

# CONCEPT FOR LANGUAGE CONTENT OF WORKIT PRODUCTS

## WORKIT: JOB LANGUAGE KIT FOR MIGRANTS

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## 1. GOALS OF THE CONCEPT

The goal of the concept is to provide the framework for the development of the Job Language Kit for Migrants and the language content of its separate elements. The concept is based on the results from the conducted surveys on the needs of the target groups and the didactics for the linguistic approach of the main project product – Job Language Kit for Migrants. The Kit is being developed as an attractive language learning tool with educational and informative character which offers instant, on-the-go support to migrants in their job seeking.

## 2. RESULTS FROM THE NEEDS ANALYSES

A needs analysis was performed among **76 professionals and 217 migrants** from the 5 promotion countries. The results provided the topics for the language content to be covered by the Job Language Kit, types of language skills mostly needed for successful labour market integration, practical information needed for labour market orientation, types of language materials which would be most useful for work with adult migrants, etc.

The **priority topics and the practical information** needed which resulted from the needs analyses are:

- |                                    |                           |
|------------------------------------|---------------------------|
| ✓ Applying for a job               | ✓ Job details             |
| ✓ Presenting yourself to employers | ✓ How to apply for a job  |
| ✓ Preparing for an interview       | ✓ Job requirements        |
| ✓ Creating a CV                    | ✓ Where to look for a job |
| ✓ Training courses                 | ✓ Work agreement          |
| ✓ Communication at workplace       | ✓ Tips for success        |

## 3. PRINCIPLES OF THE DIDACTIC APPROACH

The WorKit didactics refer to the task-based approach which takes the learners' language learning needs as a starting point by interpreting them first and foremost as to providing an answer to the questions what should language learners learn, how can they be stimulated to learn and why. As opposed to the general understanding that language learning needs are not conceived of as essentially functional or societally-based, but are primarily seen as linguistic, in the case of learning of the host country language by migrants the answer to the above questions are non-linguistic needs (in this case employment-related needs), because motivation for language learning is primarily focused on raising their chances for finding a proper job and integrating into society.

Thus the main steps for building the WorKit language learning materials based on the task-based approach cover:

- to refine the labour market and language use situations
- to use “tasks” as the basic unit of description
- to derive a set of tasks from a list of language use situations

The development of the WorKit Job Language Kit will follow the task-based approach and merge it with the seven principles of multimedia learning:

- Multimedia Principle – students learn better from words and pictures than from words alone
- Spatial Contiguity Principle – students learn better when corresponding words and pictures are presented near rather than far from each other on the page or screen
- Temporal Contiguity Principle – students learn better when corresponding words and pictures are presented simultaneously rather than successively
- Coherence Principle – students learn better when extraneous words, pictures, and sounds are excluded rather than included
- Modality Principle – students learn better from animation and narration than from animation and on-screen text
- Redundancy Principle – students learn better from animation and narration than from animation, narration and on-screen text
- Individual Differences Principle – design effects are stronger for low-knowledge learners than for high-knowledge learners and for high-spatial learners rather than for low-spatial learners

#### **4. JOB LANGUAGE KIT FOR MIGRANTS**

The Job Language Kit (plus its on- and offline applications) is a language tool with educational and informative character developed as a multimedia product creating and improving language and communication skills on employment matters through language learning approaches in diverse forms – paper-based materials, interactive tools, mobile app, etc.

The separate elements of the Kit are planned as supporting materials facilitating the orientation and participation of adult migrants in the labour markets of the partner countries – Bulgaria, Italy, The Netherlands, Spain and The United Kingdom, and developed in 5 target languages – Bulgarian, Dutch, English, Italian and Spanish, and a few important migrant languages.

## 4.1. ELEMENTS OF THE JOB LANGUAGE KIT

### ➤ **WorKit Textbook**

The Textbook contains employment-related language information divided into different topics and scenarios, fully illustrated and translated into all partner languages. Each topic will be developed as a language lesson with a set of words, phrases, dialogues and exercises.

The Textbook can be used both by (volunteer) educators within courses for language training of adult migrants and by the migrants themselves as a self-study material for practice at home.

### ➤ **WorKit Phrase Fan**

The Phrase Fan is based on the content of the Textbook and it contains commonly used and important phrases connected with the topics chosen. The Phrase Fan will be available in 10 language versions.

The product can be used both by (volunteer) educators within courses for language training of adult migrants and by the migrants themselves as a self-study material and practical use in different employment-related situations.

### ➤ **WorKit Route**

The Route provides necessary information on work and employment issues in each partner country such as information on employment offices, accessing VET, searching for vacancies, applying for a job, introducing to labour legislation, employment benefits/rights, taxes, etc. It is developed as a “work map” on the labour market specifics of each partner country and provides country-specific information for the process of seeking and finding a job by adult migrants facilitating their access, orientation and participation in the labour market of the respective country.

The product can be used directly by adult migrants for the purposes of labour market integration, but also by (volunteer) educators as a language product with variations to test language skills into different practical contexts.

### ➤ **Online Interactive Tool**

The Online Interactive Tool is based on the Job Language Kit for Migrants and developed as an innovative tool with educational and informative character that offers instant, on-the-go support to migrants in their job seeking.

