommend 6-10 learners as the ideal group size. This allows for all forms of interaction and high learner engagement, while at the same time addressing individual needs and allowing efficient use of resources.



QUALITY MANAGEMENT

Our quality management is based on your continuous feedback and evaluation of the courses. Through this so-called deming circle we have the possibility to continuously improve our processes as well as the teaching quality.



Design and implementation

Quality assurance includes the following tools:

VISITATION

Observation of a teaching sequence by a head teacher. Assessment based on standardised quality criteria.

EVALUATION

Survey of participant satisfaction with regard to the teacher and lesson quality at the beginning, middle and end of the course.

LEARNING PROGRESS

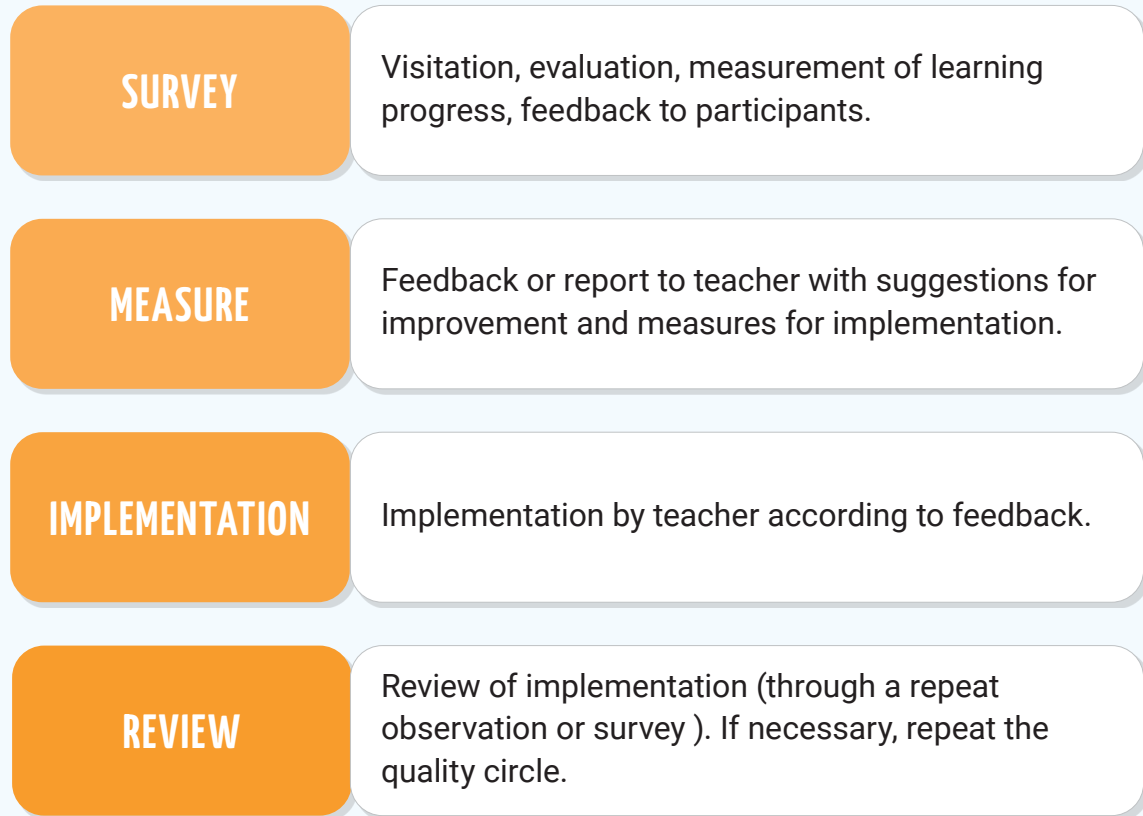
Monitoring by the teacher through ongoing observations, regular interim tests and final test.

PARTICIPANT FEEDBACK

Proactive feedback or complaints from participants to the teacher or administration.



Quality assurance process



Qualifications and supervision of teachers

QUALIFICATIONS

Minimum requirement: college or university degree and/or an internationally recognised language teaching diploma, additional methodological-didactic training and experience in adult education.

EXPERIENCE

Selection of teacher according to best match. Teaching experience and/or own career in the relevant field is desired.

COURSE INTRODUCTION

Introduction of the teacher to the specific course format and concept by head teacher. Tips on working with the target group and the specific materials.

CONTINUING EDUCATION

Obligation of teachers to undergo at least 15 hours of continuing education per year. Range of free internal further education modules and exchange meetings.



