

Marketing research an applied orientation 5th edition Complete Guide

Marketing Research: An Applied Orientation 5th Edition is a comprehensive textbook that serves as an essential resource for students, educators, and marketing professionals seeking to understand the intricacies of marketing research. This edition builds on foundational concepts, integrating practical applications and real-world case studies to bridge the gap between theory and practice. As marketing continues to evolve amid digital transformation and data-driven decision-making, this book offers valuable insights into designing, conducting, and analyzing marketing research effectively. In this article, we explore the key themes, structure, and practical relevance of "Marketing Research: An Applied Orientation 5th Edition," emphasizing its role in enhancing marketing strategies through robust research methodologies.

Overview of "Marketing Research: An Applied Orientation 5th Edition"

Purpose and Audience

This edition is tailored for:

- Undergraduate and graduate students studying marketing, business, or related fields.
- Marketing practitioners seeking practical guidance on research methods.
- Academics and researchers interested in applied marketing research techniques.

The book aims to demystify complex research concepts and make them accessible through real-world examples, step-by-step processes, and clear language.

Core Themes and Focus Areas

"Marketing Research: An Applied Orientation 5th Edition" emphasizes:

- The practical application of research methods in marketing scenarios.
- Ethical considerations in conducting marketing research.
- The integration of emerging technologies and data sources.
- The importance of understanding consumer behavior and market dynamics.

Key Features of the 5th Edition

Updated Content with Modern Case Studies

The book incorporates recent case studies from various industries, including e-commerce, social media, and global markets, illustrating how marketing research drives strategic decisions in fast-changing environments.

Focus on Applied Techniques

Unlike theoretical texts, this edition emphasizes:

- Problem-solving approaches.
- Data collection best practices.
- Data analysis tools and software.
- Report writing and presentation skills.

Structured Learning Approach

Features include:

- Chapter summaries.
- Review questions.
- Practical exercises.
- Real-world examples.

Integration of Digital and Online Research Methods

The book addresses the shift toward digital marketing and introduces methods such as:

- Online surveys.
- Social media analytics.
- Big data analysis.
- Mobile research techniques.

Structure and Content Breakdown

Part 1: Foundations of Marketing Research

This section covers:

- The role of marketing research in strategic planning.
- Types of marketing research (exploratory, descriptive, causal).
- The research process overview.
- Ethical considerations and confidentiality.

Part 2: Planning and Designing Marketing Research

Key topics include:

- Defining research objectives.
- Developing research proposals.
- Sampling design and procedures.
- Measurement and scaling techniques.

Part 3: Data Collection Methods

Detailed insights into:

- Primary data collection (surveys, interviews, focus groups).
- Secondary data sources.
- Online and digital data collection tools.
- Data quality and reliability considerations.

Part 4: Data Analysis and Interpretation

Focuses on:

- Descriptive and inferential statistics.
- Using statistical software (SPSS, SAS, R).
- Analyzing qualitative data.
- Presenting findings effectively.

Part 5: Applying Marketing Research

Covers:

- Making data-driven marketing decisions.
- Building marketing models.
- Forecasting and trend analysis.
- Case studies demonstrating successful application.

Why "Marketing Research: An Applied Orientation 5th Edition" Is Essential for Marketers

Practical Orientation

This book emphasizes applying research techniques directly to marketing problems. It guides readers through:

- Identifying research needs.
- Designing suitable studies.
- Collecting and analyzing relevant data.
- Making informed marketing decisions.

Bridging Theory and Practice

Readers learn to connect theoretical concepts with real-world applications, ensuring they can implement research strategies effectively in their organizations.

Focus on Ethical and Responsible Research

The book discusses:

- Ethical issues in data collection.
- Privacy concerns.
- Responsible reporting and usage of research findings.

Adaptability to Emerging Trends

With chapters dedicated to digital research methods, social media analytics, and big data, the book prepares marketers for future challenges and opportunities.