The Online Interactive Tool contains the following sections:

- **Job Seekers' Language:** words and phrases necessary to look for a job, communicative structures and a “survival” kit
- **Job Seekers' Route:** animated map of the job seeking procedures following the WorKit Route

- **Job Seekers' Tips:** communication styles, body language, CV creation, interview tips, work agreement, etc.

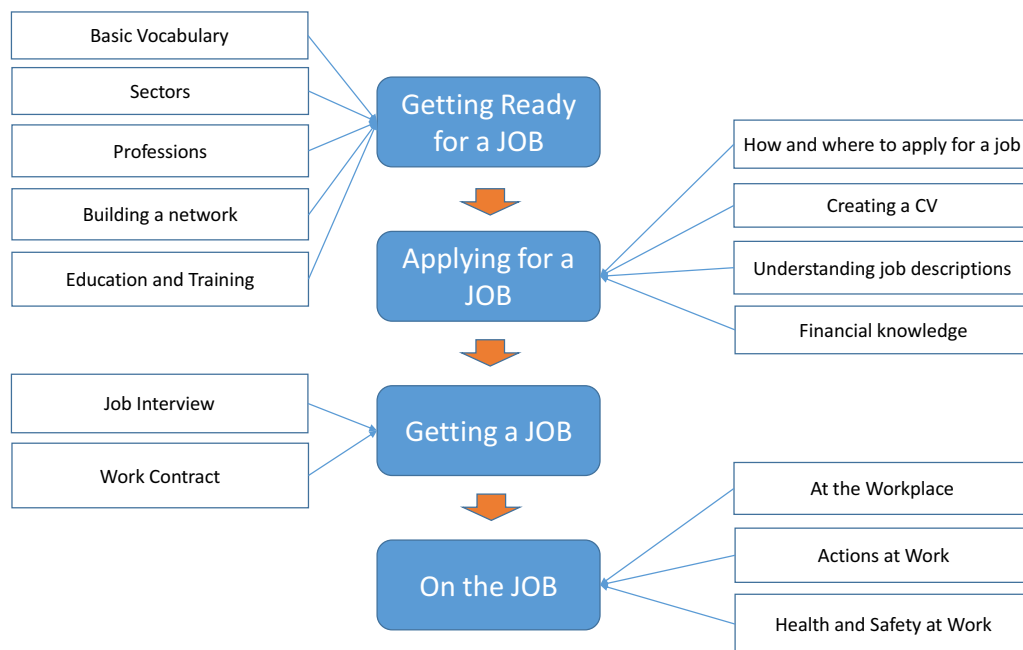
➤ **Mobile App**

The WorKit Mobile App provides audio with survival phrases in Dutch, Bulgarian, English, Italian and Spanish for on-the-spot support in different employment-related situations. The audio content is supported in Arabic, English, Polish, Romanian, Russian, and Turkish.

The Mobile App is based on the content of the Job Language Kit and the Online Interactive Tool and divided into sections dealing with specific situations (e.g. job interview, looking for a job, etc.) in the process of labour market orientation and adaptation.

#### 4.2. STRUCTURE OF WORKIT TEXTBOOK AND PHRASE FAN

The WorKit Textbook and Phrase Fan are developed within 4 main sections covering the priority topics for the acquisition of employment-related language skills and sub-divided into 14 sub-sections.



The structure and content of all topics and sub-sections are planned for providing language information and developing communication skills in the target languages with four complementary elements:

- Vocabulary (words)
- Phrases
- Dialogues
- Exercises

The dialogues follow the phrases and words as scenarios for different situations relevant for the four main topics. The WorKit characters are being developed as hand-drawn illustrations with different cultural and ethnic backgrounds in order to respect a potential multicultural environment of the learning process.

### 4.3. LANGUAGE CONTENT OF WORKIT TEXTBOOK AND PHRASE FAN

Below is the language content developed for each section and topic:

## SECTION I: GETTING READY FOR A JOB

### 1. BASIC VOCABULARY

WORDS	PHRASES
Job	I want to work.
Work	I want a full-time job.
Employment	I want to be my own boss.
Unemployment	
Employee	Where do I find the employment office?
Worker	Where can I look for a job?
Personnel	How do I start my own business?
Staff	
Crew	I am looking for a paid job.
Employer	I am looking for volunteer work.
Boss	I am not looking for an internship.
Head	
Apprentice	How can I get a work permit?
Intern	What do I need to apply for a job?
Trainee	
Full-time job	I am available full-time.
Part-time job	I am only available part-time.
Flexible hours	
Working hours	I need information about job vacancies.
Shift / shifts	I need a work permit.
Occupation	I need to register at the employment office.
Profession	I need job counselling.
Career	
Education	I can start work immediately.
Training	I can deal with trainees.
Work contract	
Employment office	I have a residence permit.
Employment agency	I have recognized qualification.
Recruitment agency	I don't have a recognized diploma.
Asylum status	
Work permit	I am prepared to work long working hours.
Residence permit	I prefer flexible hours.
Job vacancy	I prefer to work night shifts.
Self-employed	I wish to change my career.
Freelancer	

<p>Own business Trade union Collective agreements Labour market Money Salary Wage Promotion Volunteer Volunteer work</p>	<p>Do I have the right to work? Can I work if I am an asylum seeker? Do I have the necessary documents to work? Do I have to join the trade union?</p>
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## 2. SECTORS

WORDS	PHRASES
<p>Generic sectors: -Working with your hands -Working with your brain -Working with people -Outside work -Inside work -IT / computer work</p> <p>Specific sectors: Administration Advertising/PR Agriculture Architecture, Construction Arts, Entertainment Automotive Aviation Banking Beauty &amp; SPA Business/Consultancy services Cleaning, Household services Design, Creative, Video &amp; Animation Education &amp; Training Translation &amp; Interpretation Energy and Utilities Healthcare and pharmacy Hotels IT - Hardware design/maintenance IT - Software development/maintenance Installation, Maintenance and Repair Insurance Legal Logistics Marine &amp; Shipping Marketing Media</p>	<p>I used to work in Advertising/PR Banking Cleaning Design, Creative, Video &amp; Animation Healthcare and pharmacy Service sector Sports Telecommunications Travel &amp; Tourism</p> <p>I am looking for a job in Administration Agriculture Architecture, Construction Arts, Entertainment Aviation Beauty &amp; SPA Business/Consultancy services IT - Hardware design/maintenance IT - Software development/maintenance Installation, Maintenance and Repair Logistics Marine &amp; Shipping Marketing Media Restaurants and Catering Retail/Wholesale Services</p>

Production - Electronics, Electrical, Mechanical Production - Food & Beverage Production - Pharmaceutical Production - Textile and Clothes Production – Chemistry and oil Production – Metallurgy and mining Restaurants and Catering Retail/Wholesale Services Service sector Sports Telecommunications Travel & Tourism	
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### 3. PROFESSIONS

WORDS	PHRASES
General worker Office worker Construction worker Salesman Saleswoman Waiter Waitress Chambermaid Chef [ <i>notice for translation: in the context of cook</i> ] Cook Kitchen worker Cleaner Healthcare professional Care worker Nurse Driver Electrician Engineer Bricklayer Carpenter Hairdresser Plumber Teacher Technician Designer IT / Computer specialist Journalist Manufacturing worker Nanny Childcare worker Welder	I am a(n) qualified plumber general worker office worker construction worker salesman saleswoman waiter waitress chambermaid chef [ <i>notice for translation: in the context of cook</i> ] cook kitchen worker cleaner carpenter hairdresser manufacturing worker  I would like to become a(n) healthcare professional care worker nurse driver electrician engineer bricklayer teacher technician designer IT / computer specialist journalist nanny childcare worker



	<p>welder</p> <p>I used to be a manager.  I used to do volunteer work.  I used to work with freelancers.  I was responsible for recruitment.  I was in charge of five workers.</p>
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#### 4. BUILDING A NETWORK

WORDS	PHRASES
<p>Network  Family  Friends  Adviser  Help  Professionals  Personal contacts  Social contacts  Social network  Volunteer organisations  Job fair  Internet  Research  Offer  Skills  Qualities  Support  Advice  Company  Partnership</p>	<p>I need help with looking for a job.  I need advice for finding a job.  I need to build a social network.</p> <p>Can you help me find work?  Do you know where I can look for a job?</p> <p>How can I look for a job via Social media?  What Internet sites can I visit?</p>

#### 5. EDUCATION AND TRAINING

WORDS	PHRASES
<p>Education  School education  Higher education  Vocational education and training  Non-formal education  Training  Qualification  Prequalification  Bachelor degree  Master degree  Diploma  Certificate  Recognition of qualifications  Training course</p>	<p>I have a secondary school education diploma.  I have a diploma in engineering.</p> <p>I have a      bachelor degree      master degree</p> <p>I need additional training.  I want to attend a language course.  I need to improve my      listening skills      reading skills      speaking skills      writing skills</p>

Business course Online course Language course Language skills Listening skills Reading skills Speaking skills Writing skills Social skills Communication skills Technical skills Digital skills	social skills communication skills technical skills digital skills
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### DIALOGUE 1:

*Youssef is a recent arrival. He wants to know more about the labour market and speaks to a friend.*

Youssef: I need help to find a job. What documents do I need?

Kemal: Do you have a residence permit?

Youssef: Yes, I do.

Kemal: And do you have a work permit?

Youssef: No. How can I get a work permit?

Kemal: You have to submit an application. Go to this agency and they will tell you what the necessary documents are.

Youssef: Ok, thank you. And where can I look for a job?

Kemal: You can go to the employment agency and ask for job vacancies. Also, you can look for a job on the Internet, go to a job fair or ask friends and relatives for help. What kind of a job are you looking for?

Youssef: I am looking for a paid job and I prefer to work day shifts, because in the evening I am attending a language course. In my country I used to be an engineer but I also have experience as construction worker as well as good communication and technical skills.

Kemal: Good luck! I will tell you if I hear about any job vacancies.

### DIALOGUE 2:

*Ivan is looking for a job. He goes to the employment office to register.*

Employee: Good afternoon, can I help you?

Ivan: Hello! I hope you can. My name is Ivan and I am looking for a job.

Employee: Do you have a work permit?

Ivan: Yes. I also have attended a language course.

Employee: Very good! And do you have any work experience?

Ivan: Yes, I am a qualified electrician. I used to have my own business.

Employee: What are you looking for – full-time or part-time job, internship, volunteer work?

Ivan: I am looking for a paid full-time job and I can start work immediately.

