

Fostering Internationalization at Montenegrin HEIs through Efficient Strategic Planning – IESP

Title of Work package	WP 2 Capacity building for Internationalization through staff training and equipment upgrade
Activity no.	Dev. 2.4.2 Know how transfer related to improving English skills of administrative staff related to internationalization
Title of outcome	Know how transfer related to improving English skills of administrative staff related to internationalization
Activity date	November 2020 – March 2021
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One of the specific objectives of the IESP project is to improve the knowledge and skills of teaching and administrative staff to participate in the internationalization process, as well as to provide preconditions for attracting more foreign students to study at Montenegrin universities.

Administrative professionals can have an indirect influence on the management of a university and can play a crucial part in achieving the internationalization goals set by the university. Their role requires a set of competences and experiences that include academic background as well as knowledge of English for specific purposes. Within IESP project administrative staff of all three Montenegrin universities were trained by means of tailored English language courses for administration, which focussed on specific professional goals. The courses are crucial to the University's on-going internationalization efforts, and their aim is to strengthen the administrative staff's abilities to communicate with foreign colleagues and students, and to make the administrative processes easier. The aim was to help participants in an administrative context to operate better in English. The objectives were set according to the situations in which the participants need the English language, such as for example giving information about administrative procedures, filling out forms, answering questions about procedures, understanding and composing e-mails or handling complaints. The participants were central university administration.



In order to improve the knowledge of English of administrative staff at the central level involved in internationalization, the University of Montenegro conducted English language training for administrative staff.

The courses started at the beginning of November 2020 and lasted for 12 weeks. Classes were taught by professors of the Faculty of Philology of the University of Montenegro twice a week. Before the start of the course, the participants were tested and the level of knowledge was assessed, and after the end of the course, the participants were tested again, on the basis of which progress was evaluated.

At the end of the course the participants received certificates for successful completion of the course <http://www.iesp.ucg.ac.me/news.php?id=34>

For the needs of the courses, and as part of the IESP project activities, two classrooms were equipped with modern teaching equipment, one of them in the Rectorate. In accordance with the situation and the prescribed Government measures to combat the pandemic caused by the COVID-19 virus, classes were conducted online, via the BigBlueButton Moodle platform.

Mediterranean University organized and executed an English language course for administrative staff.

The course started in the final week of November and lasted for 15 weeks, after which there was a final test. The material was adapted to the needs of the attendees, with special focus placed on business correspondence, and business communication in general.

During the course all four aspects were covered: Speech, listening, writing, and reading. Both printed and multimedia forms were used during the course, to make the lectures more interesting, as well as work on their listening skills in particular. After each covered area, attendees had special assignments, such as presentations, essays, grammar exercises, to do as homework, and present to the class afterwards.

The final test was done in front of a three member commission, both in oral and written form.

Overall, five students graduated from the A2 group, and ten students from the B2 group, with a 100% graduation rate.

University Donja Gorica organized and successfully implemented English language courses for their administrative staff in March 2021. The classes were taught via Zoom platform and were held 4 times a week. Administrative staff attended the course „Business English“. The course was organized and held by the professors and associates of the Faculty of Philology of University Donja Gorica.

