

APPROVED
by the Rector of the Tallinn Health Care College
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LIFELONG LEARNING CENTRE DEVELOPMENT PLAN 2017–2021

Tallinn 2017

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Introduction

The Lifelong Learning Centre (hereinafter the Centre) is a structural unit of the Tallinn Health Care College, consisting of the fields of language learning and in-service training and the library. The Centre offers students, pupils, staff, alumni of the College and all persons interested in health and welfare a modern professional field of language and in-service training and a library service throughout the life cycle. The service is offered in the school buildings of the College in Tallinn and Kohtla-Järve. In addition, the service can be provided in different regions according to the training needs of the local workforce and the capabilities of the College.

The Centre employs specialists in their field of expertise.

This development plan is based on the following documents: [Tallinn Health Care College Development Plan 2017–2021](#), [Tallinn Health College Statutes](#), [Institutions of Higher Education Act](#), [Vocational Educational Institutions Act](#), [Higher Education Standard](#), [Vocational Education Standard](#), [Estonian Lifelong Learning Strategy 2020](#), [Higher Education Program 2016–2019](#), [Vocational Education Program 2016–2019](#), [Foreign Assessment Proposals](#), [Language Act](#), [Development Trends of Estonian Professional Libraries](#), [Estonian Language Development Plan 2011–2017](#), [Estonian Foreign Languages Strategy 2009–2015\(17\)](#), [Adult Education Act](#), [In-service Training Standard](#), [In-service Training Forms and Procedure at Tallinn Health Care College](#).

Mission

The mission of the Centre is to develop and support learning, development and research of pupils, students, staff, alumni and all persons interested in health and welfare through the library service, language learning activities and in-service training.

Vision

The Centre enables all those interested in the areas of health and welfare to develop, learn languages and acquire new knowledge and skills through its research and development activities,

Cooperation partners

- Innove;
- Estonian Ministry of Education and Research;
- Estonian Academy of Security Sciences;
- Tallinn University of Applied Sciences;
- Tallinn University;
- Estonian Association of Foreign Language Teachers;
- Diaconia University of Applied Sciences;
- Kaunas College;
- Tampere Applied Sciences;
- Akusherskiy Kolledzh;
- Estonian Librarians' Association's Section of Professional Libraries.

Current situation

Language learning

1. In the area of language learning coordinator, the Centre teaches languages and information search at the level of professional higher education and vocational training according to the curricula of the College. Language teaching is based on the language proficiency levels (A1–C1) set out in the Common European Framework of Reference for Languages. Language proficiency and computer literacy must also correspond to the level established in the standard of the profession. The aim is to support pupils and students in acquiring the profession through language proficiency and computer literacy.
2. In language learning, the main focus is on the development of different skills (speaking, reading, listening and writing) and on the proper use of professional terminology in speech and in writing. Estonian, English and Latin, computer training and information search are taught according to the curricula of the College, and Russian and English as well as computer education are taught as electives.
3. Language learning cooperates with other chairs and departments of the College and, as a result, learning materials have been developed.
4. The annual work plans of the teaching staff and the language learning development plan for 2017–2021 have been prepared.
5. College-wide events are attended: language training seminars are organised in cooperation with other institutions of higher education within the framework of the international week.
6. Language teachers participate in projects in cooperation with the chairs by teaching professional language.
7. Language teachers participate as language experts in applied research.
8. Teaching staff uses e-learning to conduct learning.
9. Language learning supports internationalisation for exchange students through the teaching of Estonian language and culture, in addition to annual participation at the Welcome Week.
10. Language learning helps to improve the quality of students' works and applied research by teaching information search, requirements for formatting students' works, the characteristics of the language of science and English.
11. Every year, cooperation with other chairs is carried out and the needs of the admission test are examined, leading to a new web-based admission test for applicant students.
12. The need-based official language is taught.