Employee: First you need to register at the employment office. Here is a list of the necessary documents.

Ivan: Thank you!

## SECTION II: APPLYING FOR A JOB

### 1. HOW AND WHERE TO APPLY FOR A JOB

WORDS	PHRASES
Institution Employment agency Job centre Recruitment agency Career advice Job information Newspaper Online job search sites Announcement Job ad Job vacancy Career days Available position Job description Financial information Registration Document Translation Legalization Curriculum Vitae Cover letter References Application Application form Email Orientation Coaching To register To apply To submit To inform	<p><b>What you hear:</b></p> You have to fill in an application form. You have to submit an application. You need to write a Curriculum Vitae (CV). You need to write a cover letter. You can search for job vacancies - at the employment agency - at the employment office - in the newspaper - in online job search sites
	<p><b>What you say:</b></p> I want to apply for a job. I want to register. Do you have any job vacancies? Are there any available positions? Where can I look for a job? How can I apply for a job? Can I have an application form? How can I submit an application?
	I would like to work as ... I am a ...

### 2. CREATING A CV

WORDS	PHRASES
Curriculum Vitae Personal information Personal details Name and surname	My name is ... I am ... (nationality) My profession is ... My marital status is...

Address Nationality Date of birth Gender Male Female Work experience Occupation Work position Main activities Responsibilities Employer Sector Industry Education Training Qualification Degree Diploma Certificate Occupational skills Educational institution Personal skills Language Mother tongue Language skills Communication skills Organizational skills Job-specific skills Digital competence Driving licence Hobbies Interests Contact details Internship Volunteer work Membership Other activities	single married divorced widowed  I have an education / training in ... I have a qualification in ... I have a degree in ... I have worked in the ... ( <i>construction sector</i> ) from ... till...  I have work experience as ... My mother tongue is ...  I have good language skills communication skills organizational skills  My hobbies are ... sports books music nature gaming computers
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### 3. UNDERSTANDING JOB DESCRIPTIONS

WORDS	PHRASES
Employer description Company Job position Manager Supervisor Team leader Specialist Expert	We are looking for a manager supervisor team leader specialist expert administrative staff

<p>Administrative staff Worker Job description Responsibilities Tasks Candidate Procedure Product Administration Services Manufacturing Requirements Experience Relevant education Driving licence Licence to practice (profession) Valid Expired Communication skills Language proficiency Level Good command Deadline Team work Problem solving Critical thinking Professional Opportunities Working environment</p>	<p>You have to be able to think creatively work as a part of a team prepare monthly/annual reports</p> <p>You need to have (a) work experience in ... excellent time management skills good command of English driving licence</p> <p>You need to be good at problem solving critical thinking</p> <p>Your responsibilities will be ... to work with clients to handle heavy machinery to submit reports to organise meetings to perform general work</p>
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#### 4. FINANCIAL KNOWLEDGE

WORDS	PHRASES
<p>Net salary Gross salary Income Remuneration Benefits Tax rate Retirement plan Minimum wage Rate per day Rate per hour Payslip Payroll Money Wage Bonus Overtime Health insurance</p>	<p>We offer a net salary of...</p> <p>We offer a gross salary of...</p> <p>The gross salary includes taxes, health insurance, social security, etc.</p> <p>We can offer you a probation period of one month.</p> <p>You have to pay taxes.</p> <p>You will receive a payslip at the end of the month.</p> <p>You must have a health insurance.</p> <p>You need to have a bank account.</p> <p>The invoice includes VAT.</p>

Social security Income tax Pension Annual leave Sick leave Maternity leave Reimbursement of expenses Pension plan Unemployment benefit Bank account Credit card Debit card Voucher Invoice VAT	
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### DIALOGUE 1:

*Ling has finished her language course and starts looking for a job. She used to work as a nurse in her home country. Ling is at the employment office and speaks to an employee.*

Ling: How can I apply for a job?

Employee: You have to fill in and submit an application form. You also need to write a CV and a cover letter. You can submit your documents at the employment office, through an online job searching site or via email. What would you like to work as?

Ling: I used to be a nurse.

Employee: You need to have your diplomas and certificates translated and an official recognition of your qualifications.

Ling: I already have that.

Employee: Great, then prepare your CV and cover letter and you can submit an application form.

Ling: Thank you!

### DIALOGUE 2:

*Ling needs to learn how to write a CV first and talks to her friend Aisha.*

Ling: Aisha, can you help me to write my CV?

Aisha: Of course I will help you! You have to start with your personal information: name, address, nationality, marital status and so on.

Ling: Ok, this is easy. What is next?

Aisha: You have to provide information about your education and work experience.

Ling: I have a medical education and I have work experience as a nurse. I have worked at a hospital in my home country from 2008 until 2012. I also have experience as a nanny and care worker.

Aisha: Perfect! It's important to adapt your CV to the job you are applying for. Mention your skills and competences that are relevant for the job and write something about your hobbies and interests. Present yourself in the best possible way without lying!

- Ling: I have good language, communication and organisational skills. My hobbies are reading books, listening to music and cooking.
- Aisha: When you are finished writing your CV it's very important to check it for spelling mistakes! I could do that for you when you are ready.
- Ling: Thank you very much, Aisha!

