

“KiK”: online course for qualified nursing staff

Web-based language course for immigrants who want to gain recognition of their professional qualifications in Germany



iQ | GOOD PRACTICE to the point

Addressees for transfer:

Qualified health and nursing staff with foreign vocational qualifications as well as nursing and language schools.

Tool “KiK”:

The online course “KiK – Kommunikation im Krankenhaus” (Communication in the Hospital) enables flexible, time and location-independent language learning for qualified nursing staff from abroad. The course teaches specific work-related German language skills at the B1-B2 level and prepares the participants for a professional occupation in a hospital. Professional situations are dealt with in three modules. The multimedia online course offers the students varied access to many different teaching materials through audio texts, reading texts, pictures, and videos.

Project:

Online course “KiK – Kommunikation im Krankenhaus” (Communication in the Hospital)

Implementing organisation:

Volkshochschule Main-Taunus-Kreis

Project contact:

Kerstin Rohlf-Wachs / Pfarrgasse 38 /
65719 Hofheim /
Tel.: +49 (0) 6192/99 01 27 /
rohlf-wachs@vhs-mtk.de

Offer:

Further information about the online course “KiK” can be obtained from the project contact Kerstin Rohlf-Wachs. You can find the online course at <http://moodle.vhs-mtk.de/moodle2/course/view.php?id=337>. The course is also provided by the Dissemination Project IQ on the ILIAS learning platform of the Network IQ. Contact person is Christina Schrader, phone: +49 (0) 211/302009-23, cschrader@zwh.de.

Starting position/challenge

Due to the shortage of skilled workers in Germany, more and more qualified nurses are being recruited from abroad to work in German hospitals and nursing homes. Many of them are initially employed as nursing assistants, since their foreign vocational qualifications are not, or have not yet been recognised. Moreover, they often lack sufficient German language skills to be able to work as qualified nurses. Due to shift work and a high workload, however, it is often a great challenge for this target group to participate in regular courses to improve their professional language skills. In order to close this gap, a time and location-independent online language course was developed as part of the Hessian IQ project “Kommunikation im Krankenhaus” (Communication in the Hospital) by the implementing educational organisation Volkshochschule Main-Taunus-Kreis.

Implementation

After professional research in relevant teaching publications on nursing and on the teaching of the German language for nursing staff, after the exchange with teachers as well as sitting in on specialised classes, subject-based lessons were identified and didactically prepared. The online learning modules are focused on the professional requirements within the hospital routine. The modules also focus on the training contents of the preparatory courses for the knowledge test, which is required for the recognition of foreign credentials of qualified nurses. Moreover, the modules include the linguistic requirements of “telc Deutsch B1-B2 Pflege”, the subject-specific examination for nursing staff in elderly care and nursing. The course is divided into 27 subject-based lessons and covers professional situations, e.g. nursing anamnesis, counselling or prophylaxis. The multimedia presentation offers the students varied access to many different teaching materials through audio texts, reading texts, pictures, videos, links



to specialist books, dictionaries and web pages. Most of the tasks are self-correcting, but the course also includes interactive exercises and the opportunity to exchange with other students in forums and chats. The online course is not a purely self-learning course; it can be offered as an accompanying tool or in addition to attending conventional courses, whereby it can be flexibly used in different teaching and learning environments. The online course was technically implemented via “moodle”, an open-source learning platform. In the future, the course will also be provided on the Network IQ learning platform ILIAS.

Summary

The goal is to improve verbal and written communication skills in the workplace to increase the chances for a qualified position. Migrants can thus be integrated professionally more easily and faster, and the quality of care in hospitals and nursing homes can be guaranteed. Since March 2016, the educational organisation VHS Main-Taunus-Kreis has been using the online course to accompany adaptation and preparatory courses in the areas of health care and nursing.

Speaking, reading and writing for any situation

This online course provides qualified nursing staff with a variety of content through authentic materials

The central component of nursing activity in the hospital is communication. This is why the online course is based on different communication situations in hospitals. Qualified nurses communicate with patients, they talk to colleagues and doctors, but also interact with relatives. These different communicative challenges are taken into account. The course consists of three modules which correspond to these three essential communication situations. The modules deal with professional situations in nine subject-based lessons each, with different aspects of the professional routine being implemented in speech actions. Participants can use the course to increase their general German language skills in the

areas of reading, writing, listening and speaking, as well as learning professional and subject-specific vocabulary. They learn nursing and medicine-specific vocabulary and common terminology for communicating with various conversational partners.



Specially designed “audio texts” convey typical communication situations in the hospital and thereby practice comprehension. “Reading texts”, based on nursing terms, convey content and train the use of specialised vocabulary. In addition, the participants are involved in the writing of relevant texts such as e-mails, reports, nursing reports, telephone memos, protocols and others. Moreover, the course contains many links to dictionaries, specialist books, specialist journals and guides from the healthcare field. At the end of each lesson, individual grammatical topics, which are relevant for the linguistic handling of the communicative tasks, are repeated and practised at the A2-B2 level.

Three questions to project contact Kerstin Rohlf-Wachs, Head of the German as a foreign language department at VHS Main-Taunus-Kreis

“Modules can be adapted at any time”



What is the innovative aspect of “KiK”?

The course is innovative, since it offers time and location-independent German language training. It is therefore a very good alternative for the target group because it can be accommodated with different working hours regardless of shift schedules or a high workload. The opportunity for lecturers to adapt the course to the specific needs of the participants is also innovative.

The modules can be used by course leaders as modular components and can be supplemented, changed or updated at any time. However, the course can also be used for pure online training that combines self-learning and learning guided by course leaders. At the same time, the language support takes place online by the lecturer.

Is it possible to introduce this tool in other regions?

The free online course can be used nationwide by nursing and lan-

guage schools as an alone-standing “or an accompanying tool. The implementing organisation can offer their participants the online modules as supplement to a nursing training course or to preparatory and recognition courses. Foreign health and nursing staff can also use the online learning modules for self-study, which should preferably be supported or guided.

How can the online course “KiK” support learners in the long-term?

The different teaching and learning settings and the diverse course contents allow participants to sustainably improve their specialist and professional language skills. The multimedia-based online course contains both co-operative tasks, which should be monitored by a course leader, as well as self-supervised exercises, which are suitable for self-study and enable language students to design their learning program individually based on existing language skills, learning speed, time and effort. The self-supervised tasks of the online course can be repeated as often as required by the participants.

Imprint

The project is funded as part of the Network IQ. It was a subproject within the Network IQ Hesse.

Authors: Christian Zingel, Sigrid Zehren

The online course modules were designed and written by Sigrid Zehren.

Editor: Christian Zingel, Canan Ulug (ebbGmbH)

Photos/Illustration: Volkshochschule Main-Taunus-Kreis, iStock.com/Squaredpixels, Julia Schlach (RockAByte GmbH)

Layout: Gereon Nolte, ZWH

Version: 2016

www.netzwerk-iq.de

Network IQ

The Network “Integration through Qualification (IQ)” aims at sustainable improvements in the labour market integration of adults with a migration background. The programme is funded by the Federal Ministry of Labour and Social Affairs (BMAS) and the European Social Fund (ESF). Strategic partners in implementing the programme are the Federal Ministry of Education and Research (BMBF) and the Federal Employment Agency (BA).

The Network “Integration through Qualification (IQ)” is a programme funded by the Federal Ministry of Labour and Social Affairs (BMAS) and the European Social Fund (ESF).



In cooperation with:

