



Language, Culture, and Regional Identity



 User Guide · Computer edition

For laptops and desktop computers. Using a phone? Download the phone edition from the bottom of the website.



WELCOME

Learn at your own pace, one stamp at a time

This module is an interactive website. You read, listen, practise and write in your browser, and every unit you finish is stamped into your own digital passport.



A computer and a browser

Chrome, Edge, Safari or Firefox, kept up to date.



Speakers or headphones

Every unit has recorded English to listen to and repeat.



A microphone

Optional, for the record-yourself tasks. A laptop's built-in microphone is fine.



Internet and time

About 4 hours per unit, 24 hours in all, at your own pace.

Six units, one journey



UNIT 01

ASEAN as a Tourism Region



UNIT 02

Discovering ASEAN Destinations



UNIT 03

English for Tourism Communication



UNIT 04

Intercultural Communication in ASEAN Tourism



UNIT 05

Sustainable Tourism in ASEAN



UNIT 06

ASEAN Tourism Storytelling Project



Your progress stays in this browser

Your name, answers, writing and stamps save automatically. There is no account or password.

- ✓ Use the same computer and browser.
- ✓ Avoid private or incognito windows.
- ✓ Clearing browsing data erases progress.
- ✓ Bookmark it: **Ctrl** + **D** (**⌘** + **D** on a Mac).

START HERE

Your starting point

The home page shows the whole course and picks up where you left off.

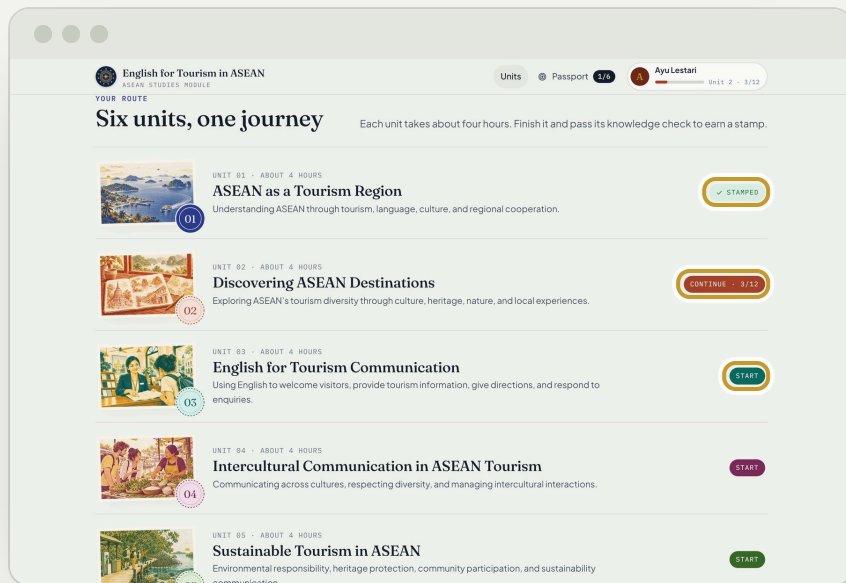
- 1 **Units**
Click it from anywhere to come back to this page and the list of six units.
- 2 **Passport**
Your stamp count, out of six. Click it to open your passport.
- 3 **Your name and progress**
The unit you are working on and how far you are.
- 4 **Start or Continue**
Says **Start Unit 1** on your first visit, then takes you back to the unit you are working on.
- 5 **Open your passport**
Your stamps, progress and writing drafts in one place.



The screenshot shows the home page of the 'English for Tourism in ASEAN' module. At the top, there's a navigation bar with the course title and a progress indicator showing 'Units 1-2', 'Passport 1/6', and the user's name 'Ayu Lestari' with 'Unit 2 - 3/12'. The main heading is 'English for Tourism in ASEAN' with the subtitle 'Language, Culture, and Regional Identity'. Below this, a description states: 'An ASEAN Studies module that introduces learners to the role of English in tourism and intercultural communication across ASEAN. You explore ASEAN destinations, cultural diversity, tourism practices, and sustainable tourism while developing practical English communication skills for tourism contexts.' A progress bar shows '6 UNITS', '24 h', 'Self-paced', and '11 MEMBER STATES'. Below the progress bar are two buttons: 'Continue Unit 2 →' and 'Open your passport'. To the right is a graphic of a blue passport cover with the ASEAN logo and the text 'TOURISM ENGLISH PASSPORT'. At the bottom, it says 'YOUR ROUTE' and 'Six units, one journey', followed by the note 'Each unit takes about four hours. Finish it and pass its knowledge check to earn a stamp.'

