

# English Language as a Tool in Improving ICT and Collaborative Skills for Erasmus+ Internships

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# Erasmus + Mobility

- Higher Secondary School for EU Administration
- Legal Administration, Diplomatic Services, Human Resources, Media Communication
- 4-week Internship in the UK (Birmingham, Portsmouth)  
and Ireland (Dublin)

29 students (17-18)

English: B1/B2

Skills: PC typing, Word, Excel, Power Point,



General useful and practical information: **not enough !!!!**

# Collected data

- To evaluate the effectiveness of an English lesson preparation:
  - ❖ pre and post questionnaires
  - ❖ ECVET Placement Evaluations
  - ❖ the interviews with the employers and internship participants

## Students' anticipated worries and problems

Anticipated worries and problems	Number of students' answers
I will not know what they will want from me	18
I will not be able to fulfil given tasks properly	14
I will not be able to communicate in case of any problems in a working environment	13

## The evaluation of the language preparation: pre-questionnaire

In which areas do you think your language has improved during the language preparation?	1	2	3	4	5	Mean
Text comprehension	2	11	9	8	0	2.86
Listening	2	5	11	7	4	3.21
Communication – oral performance	0	7	3	10	9	3.72
Writing	3	6	10	9	1	2,97
Specialised vocabulary	0	0	8	6	15	4.24
New vocabulary	0	1	12	6	10	3.86
Consolidation of current vocabulary	0	4	8	9	8	3.72

The post – questionnaire

The language preparation was beneficial to them:

- 59 % correspondence and telephoning phrases
- 24 % mentioned specialized vocabulary
- 24 % mentioned information about life and culture in the UK and Ireland.
- Less than 15 % equally stated everyday vocabulary, phrases for expressing feelings and problems or information about previous year internship.

## Employers' evaluation of 3 students' performances as Front office workers (ECVET)

Please rate how trainees have met following criteria	Fulfilled totally	Fulfilled partly	Not fulfilled	Not possible to evaluate
They accept clients	3			
They announce clients	3			
They provide information	3			
They answer visitors' enquires	2	1		
They transfer incoming calls	1	1	1	
They handle phone calls	2	1		
They work with internal information system	3			
They handle administrative tasks	3			



# Feedback interview

## Students

- if the language preparation was sufficient
- if the students used any specialized or new vocabulary
- skills which the students had learnt

*technical skills, managing office devices, social skills (working in teams, cooperating in online environment, solving problems, collaboration, getting oriented in a new environment or handling public transport), soft office skills such as handling telephone calls and correspondence*

- activities they can manage without any difficulties after the internship

## Employers

- the most expected requirements:
- *the ability to work in a multicultural team*
- *be willing to learn*
- *not to be afraid of asking the questions*
- *have good computer skills*
- *to communicate and cooperate*  
*synchronously on the telephone*  
*and the Skype*  
*asynchronously through emails,*  
*Facebook or mobile applications*

# Effective Office English language lessons

## Office communication situations

- a) **A work interview**: ask questions, express motivation and expectations, talk about work experience and education, and formulate inquiries properly.
- b) **Handling office telephone calls**: start, lead and end the call appropriately, provide information during the call, obtain the required information, handle requests of clients, record the results of the call, and handle the phone records as required, transfer incoming calls.
- c) **Office correspondence**: create and send e-mails, reply to previous e-mails, use merge correspondence, keep an evidence of leaving and incoming mail, write a message.
- d) **Front desk working**: accept clients, announce clients, provide information, answer visitors' enquires.
- e) **Office socializing**: meeting visitors, making arrangements, postponing arrangements, showing a visitor around, giving directions

## Team work aimed at cooperation and collaboration supported by ICT

- a project-based learning
- teams of three students
- a platform for sharing and publishing the content (Wiki, Facebook, Google Documents or Weblogs, Skype, Vibre or FB chat)
- a Power Point Presentation accompanied with a text document focused on practical and useful information related to internship's destination
- practise different collaborative skills

# Conclusion

We hope that the examples of activities and the outlined model of an English language course for trainees will help to improve:

English language skills

Computer skills

Collaborative skills

Skills, which are highly evaluated and required by employers in the UK and Ireland.



Thank you for your attention.

