

Multilingual Policy Development at the ARQUS University Alliance

Arqus Alliance



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Multilingual & Multicultural University

ARQUS
ACADEMY WEEK

3-7 MAY 2021

SHAPING THE UNIVERSITY OF THE FUTURE

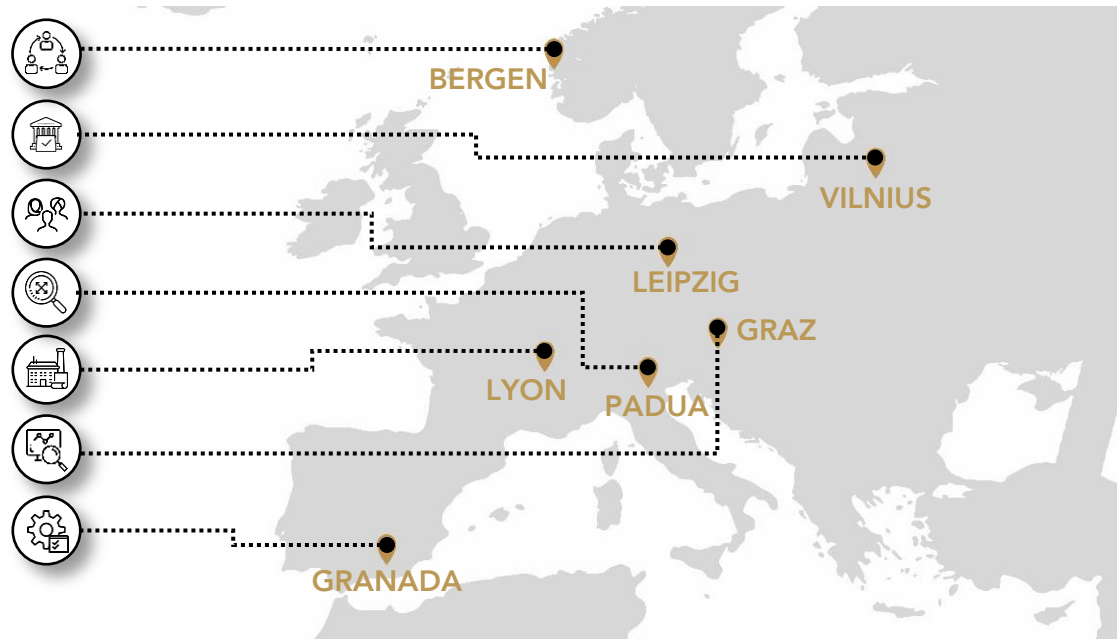
>300K students

>24K academics

>17K technical staff

ACTION LINES

- Engaged European Citizens
- Student-centred Frameworks for Quality Learning
- Multilingual & Multicultural University
- Widening Access, Inclusion and Diversity
- Entrepreneurial University and Regional Engagement
- Research Support and Early Stage Researcher Development
- Management, sustainability & dissemination



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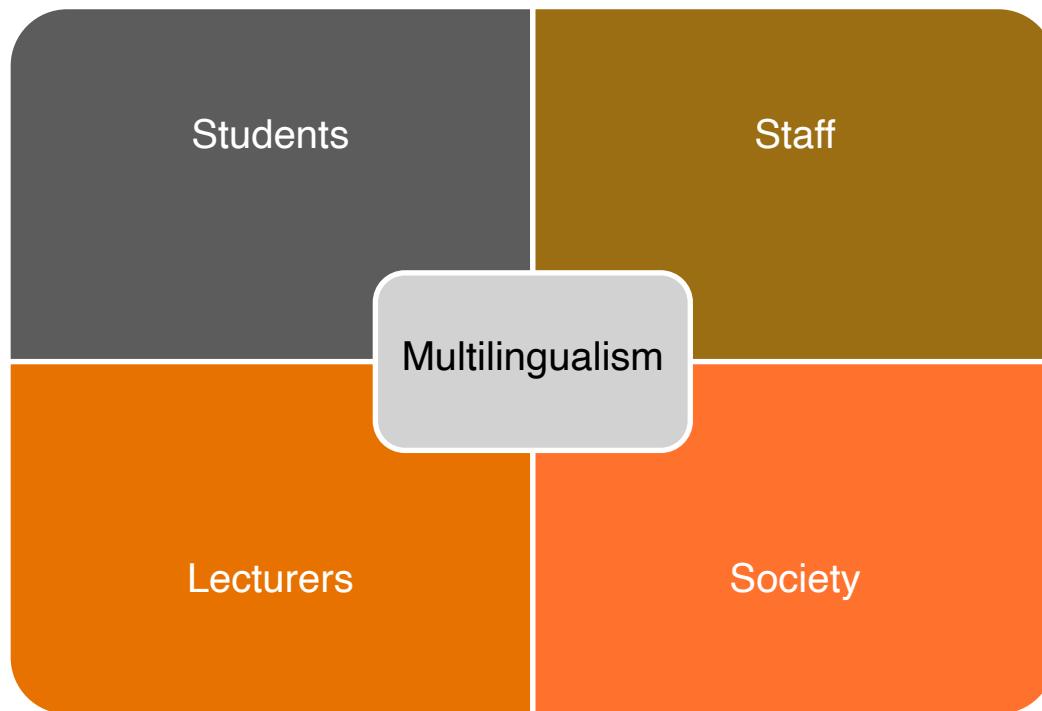
Work Packages