GET STARTED

Three steps into your first unit



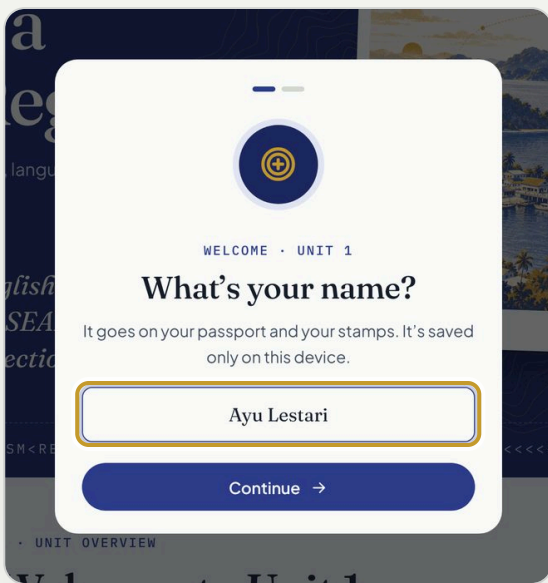
1 Choose a unit

Scroll down the home page to the six units and click one. The label on the right shows where you are:

START

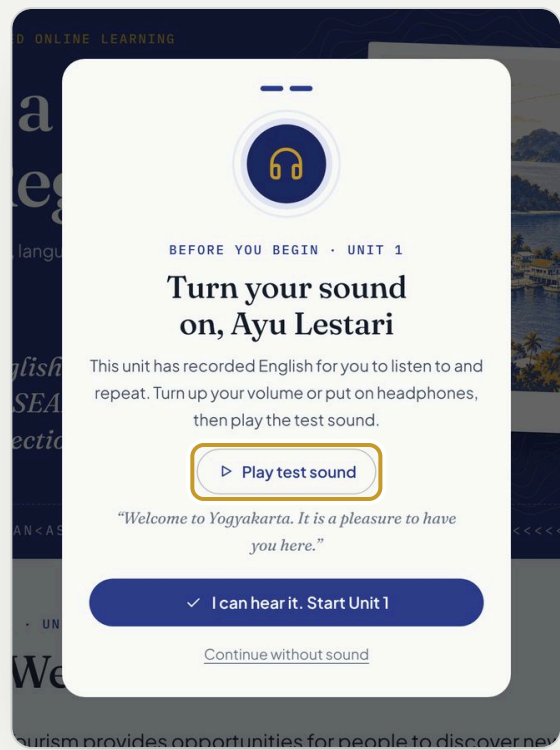
CONTINUE · 3/12

✓ STAMPED



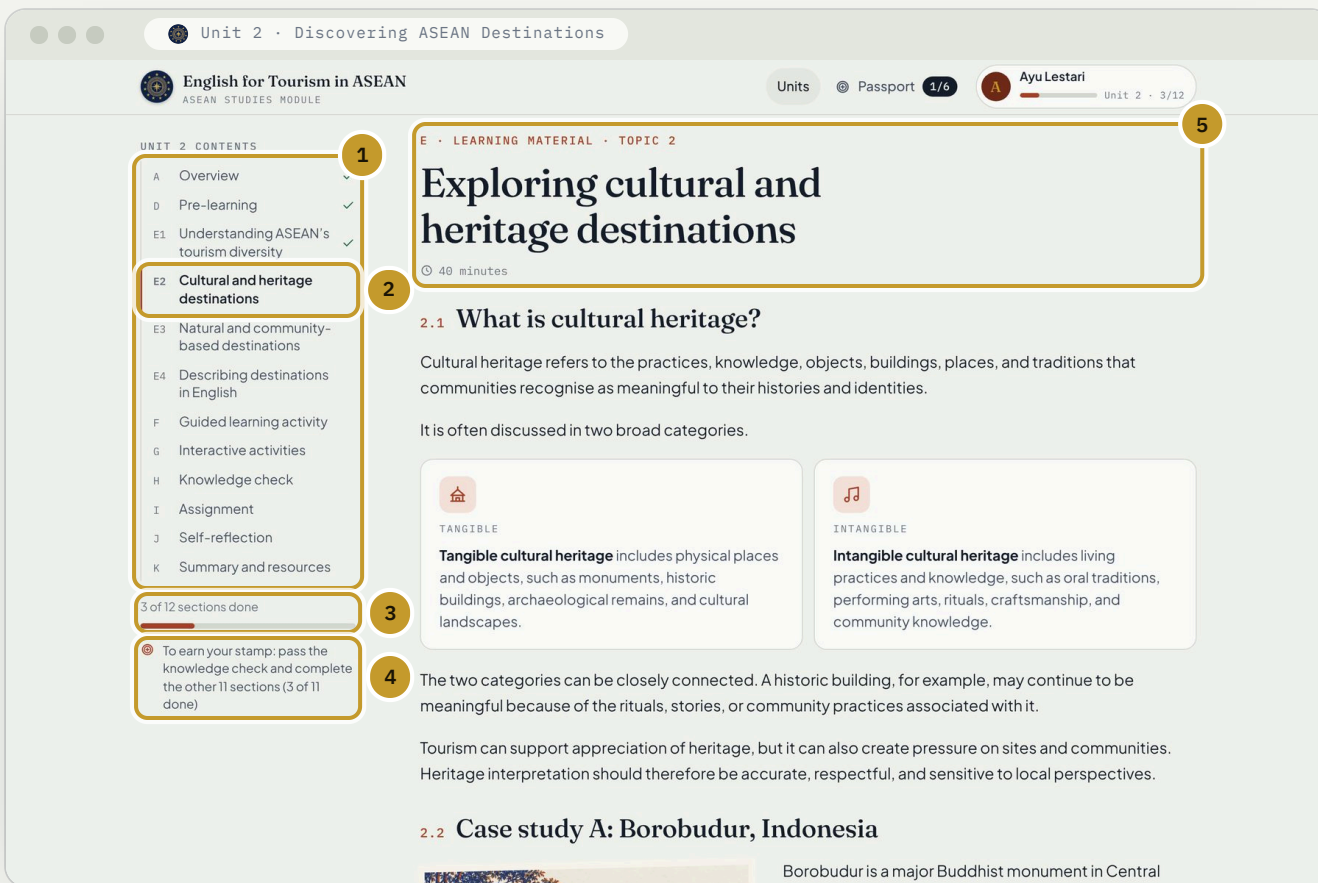
2 Enter your name

Type your name and press **Enter**. It goes on your passport and stamps, and is saved only in this browser.



3 Check your sound

Click **Play test sound**. Hear it? Click **I can hear it**. No speakers right now? Click **Continue without sound**.



The screenshot shows the 'English for Tourism in ASEAN' interface. At the top, it says 'Unit 2 · Discovering ASEAN Destinations'. Below this, there's a navigation bar with 'Units', 'Passport 1/6', and a user profile 'Ayu Lestari'. The main content area is titled 'E · LEARNING MATERIAL · TOPIC 2' and 'Exploring cultural and heritage destinations'. It includes a 'UNIT 2 CONTENTS' list on the left with sections A through K. Section E2, 'Cultural and heritage destinations', is highlighted. Below the list, there's a progress bar showing '3 of 12 sections done'. The main text area shows '2.1 What is cultural heritage?' with a definition and examples of tangible and intangible heritage. It also includes a 'Case study A: Borobudur, Indonesia' with a photo and description.

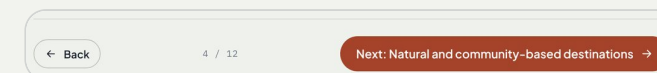
FIND YOUR WAY

Moving around a unit

Each unit is split into short sections, shown one at a time. On a wide screen the contents list stays on the left.

