



Slovenska univerza za tretje življenjsko obdobje

**Program splošnega neformalnega izobraževanje odraslih
(SNIO program)**

MOZAIK V ANGLEŠKEM JEZIKU ZA KOMPETENTNO KOMUNIKACIJO (nadaljevalni)

GRADIVO

Operacijo delno financira Evropska unija, in sicer iz Evropskega socialnega sklada. Javni razpis za izbor operacij se izvaja v okviru Operativnega programa za izvajanje Evropske kohezijske politike v obdobju 2014-2020, prednostne osi: 10.

Znanje, spretnosti in vseživljenjsko učenje za boljšo zaposljivost; prednostne naložbe: 10. 1. Krepitev enake dostopnosti vseživljenjskega učenja za vse starostne skupine v formalnem, neformalnem in priložnostnem okolju, izpopolnjevanje znanj, spretnosti in kompetenc delovne sile ter spodbujanje prožnih možnosti učenja, vključno prek poklicnega usmerjanja in validiranja pridobljenih kompetenc; specifičnega cilja: 10. 1. 1. Izboljšanje kompetenc manj vključenih v vseživljenjsko učenje.

Slovenska univerza za tretje življenjsko obdobje, združenje za izobraževanje in družbeno vključenost, Poljanska cesta 6, 1000 Ljubljana, T: 01 433 20 90, E: info@univerzatri.si



| | |
|---|--|
| Naziv operacije | Javni razpis za pridobivanje temeljnih in poklicnih kompetenc |
| | od 2016 do 2019 |
| Vrsta programa | 50-urni splošni neformalni program |
| Ime izobraževalne aktivnosti | Mozaik v angleškem jeziku za kompetentno komunikacijo s strankami |
| Izvajalec izobraževalne aktivnosti | Združenje SUTŽO, Poljanska 6, 1000 Ljubljana |
| Kraj izvedbe izobraževalne aktivnosti (naslov) | Poljanska c.6, 1000 Ljubljana |
| Vrsta izobraževalne aktivnosti (javno veljavni izobraževalni program, program usposabljanja, izpit, strokovno svetovanje,...) | Program splošnega neformalnega izobraževanje odraslih (SNIO) |
| Skupno trajanje izobraževalne aktivnosti (število ur) | 50 |
| Lokacija izvedbe | SUTŽO, Poljanska 6, Ljubljana |

Gradivo je bilo pripravljeno v okviru projekta Pridobivanje temeljnih in poklicnih kompetenc 2016-19.

Gradivo so zbrale, uredile in pripravile izvajalke programa (Urška Drobnič, Lidija Bertoncelj in Vesna Stropnik)



- 1. GETTING TO KNOW EACH OTHER**
- 2. PRESENT CONTINUOUS**
- 3. ARTICLES**
- 4. AIR TRAVEL**
- 5. PAST SIMPLE**
 - ° VERB BE
 - ° REGULAR VERBS
 - ° IRREGULAR VERBS
- 6. IN THE OFFICE**
- 7. PAST CONTINUOUS**
- 8. ADJECTIVES OF CHARACTER**
- 9. TELEPHONING**
- 10. BE GOING TO + VERB**
- 11. IN, AT, ON (PLACES)**
- 12. AT A HOTEL - MAKING A RESERVATION**



1. GETTING TO KNOW EACH OTHER

Hello. Hi. Good morning. Good afternoon. Good evening.

How do you ask people about their:

NAME _____

SURNAME _____

HOW DO THEY FEEL _____

PLACE OF LIVING _____

FAMILY

PETS _____

CHILDREN'S AGE _____

JOB

IF THEY LIKE THEIR JOB _____

HOBBIES _____



2. PRESENT CONTINUOUS

FORM

Positive: BE (is / am / are) + -ING e.g. She is working.

Negative: isn't / am not / aren't + -ING e.g. She isn't working.

- NOW, AT THE MOMENT, TODAY, TONIGHT e.g. I am cooking now.

come – coming dance - dancing

run – running sit – sitting

lie - lying

EXERCISES

1. Add the -ing

1. wait _____

2. swim _____

3. have _____

4. walk _____

5. sit _____

6. write _____

7. stay _____

8. shop _____

9. cook _____

10. lie _____

2. What is happening at the moment? Write true sentences.

1. it / rain _____

2. I / study _____



3. we / listen to music _____

4. the sun / shine _____

5. my neighbour / talk _____

6. I / listen / carefully _____

Question:

Am I working?