Key Topics and Concepts Covered

To optimize your understanding and SEO relevance, here are the main topics covered in the book:

- Introduction to Marketing Research
- Research Process and Design
- Sampling Techniques
- Data Collection Methods
- Measurement and Scaling
- Data Analysis and Interpretation
- Reporting and Presentation of Findings
- Digital and Online Research Techniques
- Ethics in Marketing Research
- Global and Cross-Cultural Research

How to Leverage "Marketing Research: An Applied Orientation 5th Edition" for SEO and Content Marketing

Incorporating Keywords Strategically

To optimize content related to this book, consider integrating keywords such as:

- Marketing research techniques
- Applied marketing research
- Digital marketing research methods
- Marketing research case studies
- Data analysis in marketing
- Consumer behavior research
- Market segmentation research
- Ethical marketing research

Creating Informative Content

Develop blog posts, articles, or guides that:

- Summarize chapters or key concepts.
- Provide tutorials on data analysis tools.
- Share case studies inspired by the book.
- Offer tips for designing effective surveys.

Link Building and Authority

Link to reputable sources, including:

- Academic journals.
- Industry reports.
- Related online courses.
- The official publisher's website.

Utilizing Visuals and Infographics

Design visuals that explain research processes, data collection methods, or statistical analysis, making content more engaging and shareable.

Conclusion: The Value of "Marketing Research: An Applied Orientation 5th Edition"

"Marketing Research: An Applied Orientation 5th Edition" remains a vital resource for anyone involved in marketing decision-making. Its applied approach ensures that readers are equipped with practical skills and current knowledge to navigate complex market environments. Whether you are a student aiming to grasp core concepts or a professional seeking to improve your research strategy, this book offers comprehensive guidance grounded in real-world relevance. By mastering the techniques outlined in this edition, marketers can enhance their ability to understand consumer needs, anticipate market trends, and develop data-driven strategies that lead to competitive advantage. Investing in this resource ultimately empowers organizations to make smarter, more ethical, and more effective marketing decisions in an increasingly data-centric world.

For more insights on marketing research methodologies, case studies, and strategy development, stay tuned to our blog and resource hub.

Marketing Research: An Applied Orientation 5th Edition stands as a comprehensive resource for professionals and students eager to understand the nuances of marketing research in real-world contexts. This edition emphasizes practical application, blending foundational theories with actionable insights to help readers navigate the complex landscape of data collection, analysis, and strategic decision-making. Whether you're a novice seeking to grasp basic concepts or an experienced marketer aiming to refine your research skills, this guide offers valuable perspectives rooted in current industry practices.

Introduction to Marketing Research: An Applied Perspective

Marketing research is the systematic process of collecting, analyzing, and interpreting data related to markets, consumers, and competitors. Its primary goal is to inform strategic decisions, reduce uncertainties, and identify opportunities for growth. The Applied Orientation of this edition underscores the importance of translating theoretical frameworks into practical solutions that directly impact business outcomes.

In today's fast-evolving marketplace, understanding customer needs, preferences, and behaviors is crucial. Companies leverage marketing research to develop targeted campaigns, optimize product offerings, and improve customer satisfaction. The 5th edition reinforces this applied focus by integrating case studies, real-world examples, and step-by-step methodologies designed for immediate implementation.

Core Concepts in Marketing Research

The Role of Marketing Research in Business Strategy

Marketing research serves as the backbone of effective decision-making. It provides the evidence base for:

- Assessing market potential
- Understanding consumer behavior
- Segmenting markets
- Testing marketing mix variables
- Monitoring competitive landscape

Types of Marketing Research

Understanding the different types of research is essential for selecting appropriate methods:

- Exploratory Research: Used for problem clarification and hypothesis generation.
- Descriptive Research: Provides an accurate description of market characteristics.
- Causal Research: Examines cause-and-effect relationships to determine how variables influence each other.

The Research Process

The applied orientation emphasizes a structured process:

- Defining the Problem and Objectives: Clear articulation of what needs to be understood.
- Developing the Research Plan: Selecting suitable methods and data sources.
- Collecting Data: Executing surveys, interviews, observations, or secondary data analysis.
- Analyzing Data: Using statistical tools and techniques to interpret findings.
- Presenting Insights: Communicating results in a manner that informs decision-making.
- Implementing Actions: Applying research findings to marketing strategies.

Practical Application: Conducting Marketing Research

Step 1: Identifying the Research Problem

A well-defined problem guides the entire research process. For example:

- "What factors influence customer loyalty for our brand?"
- "How can we improve our product features based on customer feedback?"

In the applied approach, practitioners focus on framing problems that are actionable and relevant to strategic goals.