- 1 **Contents**
Click any section to jump to it. A tick marks each one you have finished.
- 2 **You are here**
The section you are reading is highlighted.
- 3 **Unit progress**
How many sections you have finished.
- 4 **Your stamp**
What is still needed to earn this unit's stamp.
- 5 **Section title**
Its letter, its title and a time estimate.

At the end of every section



Click **Next** to mark the section as done and open the next one. The last section has **Finish Unit** instead.

LEARNING TOOLS · 1

Hear the English

Model phrases, dialogues and scripts come with recordings. Listen first, then say the line aloud.

- 1 Play a whole dialogue**
Plays every line in order, from the first speaker to the last.
- 2 Follow along**
The line being read is highlighted.
- 3 One line at a time**
The small speaker button plays just that line. Click again to stop.
- 4 Stop anytime**
While audio plays, this button appears in the corner. Click it to stop.

⌨ Prefer the keyboard? **Tab** moves to the next button and **Enter** presses it.

Unit 3 · English for Tourism Communication

English for Tourism in ASEAN
ASEAN STUDIES MODULE

Units Passport 1/6 Ayu Lestari Unit 3 · 0/12

UNIT 3 CONTENTS

A Overview

D Pre-learning

E1 Welcoming visitors and introducing destinations

E2 Giving directions and recommendations

E3 Handling enquiries and communication difficulties

E4 Communicating politely and responsibly

F Guided case study

G Interactive activities

H Knowledge check

I Assignment

J Self-reflection

K Summary and resources

0 of 12 sections done

To earn your stamp: pass the knowledge check and complete the other 11 sections (0 of 11 done)

1.5 A model dialogue: At a tourist information centre

MODEL DIALOGUE

At a tourist information centre

1 Play the dialogue

VISITOR

Good morning. I'm visiting George Town for the first time. Could you recommend something interesting to do?

2

TOURISM OFFICER

Good morning! Welcome to George Town. Are you particularly interested in history, architecture, food, or local culture?

VISITOR

I enjoy history and architecture.

3

TOURISM OFFICER

In that case, you might enjoy exploring the historic streets and visiting a local museum. A guided walking tour could also help you understand the city's history and multicultural heritage.

VISITOR

That sounds interesting. How long does the walking tour take?

TOURISM OFFICER

COMMUNICATION ANALYSIS

The tourism officer does five things. Tap one to see where it happens.

1 Welcomes the visitor.

2 Asks a question to understand the visitor's interests.

3 Provides a relevant recommendation.

4 Avoids inventing a tour duration.

5 Offers further assistance politely.

4

LEARNING TOOLS · 2

Practise and check

Every unit has short activities: matching, choosing, filling in and sorting. You get feedback straight away.

- 1 **Choose, then check**
Click an answer for every item, then **Check answers**. **Green** means correct.
- 2 **Learn from mistakes**
Red marks a wrong choice.
- 3 **See the right answer**
It appears under the item. Your score shows at the bottom, and **Try again** starts over.

 Some tasks have a **Show the suggested answer** button. Write or think of your own answer first, then compare.

ACTIVITY 1 MATCH

Identify the intercultural issue

Match each situation with the most relevant communication issue.

01 A visitor does not understand an idiomatic expression.



Dietary information



Language and idioms



Privacy and consent



Stereotyping

✓ Correct

02 A visitor photographs a resident without permission.



Dietary information



Language and idioms



Privacy and consent



Stereotyping

✗ The answer is  Privacy and consent.

3

Your message

1
 Please stay on the marked trail during your walk. Staying on the path helps protect young plants and the animals that live in this forest. If you would like a closer look, our guide can show you the viewing areas along the route. Thank you for helping us keep this place healthy for future visitors.

2
 55 words · aim for 50–80 · good length

3
 The recommended action A reason A respectful tone

4
 Tap to record

Your recording stays on this page until you leave or refresh. Save it to keep it.

LEARNING TOOLS · 3

Write and record

- Write**
 Everything you type saves as you go, even if you close the page.
- Word count**
 The bar turns green when your writing is in the target range.
- Self-check**
 Tick each point when your writing includes it.
- Record yourself**
 Click the microphone to record and again to stop. Listen back, then click **Save recording**. Allow the microphone when the browser asks.