- Arqus Charter on Language Policy
- Symposium on language policy
- Joint strategy for staff development
- Certificates of language and cross-cultural competence
- Sharing language and cross-cultural preparatory courses
- Volunteer language and culture programme
- Exchange of language assistants for partner universities
- Online terminological data base for terms in Higher Education

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**Training
students for a
multilingual
and
multicultural
world**



Preliminary results of the survey:
University staff members' linguistic and intercultural needs

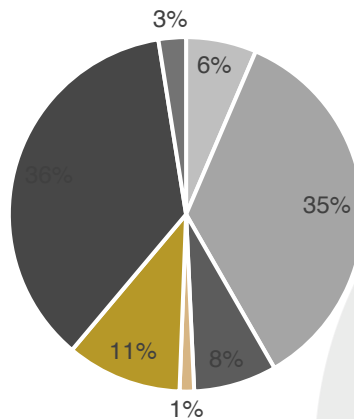
- Survey ***questions were created collaboratively*** by the member universities
- ***Results are intended to guide actions within the language policy of the universities*** in order to improve the training of academic and administrative staff by designing courses according to their needs.

Survey Structure

- General information (staff category, professional age)
- Information about the frequency and the type of university staffs' contacts with people from other cultural or linguistic contexts in their current work situation
- Precise information about the perceived needs for language and intercultural training
- Information related to academic staff's study fields and EMI

Participants per University

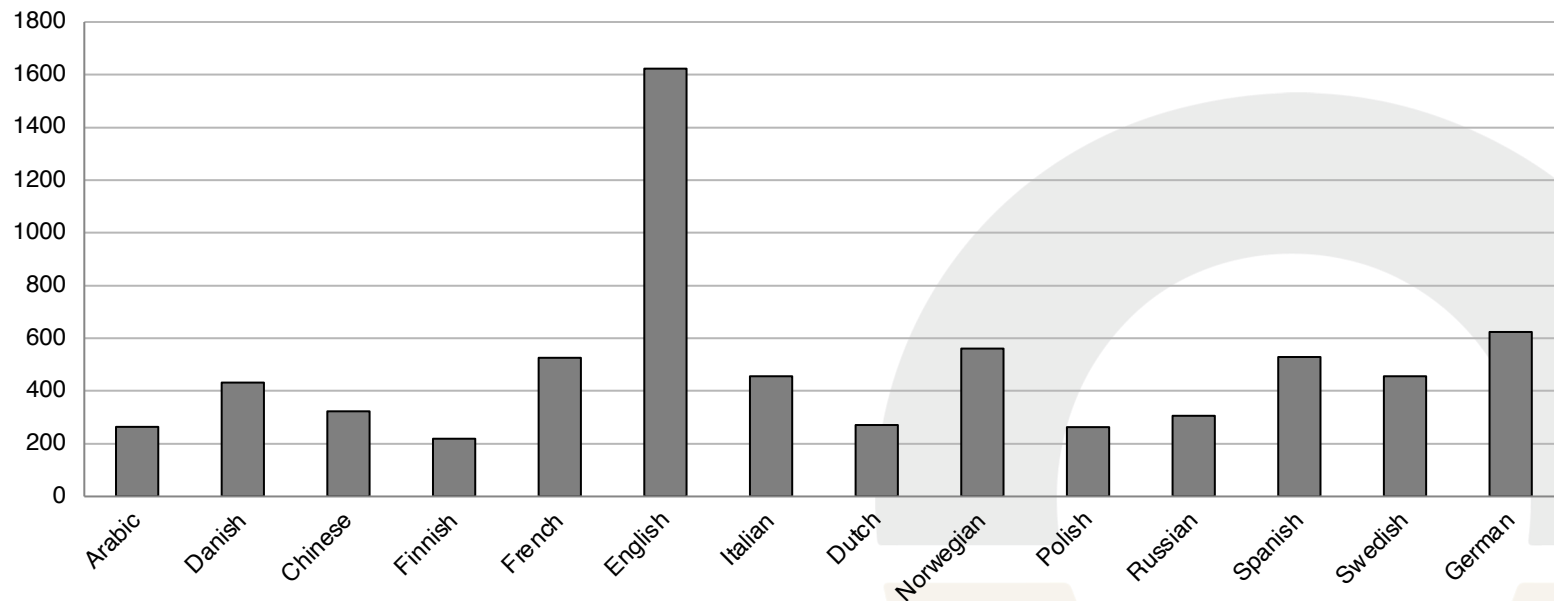
number of completed surveys at the
moment: 2195 / 3329