Step 2: Designing the Research

Design involves choosing:

- Research methods: Qualitative (focus groups, interviews) vs. quantitative (surveys, experiments).
- Sampling techniques: Random, stratified, or convenience sampling depending on the target audience.
- Data collection tools: Online surveys, face-to-face interviews, observational checklists.

Step 3: Data Collection and Management

Effective data collection requires:

- Ensuring validity and reliability.
- Maintaining ethical standards.
- Utilizing technology for efficient collection (e.g., mobile data collection apps).

Step 4: Data Analysis

Analysis involves statistical techniques such as:

- Descriptive statistics (means, medians, frequencies).
- Inferential analysis (t-tests, ANOVA, regression).
- Multivariate methods (factor analysis, cluster analysis).

The applied focus encourages using accessible software and visualizations to make insights clear and actionable.

Step 5: Reporting and Action

Clear communication of findings is vital. Reports should include:

- Executive summaries highlighting key insights.
- Visual aids (charts, graphs) for clarity.
- Recommendations aligned with strategic objectives.

Tools and Techniques in Modern Marketing Research

Digital and Online Methods

With technological advancements, research now increasingly relies on:

- Online surveys: Cost-effective and quick.
- Social media listening: Monitoring brand mentions and sentiment.
- Web analytics: Tracking user behavior on digital platforms.
- Mobile data collection: Engaging consumers via smartphones.

Big Data and Analytics

The volume of data now available offers opportunities for:

- Predictive modeling
- Customer segmentation
- Personalization strategies
- Real-time decision-making

Ethical Considerations

Applying marketing research ethically is crucial. Respect for privacy, informed consent, and data security are emphasized throughout the process.

Case Studies and Real-World Examples

The 5th edition enriches learning through numerous case studies illustrating successful applications, such as:

- A retail chain utilizing customer feedback to redesign store layouts.
- A tech firm conducting conjoint analysis to determine optimal product features.
- A beverage company leveraging social media analytics to craft targeted campaigns.

These examples demonstrate how applied marketing research can solve specific business challenges effectively.

Challenges and Future Trends

Common Challenges

- Data overload leading to analysis paralysis.
- Difficulty in obtaining accurate or honest responses.
- Budget constraints limiting research scope.
- Rapid market changes necessitating agile research methods.

Emerging Trends

- Integration of AI and machine learning for deeper insights.
- Use of virtual reality for immersive consumer testing.
- Greater emphasis on ethical data management.
- Cross-disciplinary approaches combining marketing, psychology, and data science.

Conclusion: Embracing an Applied Approach

The Marketing Research: An Applied Orientation 5th Edition underscores the importance of practical, actionable research in driving business success. By focusing on real-world applications, professionals can develop insights that directly impact strategic decisions, foster innovation, and create competitive advantages. Mastering the structured research process, leveraging modern tools, and maintaining ethical standards are essential for anyone seeking to excel in the dynamic field of marketing research.

Whether you're conducting exploratory studies or causal experiments, approaching marketing research with an applied mindset ensures that insights are not just academic exercises but catalysts for meaningful business improvements. Embracing this approach ultimately leads to more informed,

confident, and strategic marketing actions in an ever-changing marketplace.

QuestionAnswer What are the key differences between traditional marketing research and applied marketing research as discussed in 'Marketing Research: An Applied Orientation 5th Edition'? Traditional marketing research often focuses on theoretical frameworks and academic insights, whereas applied marketing research emphasizes practical problem-solving and decision-making in real-world business contexts, as highlighted in the 5th edition. How does the 5th edition of 'Marketing Research: An Applied Orientation' address the role of technology in modern marketing research? The 5th edition emphasizes the integration of digital tools, data analytics, and online data collection methods, illustrating how technology enhances data accuracy, speed, and insights in contemporary marketing research. What are the main steps outlined in the book for conducting an effective marketing research project? The book details steps including defining the problem, developing the research plan, collecting data, analyzing results, and presenting findings, with a strong focus on practical application and problem orientation. How does 'Marketing Research: An Applied Orientation 5th Edition' incorporate case studies to enhance learning? The 5th edition includes numerous real-world case studies that demonstrate how marketing research principles are applied in various industries, helping readers understand practical challenges and solutions. What ethical considerations are emphasized in the 5th edition of the book regarding marketing research? The book stresses the importance of integrity, confidentiality, informed consent, and responsible data handling to ensure ethical standards are maintained throughout the research process. How does the book address the use of qualitative versus quantitative research methods? It discusses the strengths and limitations of both approaches, providing guidance on selecting appropriate methods based on research objectives, with practical examples of each used in applied contexts. What new topics or updates are included in the 5th edition to reflect current trends in marketing research? The 5th edition introduces topics such as social media analytics, big data, AI-driven insights, and the impact of digital transformation on research methodologies to stay current with industry trends.