 **Copy text** copies your writing. Paste it into a document with **Ctrl** + **V** (**⌘** + **V** on a Mac).

CHECK · STAMP

Earn your stamp

Each unit ends with an eight-question knowledge check.

- 1 **One question at a time**
Choose an answer, then **Check answer**. The dots show how you are doing.
 - 2 **A pointer back**
A wrong answer links to the part of the unit to revisit.
 - 3 **Your stamp**
Score **6 out of 8** or more and finish every section. The stamp is dated the day you earn it.
- ✓ Not there yet? Review, then **Retake the check**. Your best score counts.

QUESTION 1 OF 8

1

Which statement best describes tourism destinations?

A They are places visited only for entertainment. ✕

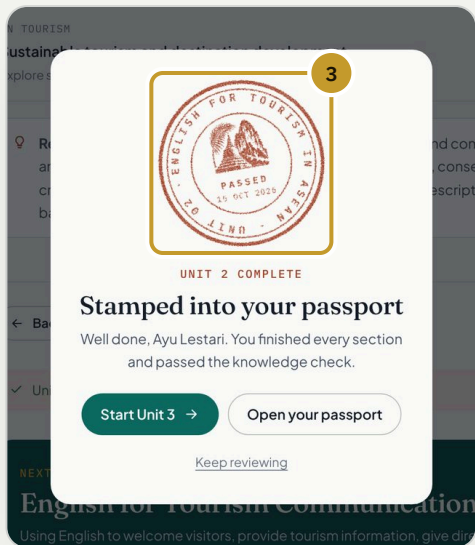
B They can provide opportunities to learn about culture, history, nature, and communities. ✓

C They must all be internationally famous.

D They have no relationship with local communities.

