


B1/B2

SHORT COURSE SERIES

English for **Public Administration**



Vorab-Einblick


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English for Public Administration

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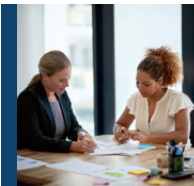



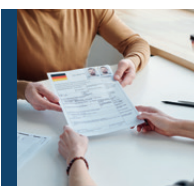

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IN THIS UNIT YOU WILL ...

- learn fundamental public administration vocabulary
- practise giving complex information clearly
- develop intercultural awareness of processes in public administration

1

Public Administration Fundamentals

Public Administration consists of three main parts known as the three P's: People, Process and Plan. Label the definitions below with the appropriate P-word.

Specific procedures are used to carry out public administrative tasks and services.

1 _____

Public officials have developed a specific framework to meet their future objectives.

2 _____

Some individuals involved include civil servants, communities, citizens, and MPs.

3 _____

Match three examples to the three Ps. Then think of another example for each.

- a _____ : The city of Berlin developed a proposal to reduce pollution and congestion through creating more bike lanes. This is part of a larger objective to become climate neutral by 2045.
- b _____ : Lewis wants to improve his village school by getting more sports facilities. He goes to a meeting at his district's town hall to discuss his ideas with his local MP.
- c _____ : Debby wants to renovate her home so she needs to apply for a building permit. First, she submits an application online, then pays a fee and follows building regulations.

VOCABULARY

building permit Baugenehmigung
congestion Verkehrsstau
district Bezirk/Stadtkreis
MP (member of parliament) Abgeordnete/r
sports facilities (pl.) Sportanlagen
town hall Rathaus



1 Are the following statements true or false? Correct the false ones.

	True	False
1 The public healthcare system is responsible for providing educational services.	<input type="checkbox"/>	<input type="checkbox"/>
2 Social Services include assisting the elderly with housing and care.	<input type="checkbox"/>	<input type="checkbox"/>
3 The administration department provides administrative services to government or public offices.	<input type="checkbox"/>	<input type="checkbox"/>
4 You can renew your passport at the Federal Foreign Office.	<input type="checkbox"/>	<input type="checkbox"/>
5 The Federal Ministry of the Interior and Community helps with unemployment benefits and training programmes.	<input type="checkbox"/>	<input type="checkbox"/>
6 The Employment Office includes services such as the federal police, disaster response management and fire services for public safety.	<input type="checkbox"/>	<input type="checkbox"/>

Discuss what the German equivalents for each office are.

UNTRANSLATABLE WORDS

There are systems and services in Germany which do not exist in other countries. This means there may be no direct translation, so it is best to describe rather than translate these words directly.

- **Anerkennung** – the official recognition of documents.
- **Apostil** – the legalisation of a document.
- **Mutterschutz** – maternity leave (there is no differentiation between *Mutterschutz* and *Elternzeit* in English) – the time off at full pay someone who is pregnant or adopting a child receives 6 weeks before and 8 weeks after the birth or adoption of the baby.
- **Impfpass** – vaccination records – other countries do not usually have a physical book like Germany, however, also in Germany this might change with the introduction of the *elektronische Patientenakte (ePA)*.
- **Kita** – childcare – terms like nursery or kindergarten are also often used.

2 Read the following statements from citizens. Which of the 3 Ps do the issues involve and where would you recommend they go for support? Discuss your ideas in groups.

1 I've just lost my job and I'm not sure if I can get unemployment benefits. I also need help finding a new job.

2 I don't know how to get a childcare voucher. We don't have them in my country. Who can give me more information?

3 My child is starting school next year but there was a problem with her enrolment. I need some help but where do I go?

4 Our neighbours were burgled last week and I want to discuss how we can keep our streets safe.

5 I have lost my vaccination records. Where can I go to get a replacement?

3 There are many professions in public services. Match the job titles to their responsibilities.

- 1 budget analyst
- 2 civil servant
- 3 clerk
- 4 social worker
- 5 urban planner

- a implements policies, provides services to the public, does administrative tasks
- b provides support to families in need, develops care plans, provides counselling
- c analyses demographic trends, assesses infrastructure needs, designs sustainable cities
- d distributes funds, monitors finances, writes reports
- e provides admin support, maintains public records, files paperwork

Discuss the following questions.

