



Blended-Learning-Format APO-Online

Course prepares pharmacists for the technical language and knowledge test, based on an innovative concept of integrated learning.



iQ | GOOD PRACTICE in a nutshell

Addressees for Transfer:

Educational institutions within Network IQ that are active in the field of vocational training

Blended-Learning-Format APO-Online:

The job training scheme APO Online uses a Blended-Learning-Format. It specifically prepares immigrants for the specialist language and knowledge test in order to obtain full vocational recognition as pharmacists. The offer is aimed at academics with a pharmaceutical degree, not obtained in Germany, who are striving for full equivalence of their professional qualifications in Germany. The Blended-Learning-Format is distinguished on the one hand, by lessons in a virtual classroom. On the other hand, integrated learning is implemented parallel to work through face-to-face events and self-study phases.

Project:

"APO-Online" – Virtual bridge training for pharmacists with a migration background

Implementing Organisation:

KNOTEN WEIMAR GmbH

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Offer:

Please find the flyer for the job training scheme APO-Online available to download at www.iq-thueringen.de/images/Flyer/FlyerFlyer-APO_Web.pdf. Information sheets for counsellors and interested parties can be found online at www.iq-thueringen.de/iq-qualifizierung/apo-online. All previously published IQ Good Practice examples can be found at www.netzwerk-iq.de.

Starting point/challenge

In recent years, the number of pharmacists who visit information and advice centres (IBAT) in Thuringia for the recognition of foreign qualifications, has steadily increased. However, so far only a very small proportion of immigrants have been able to pass the knowledge test. The reason for this being, a nationwide lack of job training schemes for the acquisition of the necessary technical language and specialist skills.

Implementation of the Blended-Learning-Format

Against the background of the increasing need for qualifications, the organisation KNOTEN WEIMAR GmbH, developed the model project APO-Online in the Network IQ Thuringia, together with the Thuringian Chamber of Pharmacists. The training combines virtual classrooms, tutorials and self-study phases with face-to-face sessions and can be completed while working or from home. The 12-month training consists of a 4-month technical language training and an 8-month technical qualification. It is also accompanied by face-to-face sessions. The goal of the bridge training scheme, with 416 teaching units lasting 45 minutes each, is the successful completion of the technical language and knowledge examination. To achieve this, various exercises and simulations of the Blended-Learning-Format, were adapted to the exam contents and the requirements of the participants. The contents of the first module, "Technical language qualification" (160 units) are taught under the supervision of qualified DaZ lecturer, Oana Glasessel, and conclude with the technical language examination. The virtual lessons consist of three classroom units (36 teaching units), focusing on pharmacist to customer or pharmacist to pharmacist discussions and writing of common professional documents. In the second module "Specialist knowledge qualification" (160 teaching units), with virtual teaching and five face-to-face units, trainers from the Thuringian Chamber of Pharmacists, pre-



pare the participants for the knowledge test. This is the basis for granting the license to practice pharmacy which is necessary in Germany in order to be allowed to work in the profession. Pharmaceutical practice as well as specialist fields of law are taught in this training. At the same time, the five attendance phases (60 teaching units) serve for professional and personal exchange. In the group, technical and customer conversations, as well as the test itself are simulated. Virtual lessons take place with the help of the ILIAS learning management system and the Adobe Connect online conference system; 10 teaching units per week.

Conclusion

Thanks to the Blended-Learning-Format, interested participants can be reached nationwide and qualifications can be completed from the respective participant's place of residence. The project has a total of 72 participants, one course has already ended and two courses are currently running in parallel. The success rate of the language examinations already completed, amounts to 90 percent. Two participants are already licensed pharmacists.

“I trust myself more in advising customers”

Intensive linguistic support for the participants helps build their self-confidence and their ability to speak freely.

“The combination of mainly online teaching units accompanied by face-to-face sessions in the Blended-Learning-Format APO-Online opens up the possibility of participation even to pharmacists outside of Thuringia”, says Carola Westphalen, managing director of KNOTEN WEIMAR GmbH. The positive response to the bridge training comes down to the technical depth of the two modules. The technical language module focuses on the handling of authentic materials such as legal texts, guidelines, prescriptions, technical information and package inserts. “In the universal language courses up to level C1, we did not learn the simple, everyday things you have to deal with in a pharmacy”, stresses pharmacist Anas Kazkaz. “APO-Online is a wonderful opportunity for which I can only be thankful.” The attendance phases in the



technical language module are mainly filled up with presentations by the participants as preparation for the technical language

examination. In groups of two, presentations on topics such as the advantages and disadvantages of vaccinations, homeopathy, antibiotics and health tests in pharmacies are given. This strengthens self-confidence, the ability to speak freely in a professional context and to respond to specific requests. “Thanks to the course, my technical language has evolved. Now I trust myself more in advising customers”, emphasises pharmacist Wajd Hatem. The second module, the specialist knowledge qualification, also provides the participants with linguistic support. During the online lessons in this module, the DaZ lecturer Oana Glaessel is always available and can be contacted via the chat. Participants can ask questions about terminology or linguistic ambiguities without having to interrupt their lessons.

Three questions to Laura Härtner, manager of the training scheme APO-Online within the Network IQ Thuringia

“Tailor-made forms of teaching and learning”

Which aspects of APO-Online can be described as innovative?

The innovative aspect of the bridge training scheme lies in its target group-oriented design. Our innovative Blended-Learning-Format, consisting mainly of virtual classrooms as well as tutorials and self-study phases, accompanied by face-to-face sessions, represents a tailor-made combination of various ways of teaching and learning for this professional group. The division into technical language and specialist knowledge, enables participants to complete the bridge training according to their own needs. Participants who have successfully passed the technical language examination can be included in the specialist knowledge module in preparation for the knowledge test.

Is it possible to use the Blended-Learning-Format elsewhere?

This is a virtual qualification, hence location-dependency plays a secondary role, as online lessons are not restricted to a specific area. Thanks to the Blended-Learning-Format, participants can also be reached nationwide and the bridge training scheme can be

completed whilst still working. A qualified, media-competent, inter-culturally competent and empathic project team, serves to ensure successful participation in the training.

Which lasting effects can APO-Online bring about?

The virtual bridge training can have a lasting effect in creating a previously non-existent standard service. This standard service is tailored to the needs of immigrant pharmacists by compensating for technical language deficits and imparting specialist knowledge, by successfully passing the technical language and knowledge examination. The goal of the training is the granting of the licence to practice so that full professional recognition can be achieved.



Imprint

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Network IQ

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