Related keywords: marketing research, applied orientation, 5th edition, market analysis, consumer behavior, data collection, survey design, market segmentation, research methodology, statistical analysis

APPLIED COURSE ENGLISH

Applied course English is an essential component of modern education, designed to equip students with practical language skills that can be directly applied in real-world situations. Unlike traditional English courses that primarily focus on literature and theoretical grammar, applied course English emphasizes communication, critical thinking, and the ability to use English effectively across various contexts. Whether in academia, the workplace, or daily life, mastering applied English skills

is crucial for success in a globalized world. This article explores the different aspects of applied course English, its benefits, and how learners can maximize their learning experience.

Understanding Applied Course English

Applied course English is tailored to bridge the gap between theoretical language knowledge and practical application. It focuses on developing skills that are immediately useful, such as writing professional emails, participating in discussions, delivering presentations, and understanding cultural nuances in communication.

Core Objectives of Applied Course English

- Enhance listening and speaking skills for real-world interactions
- Improve writing proficiency for professional and academic purposes
- Develop reading comprehension of practical texts
- Foster intercultural communication awareness
- Build confidence in using English in diverse settings

Key Components of Applied Course English

Applied English courses incorporate various modules and activities designed to develop comprehensive language skills. These components ensure learners are well-prepared to use English effectively in their personal and professional lives.

Practical Communication Skills

Practical communication involves more than just speaking and writing; it encompasses effective listening, non-verbal cues, and contextual understanding.

- **Conversational English:** Engaging in everyday dialogues, interviews, and negotiations
- **Public speaking and presentations:** Delivering clear, confident speeches
- **Listening comprehension:** Understanding conversations, lectures, and multimedia content

Business and Professional English

A significant part of applied course English targets workplace communication skills.

- Writing professional emails and reports

- Participating in meetings and discussions
- Understanding business terminology and etiquette
- Preparing resumes and cover letters

Academic English Skills

For students aiming to pursue higher education, academic English is vital.

- Reading academic texts and research papers
- Writing essays, research proposals, and dissertations
- Understanding academic vocabulary and structures
- Citing sources and avoiding plagiarism

Benefits of Taking an Applied Course in English

Participating in an applied course English program offers numerous advantages that can significantly impact personal growth and career development.

Enhanced Communication Abilities

Learners develop the confidence to communicate effectively across different settings, whether in professional meetings, social gatherings, or academic environments.

Career Advancement Opportunities

Proficiency in applied English skills opens doors to international job markets, improves employability, and prepares individuals for leadership roles.

Academic Success

Students with strong applied English skills find it easier to excel in coursework, research, and presentations, leading to better academic outcomes.

Cultural Competence

Understanding cultural differences in communication fosters respect and adaptability, which are highly valued in global interactions.

Personal Development

Building language skills boosts self-esteem, broadens perspectives, and encourages lifelong learning.

How to Maximize Learning in Applied Course English

To get the most out of an applied English course, learners should adopt effective strategies and practice regularly.

Active Participation

Engage fully in class activities, discussions, and group projects to enhance practical skills and confidence.

Consistent Practice

Dedicate time outside of class for reading, writing, and speaking exercises. Use language apps, join conversation clubs, or participate in online forums.

Real-World Application

Seek opportunities to use English in real-life situations, such as volunteering, internships, or travel.

Utilize Multimedia Resources

Incorporate podcasts, videos, and online courses to diversify learning and expose yourself to different accents and contexts.

Seek Feedback and Mentorship

Regular feedback from instructors or language partners helps identify areas for improvement and refine skills.

Popular Applied Course English Programs and Certifications

Various institutions offer specialized applied English courses tailored to different needs.

Academic English Programs

Designed for students preparing for university studies, these programs focus on academic writing, research skills, and comprehension.