- 1 Which tasks do you do in your job?
- 2 Which tasks do you enjoy doing most? Why do you enjoy them or why not?



4 Listen to the conversation between Anja and Behrooz. What do you think their jobs are?

Anja: _____
Behrooz: _____

While working with international citizens, you might not understand every word in English. Don't worry! Concentrate on the whole sentence or context to guess the meaning instead of on each word.

Listen again and fill in the gaps with the words from the box.

affordable | assess | kept | move | people-person | remotely

- 1 I mainly work _____ because I have to visit families in their homes.
- 2 I work with families and clients to _____ their needs.
- 3 I'm not such a _____.
- 4 I also have to make sure our records are _____ up to date.
- 5 We are trying to provide more _____ accommodation options for students with children.
- 6 We're trying our best to _____ all our records online.

Remember: Use the **simple present** (e.g. I work) to talk about things you do every day or habits. Use the **present continuous** (e.g. I am working) to talk about things you are currently doing, or about arrangements in the future.



5 Write the verbs in brackets into the gaps using the correct tense. Add the words from the box to the gaps without brackets.

budget | city planner | funding | office | press release | support

- 1 When visitors arrive, the receptionist _____ (greet) them and _____ (show) them to the appropriate _____.
- 2 I _____ (prepare) the _____ for a new playground.
- 3 The mayor _____ (meet) a _____ to discuss sustainable solutions to the housing crisis.
- 4 I _____ (work) in public relations and today I _____ (write) a _____.
- 5 Today, we _____ (visit) three families at home to _____ (provide) _____.
- 6 They _____ (apply) for _____ for a new youth centre.

Discuss what you are currently working on and what a typical day at work looks like for you.

6 Read the form and add the information from the box. You can use "N/A" more than once.

Bernard | German | Cuxhaven | Germany | male | married | N/A | no | passport | Rania Schmidt | Schmidt | 15.04.1975 | 17.07.2017 | 30.07.2030 | 534TK76

Surname	Former surname(s)
First name(s)	Date of birth (day/month/year)
Place of birth	Country of birth
Current nationality (please state all nationalities)	Former nationalities
Marital status <input type="checkbox"/> single <input type="checkbox"/> married since: <input type="checkbox"/> civil union since: <input type="checkbox"/> divorced since: <input type="checkbox"/> widowed since:	Type of travel document <input type="checkbox"/> passport <input type="checkbox"/> official passport <input type="checkbox"/> diplomatic passport <input type="checkbox"/> special passport <input type="checkbox"/> other travel document (please specify):
Residence permit no. Valid until	Sex <input type="checkbox"/> male <input type="checkbox"/> female <input type="checkbox"/> diverse
Emergency contact	
Have you ever been convicted? If so, for what reason?	<input type="checkbox"/> yes <input type="checkbox"/> no Nature and extent of penalty

7 Explain the following terms from the form in Exercise 6 in simple language.

- 1 Former surname

2 Current nationality

3 Official passport
- 4 Diplomatic passport

5 Emergency contact

6 N/A

8 Specific words are often used when filling out documentation. Write the words from the box into the correct gap.

apply for | enter | fill out (2x) | provide | sign

- 1 Elliot: Hello, I'd like to sign up to get unemployment benefits.

Clerk: Please _____ this application form.
- 2 Clerk: And finally, could you please _____ this document.

Annie: Yes, of course. Right here on the dotted line?
- 3 Clerk: Could you please _____ extra documentation to prove you are a resident of Germany?

Rahul: Of course. Can I send it via email?
- 4 Abdul: I'd like to _____ a childcare voucher.