Library

1. The library has modern facilities both in the Tallinn school building and in the Kohtla-Järve structural unit. All visitors have access to the library collections, disabled visitors have access to the lift. Registering as a user of the library takes place through an electronic form available in the library section on the College's website. Access to electronic resources is also provided outside the library.
2. Readers have the option of using on-site desktop computers or personal laptops (the institution of higher education is in the WiFi coverage area). The library has separate rooms for group work and the Tallinn school building has separate rooms for individual learning. In the innovative rest area in the library of the Tallinn school building, visitors can lay down (there are pillows and plaids) and can listen to background music chosen by a music therapist to support learning and research.

3. The library's physical and electronic collection has been assembled in collaboration with all the chairs, taking into account their needs in teaching, research and scientific work.
4. Training courses introducing library services, information search systems and electronic resources are held regularly for individuals and groups. Information counselling is also available via Skype on request.
5. The College's website has a separate library section that contains information about the library and various services including information services, training, e-resources and instructions incl. video instructions.
6. The library employs specialists who have received systematic training. Since 2015, a specialist in library information systems has been employed.
7. In-service training, training offered as a paid service and training within the framework of projects is constantly being offered. Trainers are professionals in their field who are either from the College or external specialists.

In-service training

1. In the field of in-service training, the document "Forms and Procedure of In-service Training at the Tallinn Health Care College", adopted on 12 January 2016, is based on the Adult Education Act and the In-service Training Standard, on the basis of which regular in-service training is offered.
2. In the field of in-service training, the in-service training information system (TÕIS) of the College is available on the College website which enables to provide training courses, publish curricula, register those interested in training and archive training in accordance with the Adult Education Act.
3. In the framework of preliminary vocational training, health education is offered to the pupils of the upper secondary school.
4. In the framework of the activity "Promotion of Adult Education and Expansion of Learning Opportunities", regular health education courses of the public education order for adult continuing courses are regularly held for the population who are adults without professional education, adults with no secondary education or people aged 50+ with outdated skills.
5. In cooperation with the Chair of Nursing, the Ministry of Social Affairs project "Nurses Back to Health Care" is being carried out for the third year in a row.

Strategic goals and activities

Membership and staff

Objective: The Centre employs motivated and internationally active specialists who publish in professional publications.

Indicators:

Management of staff satisfaction – current level 3.8 (Satisfaction Survey 2015); target level: 4.2.

Mobile lecturers and staff members per year - current level (2016): 3; target level: 5.

Satisfaction of visitors with the quality of library services and information needs – current level of satisfaction with professional publications and scientific databases (Satisfaction Survey 2016): 3.5; target level: 4.5.

Trainees' satisfaction with the quality of in-service training - current level: 4.3; target level: 4.5.

Activity	Outcome by 2021
Developing the mobility of the Centre's staff.	In five years, 23 staff exchanges have taken place through the Erasmus+ program, involving the exchange of at least 4 lecturers and staff members during the year.
According to the feedback plan of the Tallinn Health Care College, library satisfaction surveys take place every second year in even years, and the continuing education satisfaction survey is conducted after the end of each training.	The library's online survey has been conducted among the College staff and students. Satisfaction with library services has been identified and possibilities for improvements have been found. The results of the library survey are published on the College's website, on the library stand, in the College's feedback day and at the library meeting. Online and paper-based surveys on in-service training have been conducted among the trainers and trainees of in-service training, the results are published on the website, in the feedback day and the heads of the units have been informed.
All teachers and staff of the Centre develop their proficiency in English.	The English proficiency level is at least B2 for lecturers and at least B1 for staff.
When carrying out research, information search and linguistic counselling are offered for organising training.	The College staff has received both information search and linguistic support in carrying out their research according to the procedure "Conditions and Procedure for Supporting Research at Tallinn Health Care College".

Students and learning

The Centre provides to students high-quality services that correspond to the needs of the College in order to support learning, research and scientific activities, including the use of the library, the development of the digital library and language learning.

Indicators:

Created online courses – current level (in 2016) 2; target level 9.

