



Tips for administrative staff. Craft your administrative skills in English. PART 2

Welcome back.

We would like to present key areas to consider when providing professional administrative assistance in English to international students at Poznan University of Technology.

Let's focus on the following aspects:

Clear Communication

Ensure your communication, including conversations, giving instructions, writing emails, notices, and guides, is written in correct, plain and clear English. Avoid jargon and use straightforward language to make information accessible for students. Clear communication is one of the basic conditions you need to meet, to ensure effective support and understanding between the administrative staff and the international students. It involves conveying information in a straightforward and easily comprehensible manner, using standard English to avoid confusion and misinterpretation.

Document Assistance

Provide English guidance on completing documents and forms, understanding official documents, and navigating visa and immigration processes. You can use examples prepared and translated in advance and offer templates to make these tasks easier for the international students.

Orientation Support

Develop comprehensive maps in English, covering key areas like campus facilities, university buildings, lecture rooms and laboratory location, dean offices, dormitories, student canteen, etc. By providing these comprehensive plans, you aim to foster a welcoming and inclusive environment, making it easier for the international students to locate essential services and fully engage in campus life.

Accessible Resources

Academic Year timetable, schedule of classes and updated office hours of academic teachers prepared in English may be extremely supportive for the international students. Thus, create a dedicated section in English on the website with FAQs, downloadable guides, and contact information for further assistance. Ensure all resources are easy to find, download and understand.

Cultural Sensitivity

Awareness and respect for cultural differences and, the ability to interact effectively with people from diverse backgrounds may be a key aspect to support international students. It involves understanding that each culture has its own values, beliefs, customs, and communication styles. Nevertheless, recognizing the foreign culture and respecting differences in interactions does not mean the need for changing our own culture, academic customs and code of national behaviour.



Language Support Services

It happens quite often that some students are not enough advanced in English to study, cope with organizational matters in a foreign country and deal with the university requirements. Thus, the Centre of Languages and Communication clc.put.poznan.pl promotes language support services such as English and Polish language workshops, tutoring, or conversation clubs. These can help students improve their language skills and adjust more smoothly.

These are just some of the crucial areas to consider when providing professional administrative assistance in English to international students. Anyway, focusing on these areas will definitely help international students feel supported and confident as they navigate administrative processes in an English-speaking university environment.

Katarzyna Matuszak