Business English Courses

Targeted at professionals, these courses cover workplace communication, presentation skills, and business writing.

General English with Practical Focus

Suitable for learners seeking to improve overall communication skills for daily life and travel.

Certifications

Obtaining recognized certifications can validate your skills and enhance your resume, such as:

- Cambridge English: Business Certificates
- TOEFL and IELTS for Academic and Professional Purposes
- ESOL Certificates

Choosing the Right Applied Course English Program

Selecting the most suitable program depends on your goals, current proficiency level, and learning style.

Assess Your Goals

Identify whether your focus is academic, professional, or personal communication.

Evaluate Course Content

Ensure the curriculum aligns with your objectives and covers practical language skills.

Check Instructor Qualifications

Look for experienced instructors with expertise in applied linguistics and real-world teaching.

Consider Learning Format

Decide between online, in-person, or hybrid formats based on your schedule and preferences.

Conclusion

Applied course English plays a pivotal role in preparing individuals for effective communication in today's interconnected world. By focusing on practical skills such as business communication, academic writing, and everyday conversation, these courses empower learners to navigate diverse environments with confidence and competence. Whether you aim to advance your career, succeed academically, or simply become more proficient in English, engaging in an applied course can offer the tools and experience necessary to achieve your goals. Remember to stay committed, practice regularly, and utilize available resources to maximize your learning journey in applied course English.

Applied Course English: Unlocking Practical Language Skills for Real-World Success

In today's dynamic educational landscape, an applied course in English has become an essential component for students seeking to bridge the gap between theoretical language knowledge and practical communication skills. Unlike traditional English courses that focus solely on literary analysis or grammar rules, applied English courses emphasize the real-world application of language in diverse contexts—be it professional, academic, or everyday interactions. This approach prepares learners to confidently navigate the complexities of communication in a globalized world, making applied course English a vital asset for students aiming for success beyond the classroom.

What Is Applied Course English?

Applied course English is a specialized branch of language education that centers on the practical use of English in real-life situations. It integrates language skills—listening, speaking, reading, and writing—with contextual scenarios that students are likely to encounter outside of academic settings. The goal is to develop functional proficiency rather than just theoretical knowledge.

Key features of applied course English include:

- Focus on communication skills relevant to workplaces, social interactions, and academic environments.
- Emphasis on pragmatic language use, including idioms, colloquialisms, and formal/informal registers.
- Integration of multimedia resources like videos, podcasts, and real-world texts.
- Practical assessments that simulate real-life tasks, such as writing emails, giving presentations, or participating in debates.

The Importance of Applied Course English

In an increasingly interconnected world, mastery of English often serves as a gateway to global opportunities. An applied course in English provides learners with the tools to:

- Communicate effectively with diverse audiences.
- Navigate cross-cultural interactions confidently.
- Enhance employability by demonstrating practical language skills.
- Succeed in academic pursuits that require clear and precise communication.
- Engage in social settings with fluency and cultural awareness.

Furthermore, applied English courses foster critical thinking around language use, encouraging students to adapt their communication styles to various contexts, which is invaluable for personal and professional growth.

Core Components of an Applied Course in English

An effective applied English program typically encompasses several interconnected components designed to build comprehensive language competence:

- Listening and Comprehension Skills

- Understanding spoken English in different accents and speeds.
- Analyzing dialogues, interviews, and lectures.
- Developing note-taking strategies for lectures or meetings.

- Speaking and Pronunciation

- Practicing pronunciation and intonation for clarity.
- Engaging in role-plays and simulations.
- Participating in discussions, debates, and presentations.

- Reading for Practical Use

- Interpreting real-world texts such as instructions, reports, and articles.
- Developing skimming and scanning techniques.
- Analyzing tone and intent in written communication.

- Writing for Specific Purposes

- Crafting professional emails, proposals, and reports.
- Creating resumes and cover letters.
- Writing summaries, reviews, and social media content.

- Cultural and Contextual Awareness

- Understanding cultural nuances in language.
- Navigating formal and informal registers appropriately.
- Recognizing idiomatic expressions and colloquialisms.