Activity	Outcome by 2021
The College publishes a collection of the best graduation theses, and the language teachers participate as experts in the compilation team of the theses. It is published through the library.	Once in every three years (2016, 2019, 2022), a collection of theses has been published.
Compilation and presentation of library collections in various databases and making available to readers.	The library's physical and electronic collections have been systematically and consistently compiled and presented in various databases (RIKS, bibliography database of Tallinn Health Care College) and made available to readers.
Developing instructions for the information search training program and conducting training courses on the use of databases.	The instructions for the information search training program, including the online instructions, has been prepared and updated and training courses on the use of databases have been conducted regularly.
Registration of research work in the Estonian Research Information System (ETIS)	At least once a year, the ETIS user training has taken place.
Upgrading the language section of the admission test.	The content of the language section of the admission test is updated annually.
Creating an online special language dictionary based on blended learning principles.	For pupils and students, a convenient online special language dictionary is available on the College's website.
Creating online language courses to support teaching.	Online general language courses for A1 and A2 level and online special language courses for B1 and B2 levels have been created. In Estonian, there is an online general language course for A1 and A2 level, online official language supportive training course for B1 and B2 level and an online course for teaching the language of science.
The library supports research.	An online course on information literacy has been created to support the research work of both learners and staff.

Need-based official language is taught.	Official language is taught as supportive learning and is integrated with the principles of subject and language learning integrated with specialisation classes (LAK-learning).
Ensuring linguistic quality of graduation thesis	Linguistic support is provided when writing theses. Each study group is offered two hours of language counselling on the basis of registration through the Learning Information System.
Creating a support system for learners with special linguistic needs.	A support system for dyslectic and dysgraphic students who study at the College has been created.

Development activities and applied research

Indicators:

Conducting applied research: current level (2016) - participation in applied research as an expert; target level: conduct one linguistic applied research.

Current level of publications (2016) – 3 publications a year published at the level of 2 to 6 according to the ETISE Classification; target level: over five years, 25 publications will be published at level 2 to 6 and 3 publications at level 1.

Activity	Outcome by 2021
Continuing to participate in various specialised projects with the aim of developing special language to ensure linguistic capabilities of students studying at the College.	Over five years, at least 6 projects have been attended.
Publication of an online dictionary.	A dictionary on health care in three languages (Estonian, English, Russian) has been compiled and is used in the curricula.
Organise need-based summer schools in official language and computer training for people whose language and computer skills do not meet the requirements for admission.	Need-based summer schools for official language and computer training have been held every year.
Publications are published both in and outside Estonia.	In five years, 28 publications have been published, of which 25 are at the level 2-6 and 3 are at the level 1 according to the ETIS Classification.
Organising lectures on Estonian language and culture for foreign students.	Every year, lectures on Estonian language and culture are organised for foreign students at least once a year.
Language teachers participate as linguistic experts in the development and implementation of applied research “Humans, Environment and Activity in Occupational Therapy” in the direction “Competence and Professional Development of Occupational Therapist - Development of Estonian Terminology for Occupational Therapy” in cooperation with students, ETL and the National Language Committee.	With the help of language teachers, applied research has been completed and, as a result of applied research, there is a specialised vocabulary of occupational therapy in Estonian, which is recorded in Esterm, the multilingual terminology database of the Estonian language Institute.
Teachers provide in-service language learning.	Five in-service training courses in language learning have taken place.

Conducting applied research.	At least one language-based applied research has been conducted under the guidance of language teachers.
Modernisation of professional literature.	In cooperation with the chairs the collection of learning, professional literature and periodicals, both as publications, on electronic media and as access to the digital library have been updated.
Developing cooperation with other higher education institutions in the given field.	Functioning cooperation with other specialised libraries and information centres, language teachers and in-service training professionals at home and abroad; closer cooperation with the Estonian Academy of Security Sciences and Tallinn University of Applied Sciences will be continued. As a result of the cooperation, a joint seminar with language teachers has been organised once a year, in the field of in-service training, a new in-service training information system has been developed and is in use.
Organising virtual exhibitions.	At least once a year, professional virtual exhibitions of all educational and training centres and chairs have been held in the library, which are also featured on the institution's website.
Coordination of the publishing activities of the College.	“Instruction to Publishing Activities at Tallinn Health Care College” has been compiled. Publishing activities are ongoing.
Recording of data related to College research in ETIS.	Data on published publications of research and development activities of the College are approved by ETIS. Applied research projects are added and validated by the library according to the information in the applied research environment of the College.

