ICC 2024 Conference Athens, Greece

Vocal in Need: Promoting Cultural and Linguistic Skills for Personnel Interacting with Migrants and Asylum Seekers across Europe (Vocationally Orientated Culture and Language in Need)

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Welcome!

Fáilte Romhat!

Willkommen!

Bienvenue!

καλως ΗΡΘΑΤΕ!

Ben venuti!

Summary



EU projects - flyers

Previous and related projects

❖ Vocal in Need – description & examples

❖ Vocal in Need - summary

5

Vocal in Need

EU projects

*20 / 30 /40 years

EU projects: www.ittralee.ie/euprojects

See flyers

KA2 - SP- VET (2017-2019)





Previous projects

❖ Problem SOLVE (2003-2005)



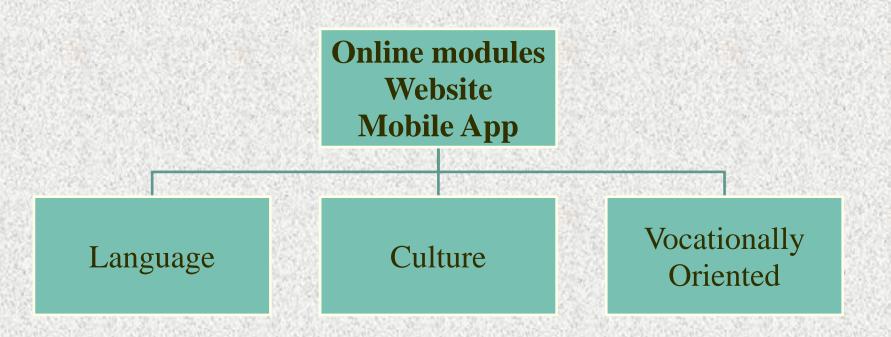
- **VOCAL** (2007-2009)
- * VOCAL-Medical (2014-2016)



Leonardo da Vinci Transfer of Innovation project and funded with the support of the Lifelong Learning Programme 2007-2013 of the European Union.

ProblemSolve & VOCAL & Vocal-Medical & V in N

A Common Concept



European Awards

https://www.leargas.ie/languages/languages-european-language-label/

- **# ProblemSolve** won the European Award for Languages 2006
- **Vocal in Need** won the European Award for Languages 2020
- **# VOCAL** 10 countries, 12 partners, 11 languages & new LSP component
- **# VOCAL-Medical** 10 countries, 14 partners, 9 languages & new LSP area



Intercultural hotel (2021 – 2023)

https://intercultural-hotel.com

- **■** Partners x 10 and languages x 8
- **#** Additional information on Chinese and Russian

- **♯** Following the structure of the VOCAL projects and 360 degrees photographs
- **■** Target group: staff who is working in hotels



see flyer

- **♯** Partners x 9 and languages x 8
- Needs analysis & piloting > IMPACT added value
- ➡ Products/outcomes > online modules x 5 and mobile assistant

■ Target group: staff who is working with migrants/refugees

Project partners





INSTITUTE OF

Vocationally Orientated Culture and Language in Need

Partners:















dieBerater*

The main focus of this project:

- ★ Assisting security staff (police, boarder control; etc.) and NGOs staff to work with refugees.
- ★ Create a greater understanding and responsiveness to social, ethnic, linguistic and cultural diversity.
- Increased competence in foreign languages by security and NGO staff. A range of different languages are included: German, Lithuanian, Italian, Bulgarian and Turkish as we have partners in these countries. Due to the linguistic background of many refugees we have also included Arabic and Russian.

- **★** Module 1 > On the road (for security staff)
- ★ Module 2 > Reporting an incident (for security staff)
- **★** Module 3 > At the shelter (for NGO staff)
- **★** Module 4 > In the integration course (for NGO staff)
- **■** Module 5 > Intercultural topics

- \blacksquare Module 1 > On the road
 - Traffic check cycle theft RTA
- **■** Module 2 > Reporting an incident
 - Missing person domestic violence assault
- **■** Module 3 > At the shelter
 - Booking a medical appointment respecting shelter rules coping with emergencies

- Module 4 > In the integration course
 - Admission assessment analysing job ads
- **■** Module 5 > Intercultural topics
 - Case Study1 'The bicycle'
 - Case study 2 'Commotion in a refugee centre'
 - Case study 3 'Individual coaching session'

Intercultural information on each case study

Online training modules



Module 1 "On the Road"

Open module



Module 4 "At the Integration Course"

Open module



Module 2 "Reporting an Incident"

Open module



Module 5 "Intercultural Awareness"

Open module



Module 3 "At the Shelter"

Open module

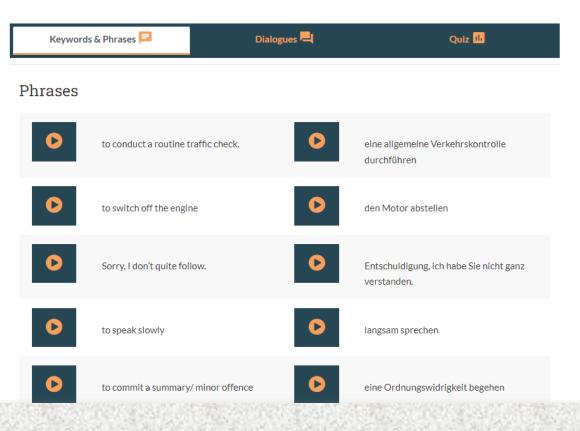
Structure of each online module

- **■** Module Introduction > General Information
- **#** Useful Words
- # Useful Phrases
- **★** Virtual Tours & Self-tests (ICC case studies)
- # Do's & Don'ts (VinN: Localisation)
- **#** Cultural Information
- # Final Self-test

Module 1 > On the road

Open module







The following scenario is based on a real-life situation in Germany. It could differ from a similar situation in any other country due to the specifics of national law enforcement regulations. For more details go to the section Country Specific Information of this module and choose the respective country.

The police patrol car is following a vehicle. The officers notice that the driver is not wearing a seat belt. They decide to stop the vehicle and conduct a traffic check. The officers signal the vehicle to pull over. The vehicle stops, the police car stops behind it. Both police officers get out of the car. One of them positions themselves at the passenger door and looks inside the vehicle. (This police officer does not speak with the driver, they cover the partner and monitor the situation e.g. the driver's movements. In case the driver attempts to attack the officer, who is speaking to them, the officer at the passenger door can intervene and support the partner). The other officer positions themselves slightly off centre behind the driver's door and addresses the driver. The latter partly opens the window.

Previous



Next



Impact of the project to date:

- **≠** 10,000 unique visitors to the website on an annual basis starting from 2019
- **♯** Approximately 50,000 unique visitors to date
- ★ Approximately 1100 downloads of the mobile phone app

Summary

- **■** Two-year *Erasmus*+ Development of Innovation project
- **■** Security services & NGOs = target groups
- Needs analysis & piloting
- **■** Autonomous learning promoted
- **■** Intercultural dimension
- **♯** Multi-lingual perspective
- https://www.youtube.com/watch?v=dopui4 v4loQ

Websites & Contact

www.vocal.erasmus.site

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Thank You!

Go raibh maith agat!

Danke schön!

Merci!

Gracias!

Ευχαριστώ!