



OUR SERVICE COMMITMENT:

At Heinle, a part of Cengage Learning, we believe it is essential to provide the highest level of service, before, during and after an adoption. We understand the importance of providing anytime-anywhere learning to busy teachers that is:

- Connected to the instructional materials
- Results-based
- Standards-driven; and
- Demonstrates the best practices in teaching strategies.

Heinle, a part of Cengage Learning, is committed to providing quality inservice training to school districts that adopt *Milestones*.

Our goal is to provide, at mutually agreed upon times and forums, one in-service to help teachers understand and effectively implement this state-adopted program in their classrooms. An additional full of day training for principals, coordinators, and/or administrators is also offered, free of charge. Finally, a full day of hands-on technology training on our robust technology package, allowing participants time to practice each component. The amount of complimentary in-service training beyond this will be proportionate to the quantity of materials purchased. However, you may opt to extend the training activities through fee-based consulting services. Please see our list of all our in-services listed in the chart below.

School districts that desire professional ESOL methodology presentations to enhance teachers' professional development will have the option of purchasing professional training by using their training funds and a local school purchase order.

A PERFORMANCE SOLUTION:

To help you consistently improve the quality of instruction for all students, when you adopt Heinle, a part of Cengage Learning, you have access to varied and ongoing professional growth opportunities.

Accessible, Customized, and Ongoing

◆ *Resources*

Staff development starts at point-of-use in our program and is offered throughout the selection of research-based resources to help you engage all students.

◆ *Planning*

Collaborative planning sessions prior to program implementation to design an effective, convenient, and comprehensive staff development plan for your district.

◆ *Initial Program Orientation*

To support all teachers in their efforts to become thoroughly familiar with the adopted program, its components, and the variety of ways it can be used to meet diverse student needs.

◆*In-service Workshops*

Staff development activities that deliver the best practice teaching strategies, and the most effective uses of the resources in our program.

◆*Online Support*

Anywhere, anytime curriculum support correlated to state and national standards at <http://elt.heinle.com>.

◆*Online Professional Development*

Convenient individualized teacher training that provides valuable insights and background from the author team. Additionally, teachers can keep pace with the latest instructional methods, and industry best practices through ELT Advantage at <http://elt.heinle.com/eltadvantage>. This is an entire site of professional development courses, workshops, and virtual seminars that help teachers increase their expertise in English language instruction that is affiliated with accredited universities throughout the U.S.

◆*Virtual Consultations*

Timely access to a Heinle, a part of Cengage Learning, consultant via phone or e-mail for specialized and ongoing support.

◆*Technology Hotline*

Unlimited support for all technology programs from our staff of experts accessible via a toll-free 800 number.

◆*Heinle, a part of Cengage Learning, Sales Team*

Access to your local sales representative and company consultants for program assistance before, during and after an adoption.

STAFF DEVELOPMENT CATALOG:

The In-service and Professional Development Chart below provides the name, description, amount of time and cost.

WORKSHOP	DESCRIPTION	TIME/COST
Initial <i>Milestones</i> Implementation Workshop	<ul style="list-style-type: none"> • Hands-on activities with components • Research-based principles of program • Lesson walk-through and demonstration • Implementation strategies • Hands-on demonstration of technology 	Full day no charge upon adoption of Milestones
Principal's & Coordinator Workshop	<ul style="list-style-type: none"> • Overview of components • Assessment features • Accountability • Discussion and Questions 	Full day no charge upon adoption of Milestones
Technology In-service	<ul style="list-style-type: none"> • Full program walkthrough • In-depth coverage of each component • Classroom implementation tips 	Full day no charge upon adoption of Milestones
<i>Additional In-service Offerings:</i>		

<p>ELT Advantage Assessment</p>	<ul style="list-style-type: none"> • On-line training course for teachers in school classroom assessment and accountability • Other courses also available http://eltadvantage.heinle.com 	<p>\$ 55.00 per teacher</p>
<p>Successful Reading & Writing Strategies</p>	<ul style="list-style-type: none"> • Research-based strategies for multilevel classrooms • Targeting reading and writing for accountability 	<p>See your local Sales Representative for Pricing</p>
<p>Intervention and Accelerated Learning Strategies using Technology in the Classroom.</p>	<ul style="list-style-type: none"> • Overview of Learning Strategies • Targeting areas where students need help • Putting Strategies into Practice with technology • Incorporating Learning Strategies and Technology into Lesson Planning 	<p>See your local Sales Representative for Pricing</p>