Is he/she/it working?

Are you/we/they working?

EXERCISES

1. Write questions from these words.

1. what / doing / your boss _____

2. working / Sara / today _____

3. coming / the train _____

4. what / cooking / Tim _____

5. where / your friends / going _____

6. who / you / waiting for _____

2. What are you doing now? And your husband / wife / children?



3. Choose the present simple or present continuous:

1. (You / work) _____ tonight?
2. (He / eat) _____ noodles every day?
3. I (washing / my car) _____ at the moment.
4. (He / come) _____ to Paris often?
5. Max (play) _____ tennis now.
6. (You / come) _____ to the cinema later?
7. Kim and Tony (not / come) _____ to the party tomorrow.
8. He (not / play) _____ football now.
9. (You / play) _____ tennis this Saturday?
10. They (go) _____ to a restaurant every Sunday.
11. Mia (not / go) _____ to the cinema very often.
12. You usually (arrive) _____ late.
13. He normally (eat) _____ lunch at home.

3. ARTICLES

INDEFINITE ARTICLE (a, an)

- **pred vsemi števničnimi samostalniki v ednini** : an apple
- **pred poklici**: a teacher, an actor
- **za izražanje količine**: a pair of, a little, a few, a couple of
- **vzklične povedi z 'what' + števeni samostalnik**: What a lovely day. What a pity.
- **Kadar je samostalnik omenjen prvič** (v zgodbicah): We have a cat and a dog.

!!! Ko stvar že poznamo, uporabimo **the**: The cat is old...



DEFINITE ARTICLE (the)

- **pred morji, rekami, hoteli, pubi, gledališči, muzeji, časopisi, gorskimi verigami:**
e.g. the Atlantic, the Delo, the Slon, the Thames, the Alps, the Himalayas
- **za edinstvene stvari:** the sun, the Queen
- **pred državami, ki so republike ali unije:** the UK, the USA, the Czech Republic, the Netherlands
- **pred skupinami otokov:** the West Indies
- **pred frazami:**
 - on the left, in the middle, in the centre
 - in the west, in the east
 - on the wall, on the floor, on the ceiling
 - on the coast, on the border
 - at the top, at the bottom
 - in the morning, in the afternoon, in the evening
 - pridevniki (the biggest)

ZERO ARTICLE (-)

- **pred državami, mesti, ulicami, jeziki, revijami, hribi, gorami, jezeri, kontinenti, otoki, obroki, letališči, imeni postaj:** England, London, Bayswater Road, English, Gloss, Lake Bled, Europe...
- **pred frazami:**
 - at home
 - at/to school,
 - at/to work
 - in/to bed, in hospital, in prison
 - by bus, by car...
 - on foot
 - at night
 - on holiday
- **pred samostalniki v množini in neštevnimni samostalniki; ko govorimo o stvareh na splošno:**

I like potatoes.

Milk is good for you.



EXERCISES (A, AN, THE or /)

This coat was designed by ____ famous New York artist.

Can you tell me how to get to ____ bank from here?

She is at ____ home.

____ city museum is closed today.

He is one of ____ smartest people I know.

I recommend you eat ____ apple pie at this restaurant.

____ milk is good for you.

Would you like to see ____ movie?

____ apple a day keeps ____ doctor away.

I can't believe I failed ____ yesterday's test!

Do you have ____ dictionary that I can borrow?

____ Taipei is the capital of Taiwan.

There are many ____ earthquakes in Taiwan every year.

____ first Presidential election was March 23, 1997.

Another name for Taiwan is ____ Republic of China.

____ language and culture of Taiwan is Chinese.

Hawaii is ____ island in the Pacific Ocean.

Christmas comes once ____ year.

____ Nile is a river.

I went to the shop to get ____ bread.

You should take ____ umbrella.

____ owls don't sleep at ____ night.

____ Slon is in ____ centre of ____ Ljubljana.

____ bank is on ____ left.



In ____ morning we usually eat ____ cereals for ____ breakfast.