### DIALOGUE 3:

#### Abby: Irish girl, 18 years old

*Abby has been looking for an internship for a couple of months. She reads the following job description of a job vacancy in the newspaper.*

An international company is looking for a young, bright and energetic person for a paid part-time internship. We offer a position as administrative assistant. The successful candidate for the internship will work under supervision and should be able to start immediately. We offer an attractive remuneration package, including a gross salary of XXX EUR, health insurance, social security, benefits, annual leave, etc.

#### Responsibilities:

- To answer and to direct phone calls
- To organise and to arrange meetings and appointments
- To produce and to manage correspondence
- To order office supplies
- To perform general office work
- To help with daily activities
- To provide support to visitors

#### Requirements:

- Knowledge of office management procedures
- Excellent time management skills
- Attention to detail and problem-solving skills
- Excellent communication and organisational skills
- Ability to work in a team
- Excellent language skills in English
- Relevant education and diplomas are a plus

### DIALOGUE 4:

*Abby writes an email to apply for the job.*

Dear Sir / Madam,

My name is Abby S. I read your internship announcement in the newspaper and I would like to submit my application. Please find attached my CV and cover letter.

I remain at your disposal in case you need further information.

Kind regards,

Abby S.

## SECTION III: GETTING A JOB

### 1. JOB INTERVIEW

WORDS	PHRASES
Company Human resources Interviewer Job description Cover letter Portfolio Question Answer Research Information Company structure Reception Appointment Office Transportation Job offer Optional  Strengths responsible flexible efficient hard-working competent punctual adaptable motivated creative reliable Experience Professional skills Development Digital skills Technical training Industry knowledge Language skills Communication skills Organisational skills Problem solving Personal skills Weaknesses Lack of skills Lack of experience	<p><b><i>What are your strengths?</i></b></p> <p>I am</p> <ul style="list-style-type: none"> <li>responsible</li> <li>flexible</li> <li>efficient</li> <li>hard-working</li> <li>competent</li> <li>punctual</li> <li>adaptable</li> <li>motivated</li> <li>creative</li> <li>reliable</li> </ul> <p>I am a professional</p> <p>I am willing to learn</p> <p>I have long-term experience</p> <p>I have graduated...</p> <p>I have training in...</p> <p>I have a degree / diploma in ...</p> <p>I took a course in ...</p> <p>I know the industry in detail</p> <p>I work well in a team</p> <p>I speak ... (language)</p> <p>I have skills in ...</p> <p>I have never been fired before</p> <p><b><i>What are your weaknesses?</i></b></p> <p>I don't speak the language well</p> <p>I don't have experience in the country</p> <p>I am unable to write</p> <p>I have difficulties to work in a team</p> <p>I am not good at interacting</p> <p><b><i>Why are you interested in working for our company?</i></b></p> <p>I want to</p> <ul style="list-style-type: none"> <li>further develop my professional skills</li> <li>work on my personal development</li> <li>gain more experience</li> <li>integrate into the labour market</li> <li>practice my profession</li> </ul> <p>Because of the good reputation of your company</p> <p>Because of the cultural diversity in your company</p>



	<p><b>How did you hear about this position?</b>          through the employment agency          at the employment office          on the Internet / in a online job search site          in the newspaper          through a recruitment agency          through family, friends, relatives</p> <p><b>Why did you leave your last job?</b>          I resigned from my last job because          I didn't like it          I had to leave the country          I didn't have chances to grow as a professional          I wasn't satisfied with the payment</p> <p><b>What is your education?</b>          I have a          secondary education          vocational education          higher education          non-formal education</p> <p><b>What are your salary requirements?</b>          I would like a salary not lower than...          I am looking for ... per day / hour.          I would like to receive at least the minimum wage.</p> <p><b>What are your hobbies/interests?</b>          My hobbies / interests are:          cooking          traveling          sports          music          arts          photography          dancing</p> <p><b>What you could ask the interviewer:</b>          What skills and experience are you looking for?          What are the day-to-day tasks / responsibilities of this job?          Do you offer additional (language) education and professional training?          Can you tell me about the team I will be working with?          What is the next step in the process?          How many working hours is the working week?          When is the start date?          Do you offer a retirement plan?          What is the remuneration?          Do I have to work overtime?          How many days annual leave do I have?          Do I get reimbursement of expenses?</p>
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	What are my chances of promotion?
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## 2. WORK CONTRACT

WORDS	PHRASES
Work contract Agreement Temporary (time bound)/seasonal/ permanent contract Company Employee Agreement duration Start date End date Subject of the agreement Rights and Obligations Duties Responsibilities Probation period Working hours Working week Notice Remuneration Net salary Gross salary Termination Terms and conditions Amendment Technical specification Annex Article Clause Party  To sign To employ To negotiate To agree To reject To decline	What kind of work contract can your company offer me?  We can offer you a temporary (time bound) contract seasonal contract permanent contract  The agreement duration is one year. The probation period is three months. The start date is March 1 <sup>st</sup> 2016. The working week is 40 working hours. You are entitled to 28 days holiday per year.  When can I sign the contract? What are the terms and conditions of the work contract? What is the gross salary? How many days annual leave do I have?

### DIALOGUE 1:

*Marcos has received an invitation for a job interview. He discusses it with his brother, Ricardo.*

Marcos: Hi Ricardo! I finally got a job interview!

