

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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Vocal in Need

Welcome!

Fáilte Romhat!

Willkommen!

Bienvenue!

καλως ΗΡΘΑΤΕ!

Benvenuti!

Summary



- ❖ EU projects - flyers
 - ❖ Previous and related projects
 - ❖ Vocal in Need – description & examples
 - ❖ Vocal in Need - summary
-

EU projects



- ❖ 20 / 30 /40 years
- ❖ EU projects: www.ittralee.ie/euprojects
- ❖ See flyers

KA2 – SP- VET (2017-2019)



Erasmus+



Vocal in Need

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
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Vocal in Need

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



Vocationally
Orientated Culture and
Language in Need

Partners:



HOCHSCHULE DER
SÄCHSISCHEN
POLIZEI (FH)



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.
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Online Training Modules

- # 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
-

Online Training Modules

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
-

Online Training Modules

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

Online training modules



Module 1 "On the Road"

[Open module](#)



Module 2 "Reporting an Incident"

[Open module](#)



Module 3 "At the Shelter"

[Open module](#)



Module 4 "At the Integration Course"

[Open module](#)



Module 5 "Intercultural Awareness"

[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

Menu

1. Module Introduction

2. Scenarios

2.1. "Traffic Check"

2.2. "Cycle Theft"

2.3. "Road Traffic Accident"

3. Intercultural information

4. Country specific information

5. Final test

Keywords & Phrases

Dialogues

Quiz

Phrases



to conduct a routine traffic check.



eine allgemeine Verkehrskontrolle durchführen



to switch off the engine



den Motor abstellen



Sorry, I don't quite follow.



Entschuldigung, ich habe Sie nicht ganz verstanden.



to speak slowly



langsam sprechen



to commit a summary/ minor offence



eine Ordnungswidrigkeit begehen

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Keywords & Phrases

Dialogues

Quiz

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



Open module

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Keywords & Phrases 

Dialogues 

Quiz 

1. Warum halten die Beamten das Fahrzeug an?

- Sie suchen nach einem Flüchtigen und halten alle Fahrzeuge an.
- Sie haben einen Verstoß festgestellt, den der Fahrer begangen hat.
- Allgemeine Verkehrskontrollen erhöhen die Sicherheit im Straßenverkehr.
- Das Fahrzeug hat ein ausländisches Kennzeichen.

2. Welche Papiere möchte der Polizist sehen?

- Ausweis
- Visum
- Fahrzeugpapiere
- Versicherungskarte

3. Der Fahrer spricht mit beiden Beamten.

- richtig
- falsch

4. Dem Fahrer bereitet das Gespräch mit den Polizisten Freude.

- richtig
- falsch

Impact of the project to date:

Feedback from users:

<https://www.youtube.com/watch?v=dopui4v4loQ>

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
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- # <https://www.youtube.com/watch?v=dopui4v4loQ>
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Websites & Contact

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Thank You!

Go raibh maith agat!

Danke schön!

Merci!

Gracias!

Ευχαριστώ!