I always go to ____ school by ____ bus and never on ____ foot.

There's ____ beautiful ____ painting on ____ ceiling.

4. AIR TRAVEL

Translate.

DEPARTURE BOARD

FLIGHT NUMBER

DEPARTURE TIME

DESTINATION

CHECK-IN DESK

WEIGH YOUR LUGGAGE

PAY EXCESS BAGGAGE

BOARDING CARD

PASSPORT CONTROL

DEPARTURE LOUNGE

DUTY FREE SHOPPING

GATE NUMBER

GET ON THE PLANE = BOARD

HAND LUGGAGE

OVERHEAD LOCKER

RUNWAY

TAKE-OFF

CABIN CREW

FASTEN YOUR SEATBELT

LAND

GET OFF THE PLANE

BAGGAGE RECLAIM

GO THROUGH CUSTOMS

RENT A CAR

Questions you will hear at the check-in counter:

May I see your ticket?

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Do you have an **e-ticket**?

How many bags are you checking?

Did you pack these bags yourself?

Do you have a **carry-on bag**? (a bag or purse to take on the airplane)

Would you like a window or an **aisle** seat?

Problems you may hear:

Your baggage is overweight. (Remove some contents or pay a fine.)

Your carry-on luggage is too large.

Your flight is delayed. (It's late.)

Your flight has been cancelled. (You must rebook a new flight)

Your connecting flight/connection has been cancelled/is delayed.

Your ticket is expired.

Your passport is expired.

Commands and questions at the Security Checkpoint:

Boarding pass, please.

Spread your arms out please.

Take your shoes off.

Open your bag.

Take off/remove your belt.

Do you have any change in your pockets?

Do you have any metals?

Do you have any food?

Do you have any liquids or medicine?

Walk through.

You must dump all food or beverages.

Questions you may need to ask:

Is my flight on time?

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Where is the boarding gate?

Can I get a window seat?

Is my **connection** on time?

Where can I find a taxi?

Where is the **departure** gate?

Where is the check-in desk forairlines?

Role-play: a traveller going through customs.

A: Welcome to Canada. May I see your passport please?

B: Sure. Here you are.

A: Where are you coming from?

B: I'm coming from Paris, France.

A: What is the purpose of your visit?

B: I'm *here on business*.

visiting relatives

here as a tourist.

A: How long are you planning to stay?

B: I am staying *for three weeks*.

for 1 month.

until next Tuesday.

A: Where are you be staying?

B: I am staying *at a hotel*.

at my uncle's house.

A: Have you ever been to France before?

B: No, this is my first time.

A: Do you have anything to declare?

B: No, nothing.

A: Enjoy your stay.

B: Thank you.

Roleplay similar dialogues:

- At the check-in counter



- Going through customs

Do you like travelling? How often do you travel by plane?

5. PAST SIMPLE

1. VERB BE

WAS / WERE

| | |
|----------------------|--|
| I he she it | WAS WASN'T = WAS NOT |
| we you they | WERE WEREN'T = WERE NOT |



Rachel **was** 22 last year.

Rachel **wasn't** 22 last year.

Was Rachel 22 last year?

EXERCISES

Put the following sentences into past simple.

1. I am 22 now. _____ last year.
2. The weather is nice today. _____ yesterday.
3. Dean is hungry now. _____ an hour ago.
4. George is at work at the moment. _____ yesterday.
5. The jacket is expensive. _____ .

Negate.

1. We were happy with the hotel. _____ .
2. Our room was very big. _____ .
3. The staff were friendly. _____ .
4. The bathroom was very clean. _____ .
5. The flight to Greece was nice. _____ .

Make questions.

1. you / late / why ? _____
2. difficult / your exam ? _____
3. last week / where / Maya and Tim ? _____
4. angry / you / yesterday / why ? _____
5. nice / the weather / last week ? _____

2. REGULAR VERBS

work – worked

arrive – arrived

start – started

stay – stayed

try - tried

stop – stopped



Joanna worked late yesterday.

Joanna **didn't** work late yesterday.

Did Joanna work late yesterday?