Ricardo: Great! Which company invited you to the interview?

Marcos: The construction company which you helped me apply for.

- Ricardo: Perfect! I have worked for them for two years. I can help you prepare for the interview.
- Marcos: This would be very helpful. What should I do before going there?
- Ricardo: First, you need to make some research about the company and its structure. Also, gather information about their field of activity.
- Then, you need to prepare for possible questions which they will ask you and come up with the answers that describe you in the best way.
- Last but not least, you have to dress appropriately, show up early or on time and be ready with your own questions for the interviewer.
- Marcos: But I do not speak the language well.
- Ricardo: You speak enough to present yourself well. And you can explain that you are currently attending a language course. So progress will come soon.
- Marcos: That's true. I hope they will give me a probation period.
- Ricardo: Good luck!

## DIALOGUE 2:

*Rokia has a job interview with the manager of a printing house. She is nervous because she doesn't speak the language very well.*

- Rokia: Good morning, Sir. I'm Rokia.
- Manager: Good morning, Rokia. Have a seat. Tell me first how did you hear about this position?
- Rokia: I registered at the employment office and they informed me about this job vacancy.
- Manager: Very well. And why are you interested in working for our company?
- Rokia: I have previous experience in this sector and I would like to seek further professional development.
- In my home country I was self-employed and I had a small printing house.
- Also, I know that your staff includes people from all over the world and I like this cultural diversity.
- Manager: Tell me something about yourself. What are your strengths and weaknesses?
- Rokia: I am responsible, hard-working, creative, reliable and flexible.
- Also, I am willing to learn, I know the industry in detail and I work very well in a team. My main weaknesses are that I still don't speak the language well and I don't have work experience in the country. But I am currently attending a language course which will help me overcome my first weakness quickly. For the second one I will need your help... 😊
- Manager: We will see about that at the end of this interview 😊 Tell me, how well do you work under pressure? Here we often have tight deadlines...
- Rokia: I'm used to it. As a self-employed worker often I had to work extended working hours in order to keep my deadlines. I am familiar with the concept "as soon as possible". 😊
- Manager: I like your attitude. I think I am willing to give you a chance. Do you have any questions for me?
- Rokia: Yes.
- Can you tell me about the team I will be working with?
- What kind of work contract do you offer – temporary or permanent?
- What is the salary?
- How many working hours is the working week?

When is the start date?  
 Do you offer a retirement plan?  
 Manager: Maybe you don't have problems speaking the language after all... 😊

## SECTION IV: ON THE JOB

### 1. AT THE WORKPLACE

WORDS	PHRASES
Work	Hello!
Office	Welcome!
Workplace	Good morning!
Workstation	Good afternoon!
Plant	Good evening!
Factory	Good night!
Store / shop	Good bye!
Warehouse	
Facility	Have a nice day!
Equipment	Have a nice evening!
Machine	Have a nice weekend!
Computer	
Telephone	How are you?
Stationary	I'm fine, thank you!
Document	
Product	I don't understand.
Production process	I don't know what this means.
Material	I don't speak the language well yet.
Inventory	
Worker	Please repeat.
Manager	Please speak slowly.
Supervisor	Please explain it to me.
Colleague	
Team	When is the deadline?
Boss	As soon as possible.
Secretary	Can you finish the work?
Client	No problem!
Customer	
Driver	Can I help you?
Courier	Do you need help?
Deadline	
Invoice	I need help.
Offer	I need a computer.
Project	I need a courier.
Task	
Duty	I would like to speak to the manager.
Responsibility	I would like to speak to the supervisor.
Attention	
Information	This is the offer.
Problem	This is the invoice.
Solution	

<p>Meeting          Conference          Meeting room          Conference room          Quality control          Quality criteria          Inspection          Time schedule          Appointment          Cocktail party          Canteen          Parking          Elevator          Toilets          Locker room          Complaint          Discount          Delivery          Delivery date          Track          Budget          Expenses          On time          Late          Shift          Lunch break          Break          Line manager          Overtime</p>	<p>The quality control is your task.          The quality control is your responsibility.</p> <p>Thank you for the attention!          Thank you for the information!</p> <p>I will meet you in the office.          I will meet you in the meeting room.          I will meet you in the canteen.</p> <p>Your travel expenses will be reimbursed.          You are entitled to staff discount in the canteen.          We expect a delivery today.          The delivery date has been changed to Friday.</p> <p>The toilets are here on the left.          It is important that you are on time.          Can I work an extra shift this week?          Can you work night shifts next week?</p> <p>Lunch break is limited to 45 minutes.          We will have a 5 minute break at 11.00 am.          You need to report to your line manager.</p>
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## 2. ACTIONS AT WORK

WORDS	PHRASES
<p>To organise          To coordinate          To manage          To assist          To perform          To undertake          To report          To prepare          To work          To supply          To write          To arrange          To answer          To pick up          To make          To serve          To order</p>	<p>You have to organise the conference.          You have to coordinate the project.          You have to manage the team.</p> <p>I will assist the boss during the meeting.          I will perform the tasks on time.          I will undertake this responsibility.</p> <p>Who is going to work on this project?          Who is going to report the problem to the boss?          Who is going to arrange the time schedule?          Who is going to prepare the production process?</p> <p>The secretary answers the telephone.          The secretary takes care of the customers.</p> <p>You have to clean your workplace after work.</p>