EXPERIENCE AND REFERENCES

Main sectors

Flying Teachers offers industry-specific instruction in all languages. Classes are taught by specialist teachers with work experience in the corresponding industry.

- Human Resources
- Finances
- Insurance
- Automotive
- Technology and IT
- Medicine and nursing professions
- Dental hygiene
- Hotel, tourism, gastronomy
- Sales industry
- Railroads
- Customs
- Call center

Selected references

RUAG

Flying Teachers has taught German and English technical language and business correspondence with great success at the technology group since 2012.

EMPA/Eawag/Paul-Scherrer-Institute

Since 2017, the research institutes have relied on the quality of our English, Italian, French and German tuition both on-site and online.

Hotelfachschule Zürich / Hotel Management School Zurich

The Hotel School has contracted out the English language training of approximately 200 students annually to Flying Teachers since 2005. Flying Teachers designs tailor-made course concepts and course materials.

Helvetia

Flying Teachers is involved in over 40 courses a year in a variety of languages in both basic courses and certificate preparation courses and customised settings.

Zürcher Kantonalbank / Zurich Cantonal Bank

The major bank has been working with Flying Teachers since 2003 and benefits from language courses (English, French, German, Italian) for the business world.

Schweizerische Post AG / Swiss Post AG

In 2018, Swiss Post selected Flying Teachers as its exclusive training partner for language training for its 60,000 employees at 700 locations in Switzerland.

CERTIFICATIONS

- EduQua:1012



- ISO-21001:2018



- SVEB Teacher Training



- EUROLTA (European Certificate in Language Teaching to Adults)



- TELC Exam Center (German, English, Spanish and other languages)



- Centre CCIP (Chambre de commerce et d'industrie de Paris)



- Certificate of Quality Assurance QAS (ICC)



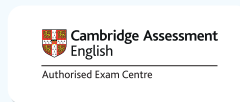
- TOEFL-iBT Center



- Association of Swiss Private Schools VSP



- Cambridge CELTA Teacher Training



ORGANISATION CHART AND PARTNERSHIPS

MANAGEMENT

Edit Adrover, A. L. Adrover, A. B. Adrover

ZURICH HEAD OFFICE

E. Adrover

Office Manager: A. Kocsis
 Account Management: B. Tuka, E. Balterer,
 L. Morciano, R. Sigg, E. Pierro, V. Wassermann,
 A. Mercado, S. Schäfer, I. Duarte, G. Meichtry, B.
 Kovacevic, L. M. Ferrini
 Apprentices: L. Adbulla, F. Johnson, M. Biniza,
 N. Luma, M. Stubner
 Long-term interns KV EFZ: W. Steiner,
 E. B. Ulu

OFFICE BERN

Office Manager: N. Liechti
 Account Management: S. Hauck, G. Russo
 Interns: M. A. Kolich

OFFICE HAMBURG

Office Manager: A. B. Adrover
 Account Management: A. Arnedo, A. Fuchs

BACK OFFICE HUNGARY

Office Manager: A. Jank
 Account Management: J. Toth, O. Biro,
 M. Lakatos, M. Vörös, M. Marko, A. Héjja

EDUCATIONAL TEAM

Departments of language professions
 SVEB, EuroIta: L. Loretz
 SVEB Integration: Dr. M. Balmer
 CELTA, TKT: A. Skulicz, D. Nadig

German as a foreign language: M. Saleh, L. Loretz,
 Dr. M. Balmer

Basic skills, FIDE, integration courses, Alpha
 courses: Dr. M. Balmer, L. Loretz, M. Saleh,
 B. Wachenfeld, B. Mauerhofer

English: S. Wood, G. Houghton, D. Nadig,
 Medical: S. Wood

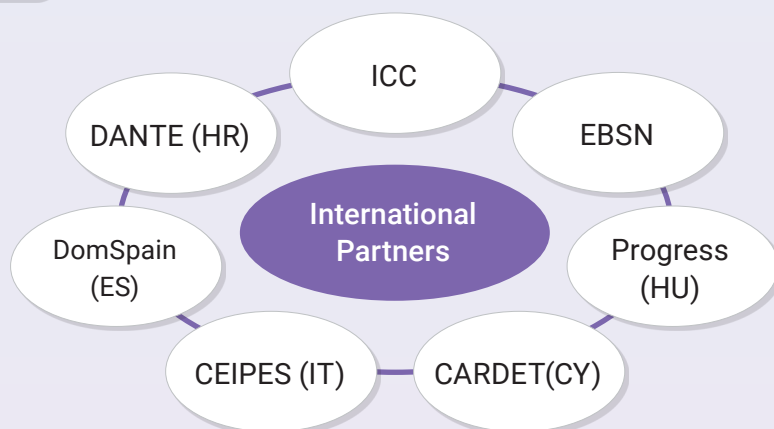
Other languages
 French: M. Dallig-Syta
 Spanish: A. Mercado
 Italian: M. Zamunaro
 Dutch/Scandinavian: M. Cox

