Multilingual Policy Development at the ARQUUS University Alliance

Arqus Alliance

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Multilingual & Multicultural University

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

>300K students
>24K academics
>17K technical staff

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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
Multilingual University

Students

Staff

Lecturers

Society

Multilingualism
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
number of completed surveys at the moment: 2195 / 3329
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)**: 25%
- **Academic staff at this University**: 22%
- **Technical or administrative staff at this University**: 16%
- **Staff of external enterprises or institutions**: 14%
- **Students (in the classroom)**: 11%
- **Students in other contexts (e.g. at the front-office)**: 12%
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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