Management, communication and alumni

Indicators:

Institutional accreditation in 2020.

Current level (2016) – 3 staff members participate in the work of the College committees;
target level: 5 staff members participate in the work of the College committees

Current level (2016) – one staff member participated in management training; target level: 4
staff members have participated in management training.

Activity	Outcome by 2021
Preparation of institutional accreditation in working groups.	Institutional accreditation has been successfully completed.
Supporting of development activities.	At least 4 staff members of the Centre participate in the work of the College committees.
Management competencies of the staff are being developed.	By 2021, at least 4 staff members of the Centre have participated in management training.

Learning and work environment

The Centre has a modern and versatile learning and working environment that meets the requirements of occupational safety and health and enables the use of the most advanced materials and technical tools.

Activity	Outcome by 2021
Providing access to e-journals.	More user-friendly access to e-journals purchased by the College has been created.
Use of library computers with passwords provided by the College	Library computers are accessible by passwords provided by the College.
Replacement of displays of library computers	Half of the displays of library computers have been replaced by larger ones.
Creating a virtual tour introducing the College in Estonian, Russian and English.	The Centre has linguistically supported the compilation of a virtual tour of the College in three languages (Estonian, English, and Russian).
Creating an ergonomic working environment for staff members.	Staff members have modern ergonomic tools (back and feet supports, wrist-padded mousepads, wireless mice).

Activities targeted at the general public, paid services

On the basis of the Lifelong Learning Strategy, the College offers both Estonian and foreign language learning opportunities for all age groups, partners, alumni and employers across Estonia. In-service training is need-based and organised in cooperation with professionals and customers.

Indicators:

Number of participants in in-service training – current level (2016): 1,208; target level 1,300;
Income earned from in-service training – current level (2016): EUR 84,600; target level: EUR 100,000.

Activities targeted to the public organised by the Centre per year – current level (2016) 4;
target level: 6.

Participation of staff as members and experts in public advisory and decision-making bodies -
current level (2016) 3; target level: 6.

Activity	Outcome by 2021
Staff members participate in public advisory and decision-making bodies as members and experts.	At least three staff members participate in public advisory and decision-making bodies as members and experts.
In-service training in foreign languages is organised.	Professional foreign language training courses have been organised on request, including for foreign partners.
Supplementing the procedure for paid services with regard to paid services of in-service training.	The bases and procedure for determining paid services for in-service training will be developed by 2019.
A plan for marketing in-service training will be developed and implemented. A system for monitoring the quality of in-service training will be developed. The information system of in-service training will be further developed to make in-service training courses more attractive. The College develops a system for issuing electronic certificates for in-service training.	A marketing plan will be developed for in-service training by 2019. The number of participants in in-service training is stable. Income earned from in-service training is stable.
Preliminary vocational health training is carried out in cooperation with upper secondary schools and by involving health care institutions.	Preliminary vocational training is carried out in at least two upper secondary schools.
Curricula for in-service training will be developed in all specialisations on all levels of formal education and in a simulation centre, if possible.	On-service training is offered in all fields of curricula.
The conference centre services package of the College is launched.	The provision of the conference service has been started.
Publications targeted at the public are produced.	During the year, at least 3 publications targeted at the public, including one related to the library, have appeared.
Providing public lectures, with interpretation, if necessary.	The Centre, in cooperation with the chairs, has held public lectures on current issues in the field of health care both in Estonian and in foreign languages for the College

	staff, learners and persons interested in the field, and interpretation is provided.
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Fulfilment and amendment of the development plan

1. All members of the Centre are obligated to fulfil the development plan.
2. The structural units of the College have the right to initiate changes and additions.
3. Amendments and additions are approved by the Head of the Centre after the changes have been discussed at the meeting of the Centre.