



SISEKAITSEAKADEEMIA  
ESTONIAN ACADEMY OF SECURITY SCIENCES

# Catering for the Needs of an Ageing Bilingual Post-Soviet Country – CLIL Training for Emergency Dispatchers in Estonia

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# BACKGROUND

## Estonia

- one official language – Estonian,  
*de facto* around 1/3, i.e., 381,600 are Russian-speakers
- regional and age differences in the language skills  
in and around the capital Tallinn **59%** Estonian-speakers  
in the East, only **16%** of Estonian-speakers

# BACKGROUND (2)

## Call statistics

In 2018, altogether 994,514 calls to the number 112

in 408,250 cases ambulance/police/ rescuers were dispatched

**46%** of the calls from the North region  
(incl. the capital Tallinn with **59%** Estonian-speakers)

**19%** of the calls from the East region  
(with only **16%** of Estonian-speakers)

# BACKGROUND (3)

## Instruction at EASS

- Professional requirements largely set by the Estonian Qualifications Authority, i.e. compliance with Qualification Standard, Call taker, Level 4 (Estonian C1, Russian and other foreign language on B1)
- Admission tests – the only specialty with Russian test (B1)
- Short duration of instruction – entire curriculum within 8 months (incl. internships)
- Full scholarship

# BACKGROUND (4)

## Student profile

2016 – average 24,1 (youngest 18, oldest 43, only 2 over 35)

2017 – average 25,9 (youngest 19, oldest 54)

2018 – average 31,3 (youngest 19, oldest 58, with 8/14 over 49)

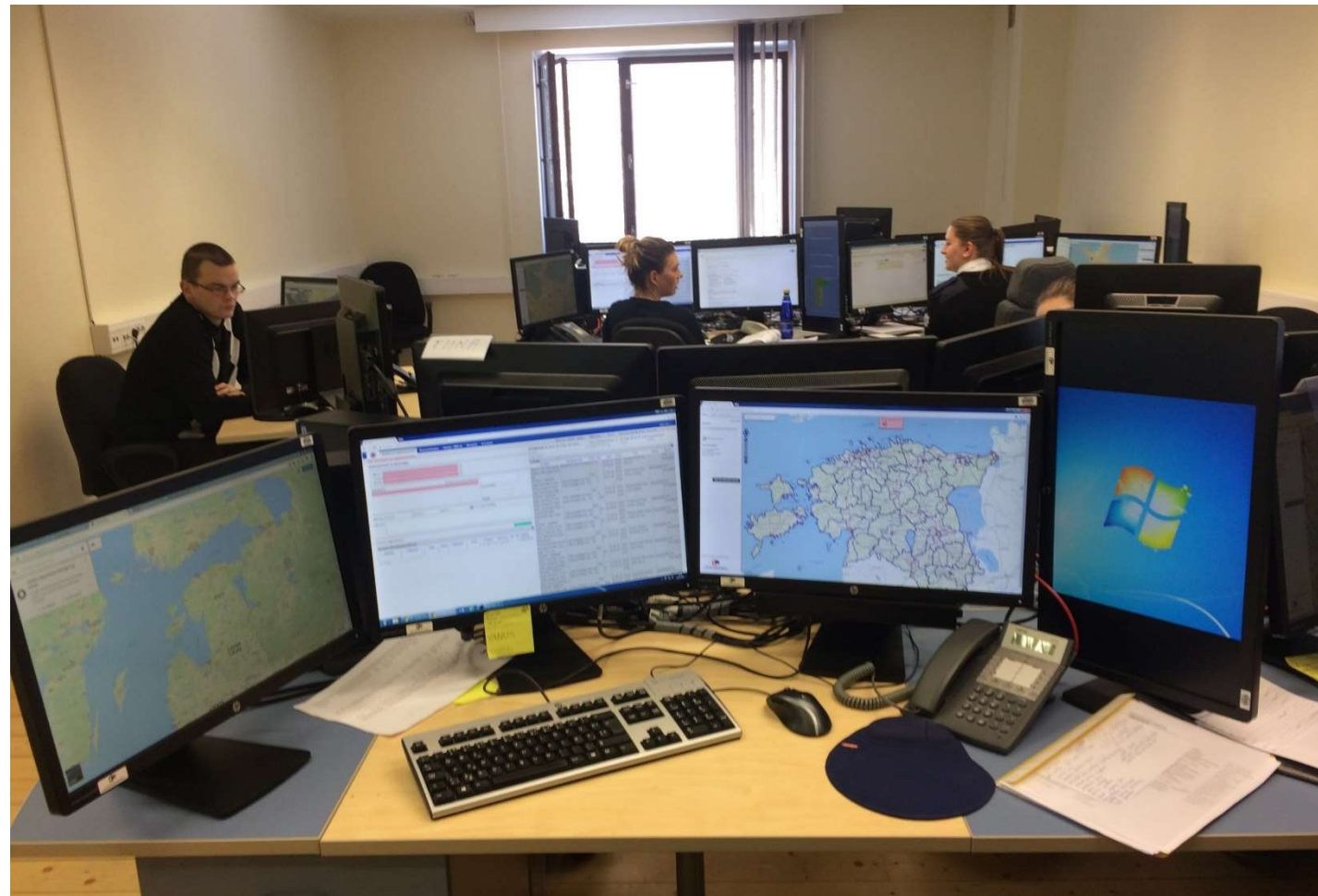
2019 – average 35,5 (youngest 19, oldest 56, with 7/16 over 47)