- Universidad de Granada
- Universit t Graz
- Universit es Lyon
- Vilniaus universitetas

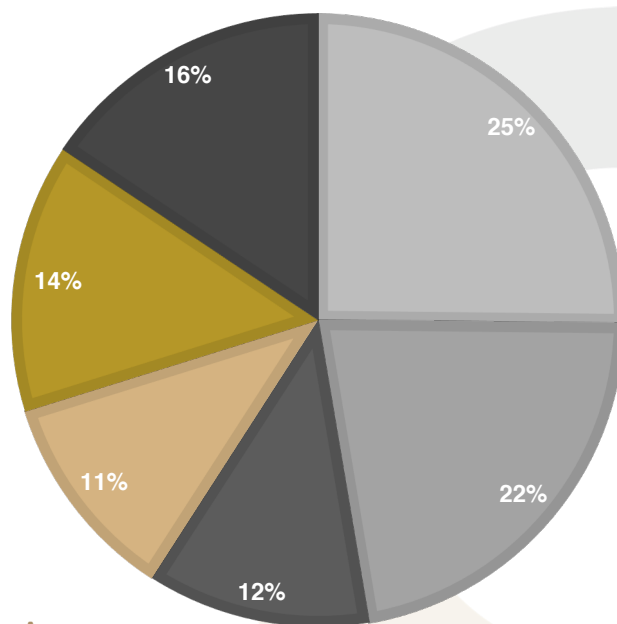
- Universit  degli Studi di Padova
- Universit t Leipzig
- Universitet i Bergen

Current Languages Used



Presentation of the preliminary results of the survey: University staff members' linguistic and intercultural needs – *Interlocutors from different linguistic and cultural backgrounds*

- Guests at the University (e.g. visiting professors, administrative staff in staff mobility, researchers from other universities)
- Academic staff at this University
- Technical or administrative staff at this University
- Staff of external enterprises or institutions
- Students (in the classroom)
- Students in other contexts (e.g. at the front-office)



University staff members' linguistic and intercultural needs – *reasons for communication problems*

- **Dialects, varieties, accents, lack of knowledge of English or the language of the university**
- **Degree of openness or willingness to learn about the other, stereotypes, ignorance, prejudices**
- **Social background, gender, age, personality**
- **University-related: expectations, educational background, administrative procedures**

University staff members' linguistic and intercultural needs – *intercultural competence training needs*

Aspects most participants feel the need for training for are:

- **Linguistic skills for resolving cultural misunderstandings and dealing with culture shock,**
followed by
- **Principles of intercultural communication (symbols, beliefs, values, norms of behavior)**
and then
- **Knowledge of the culture (practices, rituals, traditions, habits) of other communities/societies**
and
- **Reflection on the perception of their own culture (practices, rituals, traditions, habits) by people from other cultures**

University staff members' linguistic and intercultural needs – *other opportunities*
intercultural training needs

- On demand and tailored language courses of various types (online, blended as well as in class)
- Exchange periods and Tandem – Learning
- Informal learning environments for exchange with colleagues of other universities
- Workshops with role plays and simulations of “critical situations”

Thank You!



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