Clerk: Of course. There's an online form where you can _____ your details.
- 5 Clerk: Please _____ the application carefully. Make sure you check your answers before submitting.

Wiktor: OK, I will.

INTERCULTURAL TIP

German bureaucracy might seem simple to you, but foreigners often do not even know the right questions to ask to get the answers they need. Try to be helpful by predicting what information they might need. For example, if someone asks about an office, tell them the name and the address. You could even write it down for them.

9 SIMULATION

People have many questions when it comes to public services. Imagine yourselves in the following situations using the instructions below and the Partner Files.

Step 1: Read the four profiles of different professions to the right. Think of the 3 Ps and discuss the following questions.

- Which people do you think they meet in their jobs?
- What processes and plans are they involved in?
- What kind of questions could they be asked?

Step 2: Imagine yourselves in the situations to the right. Simulate the conversation with help of the Useful Phrases on the next page, using the profiles to the right (Partner A) and the Partner Files (Partner B):

Partner Files, File 1: Partner B, page 56

Step 3: Give each other feedback and swap roles.

Profiles (Partner A):

- 1 A clerk at the Federal Employment Agency offering advice on filling out the application form and making an appointment via an online portal.

2 A social worker at the Youth Social Office explaining the childcare system in Germany.

3 A licensing officer at the Chamber of Commerce who has reviewed the application and needs some more information.

4 A social worker at the Social Welfare Office helping with filling out the right forms.



USEFUL PHRASES Explaining and clarifying

Offering help

- Excuse me, can I help you with anything?
- I'm here to help.
- Let me see what I can do.
- I'll just look it up on the system.

Clarifying

- Is that all clear?
- Is everything clear so far?
- Do you need me to write this down?
- Would you like me to clarify that?
- Do you have any more questions?

Ensuring you have understood

- Is that right?
- Can you explain it to me again?
- I'll explain it back, ...
- Have I understood correctly that...?

Explaining and recapping

- To put it in a nutshell, ...
- Let me recap what we've discussed.
- In other words, ...
- I think it translates as...
- It's a type of...



10 Listen to a clerk and a citizen, Carlos, talk about unemployment benefits. Choose between true and false.

- 1 Carlos lost his job last week.

2 Carlos has already registered with the Federal Employment Agency.

3 Carlos has a certificate of employment from his former employer.

4 Carlos will start receiving benefits in 4–6 weeks.

5 Carlos would like to improve his German.

True False

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

Listen again while reading the transcript. Mark any new phrases or vocabulary you hear.

11 What other advice would you give Carlos and what advice would you give the clerk on how to handle the situation better? Take notes and discuss.

Advice for Carlos:

Advice for the clerk:



Role-play a conversation with Carlos giving him more advice using the Useful Phrases and your notes above. Discuss other ways he could look for a job in Germany.

12 MEDIATION

Imagine you are a clerk and a citizen comes in asking for information on submitting a tax return. Use the Partner Files to role-play the conversation with a partner.

Partner Files, File 2: Partner A, page 54 | Partner B, page 56

13 Read the comments on a post called “What I wish I had known before moving to Germany”. Choose between People, Process and Plan adding your answers to the lines.

- I

Ingrid1995: I didn’t know I would have to go to every meeting in person! Why aren’t the forms online?
- R

Rami_251: Bring someone who speaks German. Nobody in the office could translate for me.
- J

Juan_x: I was really surprised how friendly people are! It’s a different friendly to back home. People were always happy to help.
- M

Maria111: Always make an appointment and bring all your documents. I thought I could just go but I waited 2 hours to talk to someone and had forgotten my passport!
- M

Mackenzie_C: Always be punctual! I was 10 minutes late to my appointment at the Bürgeramt and they wouldn’t see me!

Think of some reasons (cultural, administrative etc.) why they might have had these experiences.

14 MEDIATION

Imagine you are working in public services and are in a conversation with a citizen who wants information about a public service, e.g. maternity leave, sick pay, job seekers allowance.