Pedagogical Strategies in Applied Course English

Effective teaching methodologies are crucial to ensure learners gain practical competencies. Some common strategies include:

- Task-Based Learning: Focusing on completing real-world tasks such as booking travel, negotiating deals, or conducting interviews.
- Scenario-Based Activities: Simulating situations like job interviews or customer service interactions to build confidence.
- Integrative Projects: Group work that involves creating presentations, reports, or multimedia content.
- Use of Authentic Materials: Incorporating real documents, videos, and audio recordings from authentic sources.
- Feedback and Reflection: Providing constructive feedback and opportunities for self-assessment to promote continuous improvement.

Benefits of Enrolling in an Applied Course in English

Students who participate in applied English courses reap numerous advantages:

- Enhanced Communication Skills: Ability to speak and write with confidence in various settings.
- Increased Employability: Skills valued by employers across industries such as professional email writing, presentation delivery, and intercultural communication.
- Academic Success: Better comprehension and expression in research papers, seminars, and collaborative projects.
- Cultural Competence: Greater awareness of cultural differences influencing language use, leading to more respectful and effective interactions.

- Lifelong Learning: Development of adaptable language skills that evolve with changing contexts and technological advancements.

Practical Applications of Applied Course English

Applied course English equips learners to handle a broad spectrum of real-life situations, including:

- Workplace Communication: Writing reports, participating in meetings, and delivering presentations.
- Academic Interactions: Engaging in seminars, writing essays, and understanding academic texts.
- Travel and Hospitality: Booking accommodations, navigating transportation, and engaging with locals.
- Social Networking: Participating in community events, online forums, or social media with appropriate language use.
- Personal Development: Engaging in self-expression through blogging, journaling, or public speaking.

Challenges and How to Overcome Them

While applied course English offers clear benefits, learners may face obstacles such as:

- Language Anxiety: Practice in safe environments with peer support can build confidence.
- Cultural Barriers: Exposure to diverse contexts and cultural training helps mitigate misunderstandings.
- Limited Exposure: Supplementing coursework with real-world interactions, such as volunteering or internships, enhances practical skills.
- Resource Constraints: Utilizing online platforms, mobile apps, and community resources can provide additional practice opportunities.

Choosing the Right Applied Course in English

When selecting an applied English program, consider the following:

- Curriculum Relevance: Does it cover practical skills aligned with your goals?
- Instructor Expertise: Are instructors experienced in applied linguistics and real-world teaching?
- Assessment Methods: Do they include practical tasks and real-life simulations?
- Flexibility and Accessibility: Are classes scheduled conveniently? Are online options available?

- Student Feedback: What do former students say about their experiences and outcomes?

Final Thoughts: Embracing Applied Course English for Future Success

In an interconnected world where language skills can open doors to countless opportunities, an applied course in English serves as a strategic investment in your personal and professional development. By focusing on practical communication skills, cultural awareness, and real-world application, these courses empower learners to communicate with clarity, confidence, and cultural sensitivity.

Whether you're aiming to excel in your career, pursue further education, or simply navigate daily interactions more effectively, embracing applied English education is a step toward becoming a more competent, confident, and culturally savvy communicator. As language continues to evolve with technology and globalization, staying adaptable through applied learning ensures you remain competitive and capable in any environment.

Start exploring applied course English today and unlock your potential to communicate effectively across borders, cultures, and contexts!

Question What is the main focus of an applied course in English? An applied course in English primarily focuses on practical language skills such as communication, writing, speaking, and comprehension, often emphasizing real-world usage and professional contexts. **Who can benefit from taking an applied English course?** Students, professionals, and non-native English speakers seeking to improve their practical language skills for academic, workplace, or everyday communication can benefit from applied English courses. **How does an applied English course differ from traditional English literature courses?** Applied English courses focus on functional language skills and practical applications, whereas traditional literature courses emphasize analyzing texts, literary history, and critical theory. **Are applied English courses suitable for non-native speakers?** Yes, applied English courses are especially beneficial for non-native speakers aiming to enhance their conversational, writing, and professional communication skills. **What skills are typically developed in an applied English course?** Skills such as effective communication, academic writing, presentation, listening comprehension, and professional email etiquette are commonly developed in applied English courses. **Can taking an applied English course improve my career prospects?** Absolutely. Improved communication skills gained from an applied English course can enhance employability, facilitate workplace interactions, and open up opportunities in global and multicultural environments.

Related keywords: English language course, applied linguistics, ESL training, practical English skills, conversational English, business English course, academic English, English communication skills, professional English training, language proficiency course

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