<p>To take an order          To clean          To wash          To take care of          To supervise          To provide          To supply          To maintain          To support          To monitor          To produce          To install          To develop          To build          To assemble          To replace          To process          To plan          To finish          To try          To fix          To manufacture          To test          To repair          To drive          To move          To evaluate          To sign          To check          To verify          To justify          To improve</p>	<p>You have to wash your hands before serving.          You have to serve the clients with a smile.</p> <p>Who will monitor the quality of the work?          Who will supervise the workers?          Who will supply the materials for the meeting?          Who will provide the drinks for the cocktail party?</p> <p>Can you replace this computer for me, please.          Can you take the order, please.          Can you fix this, please.</p> <p>I can't finish the work today, I'm sorry.          I can't repair the machine, I'm sorry.          I can't drive, I'm sorry.</p> <p>We manufacture bricks where I work.          Can you move that desk?          We are going to evaluate your work.          Can you sign for these goods?          We need to justify the money spent.          You have to improve the quality of your work.</p>
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### 3. HEALTH AND SAFETY AT WORK

WORDS	PHRASES
<p>Fire            Fireman            Fire alarm            Smoke alarm            Exit            Fire exit            Emergency exit            Stairs            Fire extinguisher            Smoke            Door            Meeting point            Risk            Injury</p>	<p>Danger!            Caution!            Keep out!            Do not enter!            High voltage!            Wet floor!            Please, mind the gap!            No smoking!            Smoking area            Don't use lifts!            Take the stairs!            In case of emergency            In case of fire            Emergency room</p>

<p>Incident          First aid          Precaution          Safety          Safety measures          Helmet          Warning          Prohibition          Instruction          Hazard          Health          Health care          Inspection          Noise          Protection          Ventilation          Static electricity          Preventive          Prevention          Regulation          Safety regulation          Defibrillator          Shock</p>	<p>Emergency exit          Flammable!          Evacuate!          Take precautions!          Take safety measures!          Be careful!          Wear personal protective equipment!          Clean machine after use!          Protective equipment          Protective gloves          Danger zone</p>
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**DIALOGUE 1:**

*Youssef found a job as a general worker in a warehouse and it's his first work day. He speaks to a colleague.*

Youssef: Good morning! I am Youssef. I start work today.

Supervisor: Hello Youssef! How are you today?

Youssef: I'm fine, thank you!

Supervisor: Do you need any help?

Youssef: Yes, I do need help. I would like to speak to the manager to ask what are my tasks and responsibilities for today.

Supervisor: You don't have to. I will be your supervisor. Come with me to the meeting room. You will meet your colleagues and I will explain everything.

You need to know that the toilets are here on the left, you have a staff discount in the canteen and the lunch break is 45 minutes.

Youssef: OK, thank you!

**DIALOGUE 2:**

*Youssef and his colleagues are in the meeting room receiving instructions from the supervisor.*

Supervisor: Good morning, everyone! Today we have a big delivery. We have to plan the work.

You will meet the driver, sign for the delivery and take care of the documents. You have to check the invoice and the delivery number.

You will prepare the warehouse for the packages.

Youssef: Excuse me, can you speak slowly. I don't speak the language well yet and I don't understand everything.

Supervisor: Yes, of course!

You will move the boxes and you will assist him.

You will coordinate the workers. If there is a problem, you have to report to me.

I will supervise the process and monitor the quality of the work. The quality control is my responsibility.

Youssef: When is the deadline?

Supervisor: You have to finish the work today!

Youssef: No problem!

Supervisor: Thank you for the attention! Have a nice day!

#### 4.4. STRUCTURE AND CONTENT OF WORKIT ROUTE

Below is the structure and content of the WorkIt Route used by all partners to provide necessary information on work and employment issues in each partner country. Each Route is developed in a short and a long version – for the paper-based product and for the Online Interactive Tool, respectively.

- **LABOUR MARKET IN ...**
  - Basic information about the labour market, growth, leading industries, job possibilities, labour shortage in what industries, etc.
- **CAN YOU WORK IN ...?**
  - Who can work in the country, under what conditions, what permits are required, what documents are needed
- **WHERE TO LOOK FOR A JOB?**
  - Main institutions, agencies, online, personal contacts and other channels for searching job vacancies, where and how to register for a job
- **EDUCATION AND TRAINING**
  - Where and how can you sign up for a language course, VET course, job-specific course, etc.
- **APPLYING FOR A JOB**
  - Procedures, documents, interviews, etc. that are standard in the country
- **EMPLOYMENT CONTRACTS**



- Types of contracts, basic specifics they include
- **WORKING HOURS**
  - What are the working hours per week, month, year; paid and unpaid leave; official non-work days, etc.
- **PAYMENT**
  - Minimum wage, taxes, insurances, bonuses, benefits, etc.
- **USEFUL LINKS**
  - Institutions, agencies, training providers, online resources, etc.

## 5. GUIDELINES FOR EDUCATORS

The Job Language Kit can be used by migrant organisations, language educators and volunteers who are engaged with the language training and labour market integration of adult migrants.