EXERCISES

1. Write the past simple of these verbs.

1. copy _____

2. revise _____

3. cycle _____

4. plan _____

5. practice _____

6. play _____

7. like _____

8. move _____

9. study _____

10. start _____

2. Put the verbs in the past form.

1. I _____ my face three times yesterday. WASH

2. It was hot in the flat, so I _____ the window. OPEN

3. The play _____ at 6.30 and _____ at 8.00 m.

START, FINISH

4. The accident _____ last Monday morning. HAPPEN

5. It is a nice day today but two days ago it _____ all day. RAIN

6. We _____ on holiday in London last year. BE



3. Write the questions in the correct order.

1. performance? / like / you / Did / the /

2. you / many / did / ask? / How / friends /

3. a / have / time? / they / Did / good /

4. did / weekend? / the / What / do / we / at /

5. she / book? / Where / that / did / buy /

6. party / on / your / go / Saturday? / he / Did / to /

7. did / yesterday? / Who / you / visit /

3. IRREGULAR VERBS

Sara **bought** a new car last month.

Sara **didn't buy** a new car last month.

Did Sara **buy** a new car last month?

Translate.

be was / were _____

begin began _____



| | | |
|-------|--------|-------|
| break | broke | _____ |
| buy | bought | _____ |
| build | built | _____ |
| catch | caught | _____ |
| come | came | _____ |
| cost | cost | _____ |
| cut | cut | _____ |
| do | did | _____ |
| draw | drew | _____ |
| drive | drove | _____ |
| eat | ate | _____ |
| fall | fell | _____ |
| fly | flew | _____ |
| give | gave | _____ |
| go | went | _____ |
| have | had | _____ |
| hit | hit | _____ |
| know | knew | _____ |
| learn | learnt | _____ |
| leave | left | _____ |
| lie | lay | _____ |
| lose | lost | _____ |
| make | made | _____ |



| | | |
|------------|------------|-------|
| meet | met | _____ |
| pay | paid | _____ |
| put | put | _____ |
| read | read | _____ |
| run | ran | _____ |
| say | said | _____ |
| see | saw | _____ |
| sell | sold | _____ |
| send | sent | _____ |
| sit | sat | _____ |
| sleep | slept | _____ |
| speak | spoke | _____ |
| spend | spent | _____ |
| steal | stole | _____ |
| swim | swam | _____ |
| take | took | _____ |
| teach | taught | _____ |
| tell | told | _____ |
| think | thought | _____ |
| understand | understood | _____ |
| wear | wore | _____ |
| write | wrote | _____ |



EXERCISES

1. Complete the sentences with the verb in the negative.

1. We went to the shop but we _____ to the post office.
2. I saw Jack but I _____ Zoe.
3. She watched TV last night but she _____ it 2 days ago.
4. He had a pencil but he _____ a notebook.
5. They slept well yesterday but they _____ well last week.

2. What did you do yesterday? Write positive or negative sentences.

1. read a book _____
2. swim in the sea _____
3. eat breakfast _____
4. meet up with a friend _____
5. finish work early _____

3. Make the past simple and put the sentences also in a question form.

1. I _____ (hear) a new song on the radio.
_____ ?
2. John _____ (read) three books last week.
_____ ?
3. The Browns _____ (speak) Chinese to the waitress.
_____ ?
4. Peter _____ (understand) during the class.



5. My mother _____(forget) to buy some bread.

_____ ?

6. Tina _____(have) a baby in May.

_____ ?

7. At the age of 24, she _____(become) a teacher.

_____ ?

8. I _____(know) the answer yesterday.

_____ ?

9. Peter _____(tell) me that he lived in Paris.

_____ ?

10. We _____(lend) Nathan €300.

_____ ?

11. He _____(drink) too much ice tea yesterday.

_____ ?

6. IN THE OFFICE

EQUIPMENT

| | |
|----------|--|
| files | |
| desk | |
| drawers | |
| computer | |
| keyboard | |
| monitor | |
| calendar | |



| | |
|-------------------|--|
| diary | |
| briefcase | |
| wastepaper basket | |
| noticeboard | |

Tom **works for** a company which **produces** cardboard boxes. He **arrives at work** at 7 a.m. He **works in an office**. He **works at a computer**. He **types reports** and **sends** a lot of **e-mails**. He **sends invoices** to customers and **makes phone calls**. He **does** a lot of **paperwork**. He also has to **make appointments** for his boss and **arrange meetings**. Sometimes he has to **attend meetings**. Sometimes he **works in shifts**.