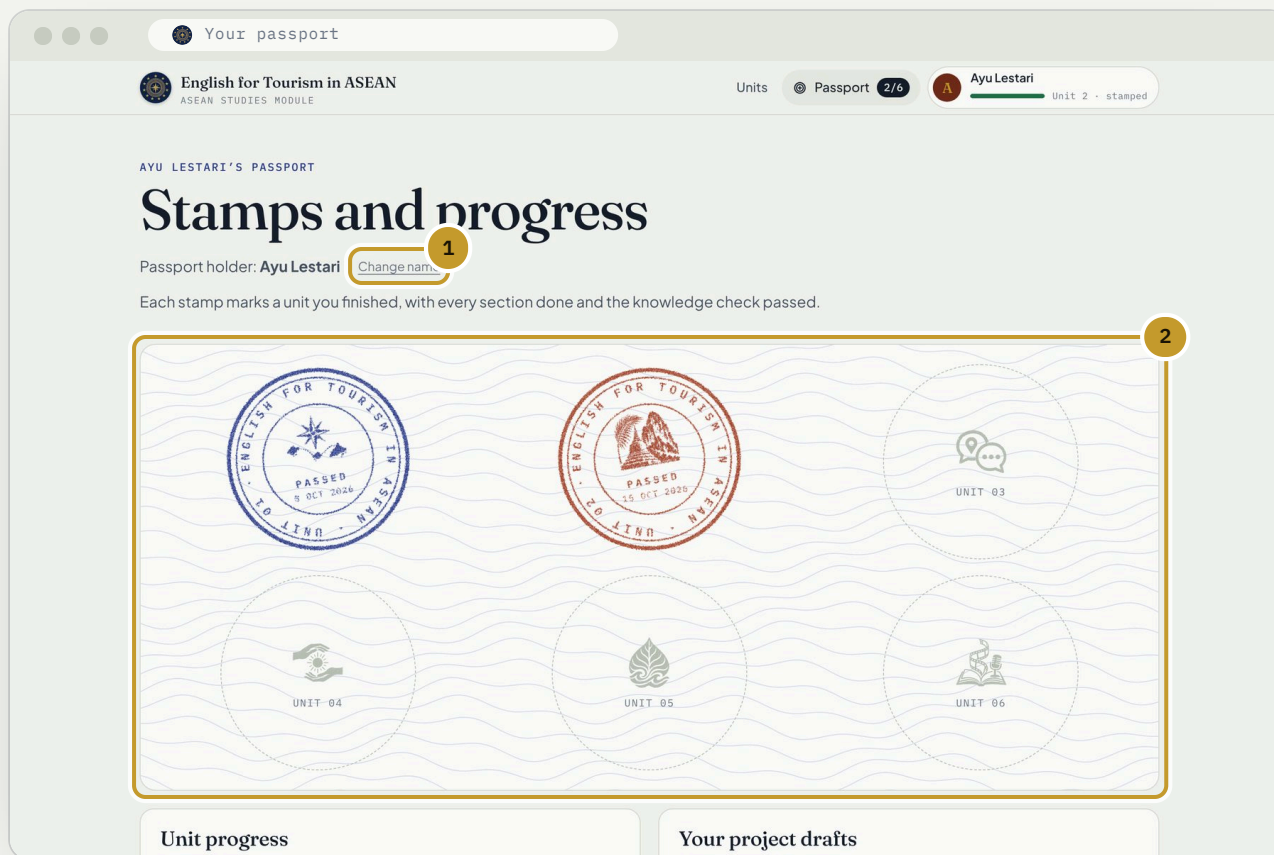
2

Next question → Not quite. Revisit 1.1 Tourism destinations as learning spaces.



Start the next unit or open your passport.

Esc closes the window.



PASSPORT

Everything in one place

Open it from **Passport** in the top bar.

- 1 **Change name**
Fix the name on your passport and stamps.
- 2 **Your stamps**
Six spaces, one for each unit, dated the day you earned them.

UNIT 1

My ASEAN tourism story

Welcome to Yogyakarta, a city where royal heritage, batik workshops, and street food meet. Visitors can explore the Kraton, learn about traditional crafts, and follow local guidance when visiting sacred places.

31 words · aim for 150–200

- 3 **Copy text**
- 4 **Keep writing**

Below the stamps: your progress in every unit, and **your project drafts**, the main writing from each unit. (3) copies a draft; (4) takes you back to keep writing. **Clear my progress** erases everything in this browser, so copy your drafts first.

UNIT 6

Your tourism story

Units 1 to 5 build towards the ASEAN Tourism Storytelling Project. In Unit 6 you plan your story, draft it part by part, review it and write a short creator's statement.

1 Hook 2 Introduce 3 Develop

4 Responsible tourism 5 Call to action

Write the five parts, then click **Put my five parts together** to join them into one story you can keep editing. Copy the finished story into a document to submit it.

Draft by part - the five-part story structure

1 Hook

What can a historic port city reveal about the people who built it?

2 Introduce the destination

Located on the island of Penang, George Town is known for its shophouses, temples, mosques, and clan houses.

3 Develop the story

One notable feature is Armenian Street, where craft workshops and family businesses share the old streets.

4 Connect the story to responsible tourism

Visitors are encouraged to support local businesses and ask before photographing residents.

5 Close with a call to action

Discover George Town slowly, listen to its stories, and help keep its heritage alive.

→ Put my five parts together



A COMPLETE PASSPORT

Collect all six stamps and your passport is complete.



TROUBLESHOOTING

If something isn't working

I can't hear anything

Check the volume and the sound output in your computer's settings, then click **Listen** again. "Couldn't load the recording" means the internet connection dropped.

The recorder doesn't work

Click the site icon at the left of the address bar, allow the microphone, then reload the page. Or record with your phone instead.

The colours look dark

The site follows your computer's light or dark mode. Change the appearance setting to switch.

My progress has disappeared

Progress is saved in one browser on one computer. Open the site in the browser you used before, outside private or incognito mode.

The contents list is missing

On a narrow window it moves to the **Contents** button at the top of the unit. Make the window wider to bring it back.

Where is this guide?

Download it any time from **User Guide** at the bottom of every page of the website.

Handy shortcuts

Ctrl + **+**

Make the text bigger

Ctrl + **-**

Make the text smaller

Ctrl + **0**

Reset the size

Tab / **Shift** + **Tab**

Move between buttons and fields

Enter

Press the selected button

Esc

Close the stamp window

Ctrl + **D**

Bookmark the module

On a Mac, use **⌘** instead of **Ctrl**.

Tell the story of a destination in a way that helps people *understand it, respect its communities, and contribute to its future.*