

WHO CAN BENEFIT?

If you are a member of security staff working in the police service, as a border guard or at the entrance point of a shelter for migrants and refugees the VOCAL IN NEED resources can help you to better interact with migrants, refugees and other foreign nationals who do not speak your language.

If you are a job coach / counsellor / educator / trainer working at an NGO or a non-profit organisation the VOCAL IN NEED resources will help you to overcome language and cultural challenges when dealing with migrants and refugees in situations where otherwise the help of an interpreter would be necessary.

If you are the manager of an agency offering services for migrants and refugees the VOCAL IN NEED online tools can help your staff members to improve their communication skills when dealing with people with different cultural and linguistic background.

Please contact us to receive further information about the project:

<https://vocal.erasmus.site>

WHY?

The recent refugee crisis and increasing mobility both between EU member states and from other parts of the world poses a great challenge to security and agencies who are confronted with people with different cultural backgrounds and who do not speak the local language.

The VOCAL IN NEED project aims to bridge this linguistic and cultural gap by providing an online training course and an app for smartphones to better interact with migrants and refugees in the following contexts:

- ◆ Police stations, border control
- ◆ Shelters / residential centres for migrants, refugees and asylum seekers
- ◆ Agencies that provide training, employment or other services for migrants and refugees

WHERE DO COMMUNICATION CHALLENGES OCCUR MOST?

The partnership has identified the following situations where the language and intercultural competences of security and agency staff should be improved:

- ◆ On the road (traffic)
- ◆ Reporting an incident (police station)
- ◆ At the shelter / residential center for migrants and refugees (NGOs)
- ◆ In the integration course / employment service (agencies)

WHAT?

The VOCAL IN NEED partners will develop, for example, the following results during the project lifetime:

- ◆ **Needs analysis** in partner countries to understand the training needs of security and agency staff and to design an online training course based on real-life scenarios where they felt their language and intercultural competences were not sufficient;
- ◆ **Online training modules**, accessible from any device and developed in a user-friendly way, containing vocabulary, useful phrases, scenarios/virtual tours, exercises and cultural information in 8 different languages;
- ◆ **Application for smartphones** containing useful key phrases and words to help security and agency staff in overcoming language barriers.

WHEN?

The VOCAL IN NEED project runs from October 2017 to September 2019.

In this period, the partnership will develop online training and an app for smartphones.

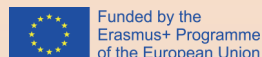
WHICH LANGUAGES?

The VOCAL IN NEED training materials will be available in the following languages:

Arabic, Bulgarian, English, German, Italian, Lithuanian, Russian, Turkish.



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