Where do you work? What equipment do you need? What are your duties?

Do you like your work?



7. PAST CONTINUOUS

WAS / WERE + -ING

WASN'T / WEREN'T + -ING

It **was raining** yesterday, so we didn't go out.

Was it raining yesterday?

It **wasn't raining** yesterday.

1. What were you doing yesterday at 7 a.m.?

2. What were you doing before this class?

3. What were you reading last month?

4. What were you doing this time 2 days ago?

Complete the sentences with past continuous.

1. When I phoned my friends, they (play) _____ monopoly.

2. Yesterday at six I (prepare) _____ dinner.

3. The kids (play) _____ in the garden when it suddenly began to rain.

4. I (practice) _____ the guitar when he came home.

5. We (not / cycle) _____ all day.

6. Most of the time we (sit) _____ in the park.

7. Where _____ you (live) _____ in 1999?

8. He _____ (not / wearing) a jacket yesterday.



8. ADJECTIVES OF CHARACTER

| | | |
|---------------|-----------|----------------|
| Generous | Insincere | Considerate |
| Overconfident | Sociable | Self-conscious |
| Confident | Sensitive | Practical |
| Creative | A loner | |

Put the words below into the correct gaps.

- a. I am _____ because I enjoy being with other people.
- b. I am _____ because I prefer to be alone.
- c. I am _____ because I think of a lot of new ideas.
- d. I am _____ because I am never nervous.
- e. I am _____ because I think a lot and care about other people and their feelings. I respect people.
- f. I am _____ because I am good with my hands.
- g. I am _____ because I give a lot to other people.
- h. I am _____ because I say things I don't really mean; for example I will tell someone that I like their new hairstyle but really I don't.
- i. Sometimes people tell me that I am _____ because I always feel sure of myself. I don't mind speaking in front of a group of people, in fact I think I'm an excellent public speaker.
- j. I always worry what people think about me; I am very _____
- k. I always cry at sad movies. I am _____ I worry about other people and how they are.



9. TELEPHONING

Sara: Hello, this is the sales department. **How can I help you?**

Richard: Yes **can I speak to** Blake Rogers, please?

Sara: **Who's calling please?**

Richard: It's Richard Brown here.

Sara: Of course. **Please hold** and **I will put you through.**

Richard: Thank you.

Sara: Hello, sales department. **How can I help you?**

Richard: **Could I speak to** Blake Rogers, please?

Sara: Certainly. **Who shall I say is calling?**

Richard: My name's Richard Brown.

Sara: **Just a second - I'll see if she is in.** Hello, Blake, **I've got Richard Brown on the phone for you ...** OK - I'll put him through. **Hang on a moment,** I'm just putting you through.

PLEASE HOLD _____

PUT SB. THROUGH _____

HANG ON _____

Role-play similar phone conversations.



SOMEBODY IS NOT AVAILABLE

A: Can I speak to Max Gordon, please?

B: I'm afraid Max is not available at the moment. Can I take a message?

A: Can you tell him that Maya called and that I'll call him back later.

A: Can I speak to Mr Brown, please?

B: I'm afraid Mr Brown is not in his office right now. Would you like to leave a message?

A: No, that's fine. I'll call back later.

Role-play

Call to your company and ask to speak to your boss. He is in the meeting so he cannot speak to you. Leave a message for him.



PROBLEMS

When you can't hear someone

"I'm sorry, could you speak up, please?"

"I'm sorry, I can't hear you very well."

"I'm sorry, the line's bad - could you repeat what you just said?"

When you don't understand what someone says

"I'm sorry, could you repeat that please?"

"I'm sorry, I didn't get that. Could you say it again, please?"

"I'm afraid I don't follow you. Could you repeat it, please?"

"I'm sorry, I'm not sure I understand. Would you mind explaining it again, please?"