Learning Support: E. Adrover

Mentoring new teachers: M. Dallig-Syta,
 L. Loretz, D. Nadig, A. Skulicz

E-Learning: M. Carella, M. Cox, S. Wood

Stays abroad: F. Adrover



TEACHING MATERIAL DEVELOPMENT AND EXAMINATION SERIES

S. Wood, Dr. M. Balmer, M. Dallig-Syta,
G. Houghton, A. Mercado, S. Hauck, B. Varela

EXAM EXPERTS

CELTA: A. Skulicz, D. Nadig
TELC DEU: Dr. M. Balmer, L. Jäggi, M. Schwegler,
C. Oberberger, L. Loretz, C. Camezind-Blum
TELC ENG: M. Carella, S. Kohagen, S. Wood,
G. Houghton, C. Lemmer, D. Nadig
CCIP: P. Fruitet
KDE: M. Saleh, Dr. M. Balmer
FIDE: H. Selami, I. Hoyer, M. Saleh, V. Wassermann
SVEB, FIDE Trainer: J. Prinz, D. Fäh,
B. Mauerhofer, A. Zimmermann, M. Rutz

HUMAN RESOURCES

E. Adrover, A.L. Adrover, S. Hauck, A. Skulicz,
O. Biro

ACCOUNTING UND PAYROLL

A. L. Adrover

Accounting CH: BDO
Assistant: L. Jumuga
Revision: OBT
Accounting HU: O. Albert
Accounting DE: BDO

QUALITY MANAGEMENT

A. L. Adrover

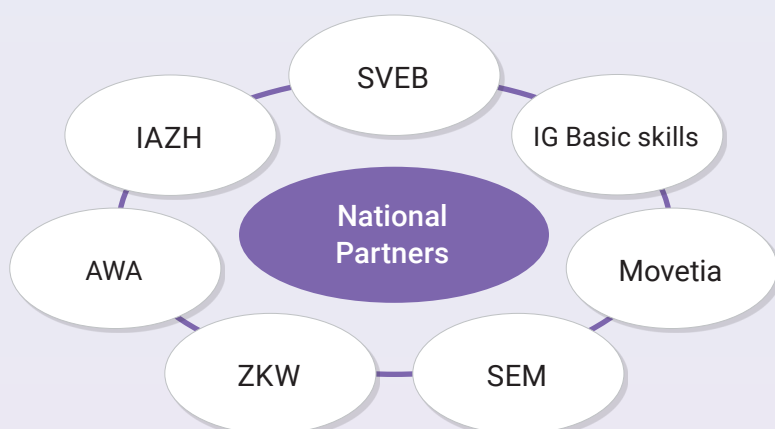
Exams, diplomas, continuing education
Cambridge, Celta, SVEB-Bridge: S. Wood,
G. Houghton, D. Nadig
SVEB: J. Prinz, L. Loretz, D. Fäh
TELC, KDE, CCIP (DFP und TEF): A. L. Gallego,
A. Mercado, N. Liechti, L. Morciano
TOEFL, ICCI, ELST: A. L. Adrover
Multicheck: H. Drechsler
ECDL: H. Drechsler

IT UND LEARNING

A. L. Adrover, A. Beck, E. B. Ulu

MARKETING AND TEXTS

A. L. Adrover, K. Pustovit, W. Rüegg, Hertz⁶



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Head office Zurich

Course Administration + Training Centre

Löwenstrasse 20, 1st floor, 8001 Zürich
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Sat 9.00–12.00
office@flyingteachers.com
T +41 44 350 33 44

Training Centres Zürich

Löwenstrasse 20, 8001 Zürich
Mon–Fri 8.00–18.30
Sat 9.00–12.00

Elias-Canetti-Strasse 7A, 8050 Zürich
Mon–Fri 08.00–17.00

Schaffhauserstrasse 235-241, 8057 Zürich
Mon–Fri 08.00–17.00

Beckenhofstrasse 6, 8006 Zürich
Mon–Fri 08.00–17.00

Office + Training Centre Bern

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Wed–Fri 08.00–17.00

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