Full scholarship during studies

National promotion of lifelong learning

# Classroom setting

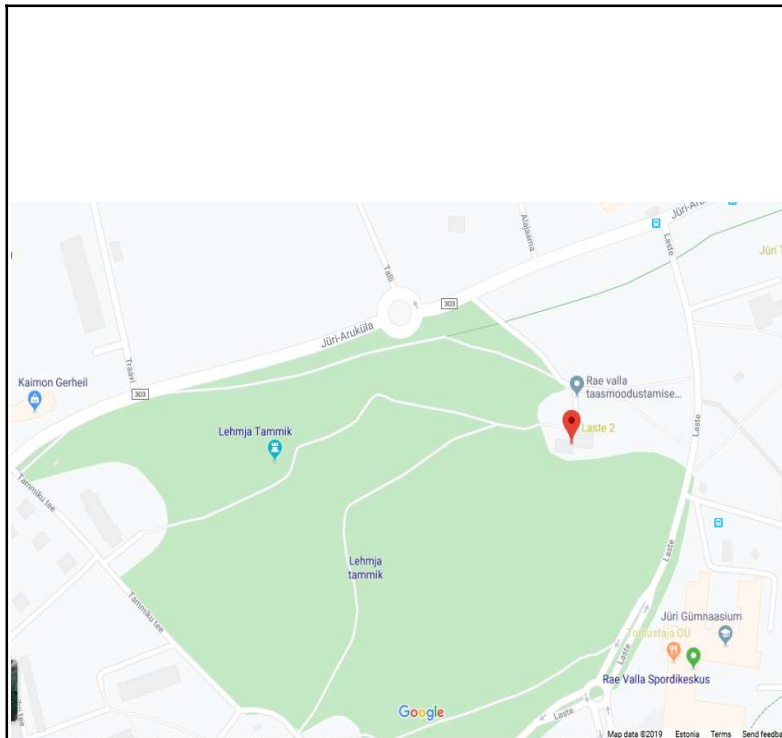
Call centre simulation (separate rooms for callers and call takers)  
Identical equipment and access to databases





# Sample call

## Real events and real locations



### **Fire in a building III/C (retirement home)**

What happened: I'm calling from Rae care home, there's something on fire, I can smell burning on the ground floor and the staff toilet is full of grey smoke.

Additional information: two-storey stone building, 26 people in the house, most of them bed-ridden. 4 staff members.

Address: Laste Street 2, Jüri village, Rae municipality, Harju county (turn left before Jüri Secondary school)

Caller: Frantisek Sokol, an intern from the Czech Republic, tel 5566990

# Challenges in curriculum development

## **In 2015:**

36 hours of elective English/ Russian classes in the fall term 2015

+ single random calls in foreign languages in the proceedings classes (among Estonian calls).

## **Starting from 2016:**

40 hours of elective English/ Russian classes in the fall term

+ 60 CLIL classes in cooperation with field experts and ERC employees (altogether 3-4 lecturers) conducted simultaneously in two adjacent classrooms

## **Starting 2018/2019**

80 hours of elective English/Russian classes in the fall term

+ 60 CLIL classes in cooperation with field experts and ERC employees conducted simultaneously in two adjacent classrooms

+ e-course on Moodle to support their studies

+ tandem learning for Russian and Estonian practise

## **Starting from 2019/2020**

All the above + additional 12 CLIL classes with mixed-language proceedings

**TOTAL at least 152 hours of foreign language instruction**





# Challenges in curriculum development

- Paradigm change in the instruction (quantity + CLIL)
- Systematised approach involving different expert groups
- Sharing responsibility among expert and language teacher in CLIL
- Feedback on different levels

# Advantages and challenges

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- Close cooperation with the field/ institution/ future employer
- Quick response to changes
- Compulsory e-learning

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- Psychological effect of the work specifications on foreign language learning/teaching
- No ready-made materials (only on-site access to the database)

# Challenges in Teaching Russian

- Large amount of material in a short time
- Mixed language levels and skills
- Highly specific vocabulary as well as slang in calls
- Excessive emotions
- Code switching for bilingual students

# Challenges in Teaching English

- Large amount of material in a short time
- Mixed language levels and skills
- Selection of emergencies has widened due to labour mobility
- The callers' English language level often poor
- Multimedia-rich Moodle support recommended and provided  
(though not always useful for older students)



Thank you!

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