ENDING A PHONE CALL

"Thanks for calling." (not "Thanks for your calling")

"Thank you for the information."

"Thanks for your advice/ feedback."

"Thanks for your understanding."



10. BE GOING TO + VERB

- for future plans and intentions

He **is going to watch** TV this evening.

He **isn't going to watch** TV this evening.

Is he **going to watch** TV this evening?

- to predict something that we think is certain to happen

Look at the sky! It's **going to rain**.

Complete the sentences.

1. My hands are dirty. I _____ them. WASH

2. What _____ to the theatre tonight? WEAR / YOU

3. I don't want to go to the party by bus. I _____. WALK

4. Klara is going to Maidstone next week. She _____ with some friends. MEET

5. I'm hungry. I _____ this pizza. EAT

6. It's my mom's birthday next week. We _____ her a present. BUY



7. There's a good film on TV this evening. _____ you _____ it?
WATCH

What are you going to do today or tomorrow?

11. IN AT ON (PLACES)

→ AT

- to refer to a position:

*John was sitting **at** his desk.*

- to talk about locations at companies, workplaces:

*How many people work **at** your company?*

- activities which involve a group of people:

at the party, at the cinema, at the theatre, at the airport

- at school / at college / at university:**

*Helen always did well **at** school.*

- to refer to an address:

*George lived **at** number 12 Regent Street.*

- to refer to most shops:

*I bought some wholemeal bread **at the baker's** today.*



→ **ON**

- to refer to a position on any surface:

*I know I left my wallet **on** the table.*

- to talk about a floor in a building (on the ground floor, on the first floor):

*She lives **on** the 17th floor.*

- to talk about public transport (on the bus, on the train, on a ship, on a plane):

*I was **on** the bus when I met Jane.*

→ **IN**

- **in bed, in hospital, in prison**

*David's father is **in** hospital.*

- **in the world, in the sky**

*What's the largest city **in the world**?*

- **in a picture, in a photograph**

*You look happy **in** this **photograph**.*

- in the middle (of)

There's a big table **in the middle of** the room.

EXERCISE

1. What is the highest mountain _____ the world?
2. She is studying German _____ the university.
3. There were many people _____ the concert last night.



4. Who is that woman _____ this photograph?
5. Where is your husband? Is he _____ work?
6. Kate is _____ hospital. She is going to have an operation tomorrow.
7. How many pages are there _____ this book?
8. There's a big bush _____ the middle of the garden.
9. Did Sheila come here _____ her car?
10. I will meet you _____ the station.

12. AT A HOTEL - MAKING A RESERVATION

A: "Thank you for calling Slon Hotel. **How can I help you?**"

B: "I would like **to book a room**. How much do you **charge a night?**"

A: "Our prices start at 40 Eur a night for a **standard room**."

B: "Great. Can you book a room for me?"

A: "Sure. **When would you like to come?**"

B: "I am coming **on March** 7th."

A: "How many days do you need the room for?"

B: "I'll need it for two nights."

A: "Ok. You are **coming** on the 7rd of March and **checking out** on the 9th. Is that correct?"

B: "Yes."

A: "**How many** total **adults?**"

B: "Two adults and two children."

A: "How old are the children?"

B: "7 and 9."

A: "**Would you like one room or two rooms?**"

B: "One is fine."



A: "Can I have your **last name**?"

B: "Smith."

A: "Your first name"

B: "Ben. That's B E N."

A: "**Let me confirm** your information Mr. Smith. One double room with 2 adults and 2 children from March 7th to March 9th. Is this correct?"

B: "Yes."

A: "**The total comes to 109 Eur. Can I get your credit card number?**"

B: "Sure. It is 676767888."

A: "What is the name on the credit card?"

B: "Ben Smith."

A: "I have the room booked for you. If you need to **cancel**, please call us 24 hours before your check in date. Failure to cancel will result in a one day **charge on your credit card**. Is there anything else I can do for you?"

B: "Yes, one more question. **What time can we check in?**"

A: "**You can check in by 2:00pm.**"

B: "Great. Thank you."

A: "Thank you and **have a nice day.**"

Practise similar dialogues.



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[illegible]



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za tretje življenjsko obdobje



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Slovenska univerza
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