Step 1: Role-play the conversation using the Useful Phrases on page 11. Partner A is a person working at the relevant office, Partner B a foreign citizen living in Germany who needs information about a public service. Remember to give your answers in simple terms so the citizen (Partner B) can understand. Partner C observes, using the checklist to the right.

Step 2: Partner C gives feedback. Then discuss what went well and what could have been done better.

Step 3: Swap roles picking a different public service.

Checklist (Partner C):

- Partner A explained clearly. ☐
- Partner A answered all questions. ☐
- Partner A noticed when Partner B did not understand. ☐
- Partner A was polite. ☐
- Partner A used the Useful Phrases effectively. ☐
- Partner B understood everything in the end. ☐
- Partner B explained when needed. ☐
- Partner B asked appropriate questions. ☐
- Partner B asked for clarification when needed. ☐
- Partner B was polite. ☐

OVER TO YOU

Global Communication in Public Administration

Communicating with the public is an important factor in public administration. It is important to be clear so people are informed effectively. As culture influences communication, countries around the globe have different processes in public administration. Here are some examples.

Digitalization: Estonia, India and Germany

Digitalization can make communication more transparent, inclusive and accessible, so many countries are moving towards offering their services online. Estonia is a digital-first government and citizens can access nearly all services online. They can even vote digitally! On the other hand, countries like India still rely on paper-based communication. Germany has made progress in digitalizing its services and communication with electronic identification (eID) processes.

Multilingual Communication: Switzerland and the United States

Governments have different approaches to providing support in multiple languages. Many use English as an official language of public communication, in spite of the multiculturalism of the country, others offer translations. Switzerland is well known for its linguistic diversity with four official languages. To be inclusive, public announcements, government websites and official services are in all four languages. In contrast, the United States only provides its services in English, despite having a multicultural population. In Germany, the official language of public administration is German, however many government agencies are beginning to offer translation services and information in multiple languages. The Federal Office for Migration and Refugees (BAMF) even offers language courses to help new residents integrate.

Transparency: Sweden and the United Kingdom

A country’s ideology and culture can influence how transparent a government is and how much information the citizens expect. Sweden’s government is often ranked highest on the anti-corruption index. Information such as budgets and even meeting minutes are available to the public. To compare, the UK has become more transparent in some areas, such as the Freedom of Information Act. However, many people worry that information is not freely available or complete, with a lot being redacted. Both countries score well in the Corruption Perceptions Index, however Sweden comes in on top.

Communication styles and processes are very different across the world. Each country’s approach reflects their unique infrastructure, administrative style and culture. How does your country compare?

- 1

Did anything in the article surprise you? Why or why not?
- 2

How does your office/country deal with these aspects?
- 3

Which official tasks do you wish you could do digitally?
- 4

Should official documents be available in other languages? Why?
- 5

Do you think public administration should be fully transparent? Why or why not?

VOCABULARY

Estonia Estland
freely available frei verfügbar
in spite of trotz
key wesentlich
meeting minutes (pl.) Protokoll
redacted geschwärzt

English for Public Administration

English for Public Administration offers the language needed for effective communication with citizens, clients and colleagues. The book provides you with a wide range of technical terms dealing with important topics related to public administration, intercultural competence, accessible communicative practices and common business situations. The course is suitable for learners at CEF levels B1, B2 and above.

Key features

- A comprehensive range of topics from public administration
- Simulations and mediation activities allowing learners to draw on their personal and professional experience
- Regular opportunities for discussion with useful phrases for effective communication
- Strategies for becoming a more confident communicator when using spoken and written English in a wide range of contexts
- Diverse and authentic listening extracts in the webcode and the Cornelsen Lernen App
- An extensive appendix that includes partner files, transcripts of the audio recordings, a comprehensive answer key, useful phrases, an A-Z wordlist as well as acronyms and key verbs frequently used in public administration
- Interactive exercises in the Cornelsen Lernen App expanding on the useful phrases provided in this book

The author

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