### 5.1. PRINCIPLES OF THE METHODOLOGY

The methodology of the Job Language Kit is based on a research of policies and documents of the European Commission related to language learning in migration context and their incorporation in the development of a multi-device product which promotes inclusive education and development of context-specific communication skills in the host country language. Thus the Job Language Kit adopts the task-based approach combined with the seven principles of multimedia learning and puts the focus on non-linguistic needs of the target groups, because motivation for language learning is primarily focused on raising their chances for finding a proper job and integrating into society.

With this in mind, the Job Language Kit includes a variety of language learning materials, using or involving several forms of communication or expression: paper-based materials, interactive tools, mobile app, website offering self-study opportunities, etc. All materials are interconnected and allow different combinations for learning and practicing language information in the host country language related to employment matters.

In addition, the Job Language Kit provides specific information on the national employment systems in the 5 partner countries such as information on employment offices, accessing VET, searching for vacancies, applying for a job, etc. mostly needed by migrants in their orientation on the respective labour market.

## **5.2. LANGUAGE LEARNING / TEACHING METHODS INCLUDED IN THE JOB LANGUAGE KIT**

### ***5.2.1. Communicative learning***

Communicative learning is a form of learning based on constant interaction of trainer and learner and of a learner with other learners. The interaction takes place in form of communication. Communication can consist of signs, sounds, words, looks, phrases, stories, body contact, letters and many other specifics. The participants should be given enough time to imitate the demonstrated exercises. Only if participants are unable to successfully perform an exercise after several attempts should the trainer help and correct them. This has to be done gently and tactfully; participants should never be coerced.

The trainer should make sure that the participants develop an interest in and realize the personal benefits of the course contents already during the first session. This realization should be expanded further during the entire course. Personal experience should play a central role in the learning experience, and opportunities for personal applications should be pointed out as much as possible.

### ***5.2.2. Participative method***

The participative method is one of the main tools of changing the focus of the training methods from the expertise of the trainer to the expertise of the trainees. The trainee's role is shifted from the passive object and "preceptor" of the training methods to active participation and it becomes the subject of the learning process.

The trainer and the trainee become partners in developing the process of learning, stepping back and forth with the individual experience and theoretical background and new skills. The trainer facilitates the interactions within the group, so that participants can learn from each other's differing level of knowledge. Gradually, the group learns to assess their own processes and to summarize and define the models used in the learning process. It requires also the ability of the trainer to react to unexpected issues, or even conflicts, which could be turned into material for learning and development of skills.

### ***5.2.3. Motivation raising method***

The purpose of the communication of subject specific background knowledge during class sessions is an increased motivation concerning the course content as well as an increased understanding of the interrelation between body and psyche. It is hoped that that knowledge will positively influence the participants' lives and may even become an integral part of their everyday life.

Exercises, games, drama activities and similar methods can not only introduce variety into the sequence of units but also increase motivation, set a relaxed atmosphere to facilitate communication and encourage independent activities. An interactive, learner-centric approach should be employed, that takes into account participants' different learning styles and provides ample opportunity for learners to express themselves as part of their learning process. Creating a welcoming training atmosphere of inclusion in which all participants are

shown respect, fosters a greater sense of belonging and encourages learning. Migrant learners are far more likely to participate in and take ownership of their own learning if they are treated with respect, and feel that they are in an environment that values and promotes trust.

Furthermore, in order to apply successfully the Job Language Kit in the learning / teaching process, the following aspects need to be observed and implemented:

- Increase self-esteem and motivation of the learners
- Plan for sufficient time for information intake and understanding
- Allocate a lot of practice time
- Give clear instructions and keep explanations simple
- Use visual aids
- Offer frequent repetitions
- Always include simple exercises everybody can complete successfully

### **5.3. PARTICIPANTS' LEVEL**

The WorKit language products are designed as a supporting material for developing and upgrading language skills on employment matters of language learners of Levels A2-B1 according to the Common European Framework of Reference (CEFR).

Should the language level of participants be lower, the specific vocabulary attached to each topic/module may be shortened or cut down to a smaller number of new words.

Alternatively, the duration of topics/modules may be extended or one topic may be split up into two sessions.

### **5.4. THE COURSE ENVIRONMENT**

The instructional pace of the course should be slow. During the first couple of sessions, it is better to demand too little of the participants than too much; the exertion can be increased to some extent later on.

However, the trainers must respect the participants' physical, intellectual and creative abilities at all times, which tend to be lower than those of a comparable 'native' group are. An exercise or a sequence of exercises must never result in negative effects such as headache or dizziness. It is necessary therefore to take breaks between exercise phases.

A longer break, which gives participants the opportunity to move freely or to chat. During this break, the trainer may answer individual questions or simply engage in small talk with the group, if this is linguistically possible, appropriate and encouraged by the participants.

## 5.5. RECOMMENDATIONS FOR USE OF THE JOB LANGUAGE KIT

The WorKit Job Language Kit is suitable for individual and group use

Our recommendation is to use the products under supervision of an educator to gain success more easily. Educators are able to determine:

- what information is useful in which moment in the job seeking process
- which cultural habits are important to know when seeking for a job
- if the student properly understands the content
- if the student pronounces the words the right way
- what other information is useful next to the WorKit materials

Originally, the method is meant for group use. The minimum number of participants in a group should be 4, the maximum amount of group participants should be 14.

The WorKit products can be also used directly by adult migrants as self-study materials.