



Learning app “One day German – in nursing”

On the way to professional recognition: professional language training made fun



GOOD PRACTICE in a nutshell

Addressees for Transfer:

Nursing institutions, educational services, qualified nursing staff in Germany and abroad

Educational app “One day German – in nursing”

This free educational app is suitable for professionals learning German, who wish to have their professional qualifications recognised in Germany and aim for a B2 language level. The learning app can be used both as a preparation tool and for language learning during employment. In virtual scenes, learners can explore authentic conversation scenarios, train their communication skills and expand their intercultural knowledge of everyday nursing care in Germany, independent of location and time. The app can be downloaded for free from popular app stores on smartphones and tablets.

Project:

IQ Competence Centre for Work-Related German Language

Implementing Organisation:

passage gGmbH

Project contact:

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Offer:

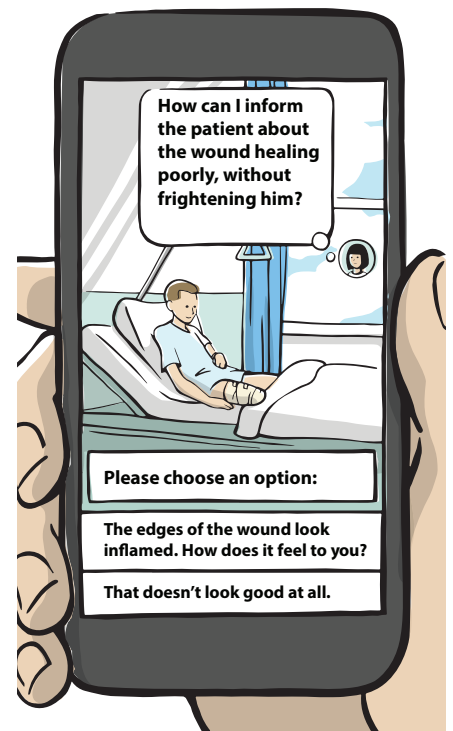
The language learning app “One day German – in nursing” for smartphones and tablets can be downloaded free of charge from popular app stores (Android and iOS). The app can be used offline and does not collect any personal data. At www.ein-tag-deutsch.de you can find further information as well as additional materials and didactic suggestions for teaching. All previously published IQ Good Practice examples can be found at www.netzwerk-iq.de.

Starting point/challenge

Language training courses help immigrant health professionals to gain recognition for their professional qualifications in Germany and to prepare themselves for everyday working life. Communication skills play just as an important role in nursing as intercultural knowledge does in everyday hospital life. Digital formats such as learning apps, offer nursing professionals a highly flexible possibility for individual and interactive learning, which is independent of time and place. This is where the language learning app “One day German – in nursing” comes in, which was developed in the interdisciplinary interaction of nursing, language and Serious Gaming experts under the project management of the IQ Competence Centre for Work-Related German Language.

Implementation of the learning app

The starting point were the scenarios developed by Network IQ Niedersachsen in cooperation with the nursing school Klinikum Braunschweig, as well as a comprehensive language assessment among foreign nursing staff, German and specialist teachers, lecturers and speakers in recruitment agencies and ward management. Scenarios for typical communication skills in nursing were determined, prepared into a dialogue and set to music with professional speakers. Learners can read and listen to the dialogues repeatedly and have the option to choose different languages and paths each time. They learn how this affects their counterparts through the feedback they receive, among other things, directly from the reaction of the patient or colleague. According to the individual answer of the learners, the scene unfolds differently. After each dialogue, there are different exercises covering communication, grammar, vocabulary and pronunciation, including various exercise and review formats such as gap fill or multiple choice. An evaluation system at the end of each sequence gives the learner an ac-



knowledgement or critical constructive feedback for his or her results. In addition to linguistic and technical knowledge transfer, intercultural learning is an important component of the language learning app. The so-called info box serves this purpose. It gives learners feedback on their behavior according to their answers and thereby conveys interesting facts about communication in the world of nursing and care in Germany.

Conclusion

The app enables learners to experience authentic care giving and empathic nursing communication directly and makes it accessible for language and specialist learning. It has been available for download since the end of October 2017 and has been used over 8,000 times in both Germany as well as in southeastern Europe and countries outside of Europe, such as the Philippines (as of April 2018).

“Learning German can be fun”

As a contemporary learning tool, the app motivates through the immersion into everyday work situations.

Just type in the name and off you go: the nurse, let's call him László, who has been working in a German hospital for two weeks, has to change the dressings of patient Torben Teller. Torben Teller suffers from pain following surgery and his wound has become inflamed. László would like to inform Mr Teller – but how? Three statements are available to choose from. The statement “That doesn't look good at all”, worries the patient even more. “Oh dear, that too”, can be read on the display and played through the speaker. To test what he has learnt, László repeats the dialogue and now says: “The edges of the wound

look inflamed. How does it feel to you?”. This initiates a more positive line of conversation. In these realistic everyday work situations, learning German really becomes a game. And this was deliberate,



says project manager Karin Ransberger from the IQ Competence Centre for Work-Related German Language: “Learning can be fun”. In professional language, the frequent alternation between different interlocutors is particularly challenging. In the course of his work László meets Torben Teller's wife, the head of the ward and a colleague. They all come with different sets of challenges. “I think it's great that the communicative situations are so intense. I have learned so many new things today”, says Prince Gbender, health professional and nurse in the bridge training of the Network IQ Hamburg – NOBI.

Three questions to Karin Ransberger, manager of the learning app “One day German – in nursing” of the IQ Competence Centre for Work-Related German Language

“Linguistical, technical and intercultural”



Which aspects of the learning app “One day German – in nursing” can be described as innovative?

The learners immerse themselves into an entire working day with typical communicative actions and situations. Their competencies are trained and enhanced in a continuous, situational embedding with different interlocutors and partners. The app broadens the

competencies of the learners technically, linguistically as well as intercultural at the same time. Our approach of thinking on all three levels, together creates significant practical relevance. Another innovative feature is that the digital communicative trial actions through game elements has a very motivating effect.

Can the learning app also be transferred to other contexts?

Besides the use for self-study, the app is also interesting for the face-

to-face lessons setting. Learners and teachers can discuss and reflect on the contents together and expand on their own learning needs and dimensions. In addition, the app is fundamentally appealing for all those who are interested in the quality of communication in care. Feedback showed several times that native-speaking nursing staff also found the app interesting: they would be made aware of the problems faced by those learning German and could learn something new themselves – the didactic approach can be transferred into other professional fields.

Which lasting effects can the learning app have?

With this contemporary learning tool, you can learn at your own pace with access to the content as often as necessary. This promotes the ability of those learning German to reflect on structures, vocabulary and pronunciation, but especially on how they can affect their counterparts. The app often enables an increased empathetic approach through authentic reactions from the conversation partners, which has a lasting effect on the communication behaviour of learners. The app is also versatile and expandable in the classroom.

Imprint

The learning app “One day German – in nursing”, was developed in the framework of the Network IQ and funded by the IQ Competence Centre for Work-Related German Language.

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Network IQ

The Network “Integration through Qualification (IQ)” aims to improve the integration of adults with migration backgrounds into the labour market sustainably. 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).

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