

Recruitment rules for the Training carried out under the project 'Baltic Welcome Hub – Your gateway to academia and global collaboration', implemented as part of the Welcome to Poland programme

BASIC INFORMATION

Name

Professionalization of Staff in Administrative Services

Objective

The aim of the training is to prepare university staff for competent, efficient, and internationally compliant support of foreign students, researchers, and employees. Participants will acquire knowledge and skills in three key areas:

1. Visa and legalization procedures,
2. Diplomatic protocol,
3. Effective intercultural communication,

which will enable them to operate effectively in an international environment while maintaining professionalism, intercultural sensitivity, and compliance with applicable regulations.

Duration of training

The training will be conducted on-site at the University of Gdańsk from 8:30 a.m. to 3:00 p.m. on the following dates:

1st group:

02.02.2026 - Effective intercultural communication

05.02.2026 - Visa and legalization procedures

23.02.2026 - Diplomatic protocol

2nd group:

09.02.2026 - Effective intercultural communication

10.02.2026 - Visa and legalization procedures

24.02.2026 - Diplomatic protocol

3rd group:

23.02.2026 - Effective intercultural communication

12.02.2026 - Visa and legalization procedures

25.02.2026 - Diplomatic protocol

Set of learning outcomes (competencies):

1. Developing competencies in the professional administrative support of foreigners, including knowledge of legalization processes, official procedures, and the ability to provide reliable information regarding residence and documentation.
2. Enhancing the ability to operate in an international environment in accordance with the principles of diplomatic protocol, including the use of correct titles, precedence, correspondence etiquette, and the rules for organizing meetings and foreign visits.
3. Gaining experience in effective intercultural communication, including understanding cultural differences, overcoming communication barriers, consciously building relationships, and applying tematy and appropriate dialogue strategies when interacting with people from different cultures.

Learning outcomes:

• Knowledge:

The candidate:

- 1.1. understands the basic legalization processes related to the stay of foreigners, including the required documents and administrative procedures.
- 1.2. understands the principles of diplomatic protocol, precedence, titles, and etiquette in correspondence and official situations.
- 1.3. possesses knowledge of cultural differences, communication barriers, and the mechanisms of stereotypes, prejudice, and acculturation.

• Skills:

The candidate:

- 2.1. is able to provide accurate administrative information and appropriately guide a foreign national through the legalization process.
- 2.2. applies the principles of diplomatic protocol and etiquette during meetings, visits, correspondence, and formal occasions.
- 2.3. communicates effectively in an intercultural environment, selecting appropriate strategies and overcoming communication barriers.

• Social competencies:

The candidate:

- 3.1. demonstrates openness, empathy, and respect toward people from different cultures.
- 3.2. represents the university responsibly and professionally in international relations.
- 3.3. consciously adapts behaviour and communication style to the cultural context and professional situations.

Criteria for assessing learning outcomes:

The candidate:

Learning outcome	Verification criteria	Form of verification
1.1. understands the basic legalization processes related to the stay of foreigners, including the required documents and administrative procedures	1.1.1. correctly identifies the appropriate documents and legalization pathways for different categories of foreigners (EU/non-EU/employee/student/researcher) 1.1.2. accurately describes the course of the administrative process — from submitting the application to the issuance of the decision — indicating the institutions involved, deadlines, as well as the most common errors and their procedural consequences	Test
1.2. understands the principles of diplomatic protocol, precedence, titles, and etiquette in correspondence and official situations	1.2.1. correctly applies the principles of precedence, titles, and etiquette when preparing for and managing official situations (e.g., meetings, visits, university events) 1.2.2. correctly applies the principles of diplomatic protocol in official correspondence, including selecting	Test



	appropriate forms of titles, polite expressions, and document structure	
1.3. possesses knowledge of cultural differences, communication barriers, and the mechanisms of stereotypes, prejudice, and acculturation	<p>1.3.1. correctly identifies cultural differences and potential communication barriers, and is able to explain their impact on the quality and effectiveness of interactions with individuals from diverse cultural backgrounds</p> <p>1.3.2. correctly explains the mechanisms behind the formation of stereotypes, prejudices, and acculturation processes, indicating their possible consequences in administrative work and in interactions with international students, researchers, and employees</p>	Test
2.1. is able to provide accurate administrative information and appropriately guide a foreign national through the legalization process	<p>2.1.1. provides administrative information correctly, clearly, and in accordance with applicable regulations, adjusting the message to the needs of the foreign national</p> <p>2.1.2. correctly indicates the subsequent stages of the legalization process and the required documents, guiding the foreign national in an organized, understandable, and procedurally compliant manner</p>	Test
2.2. applies the principles of diplomatic protocol and etiquette during meetings, visits, correspondence, and formal occasions	<p>2.2.1. correctly applies the principles of protocol and etiquette during meetings, visits, and formal representative situations</p> <p>2.2.2. correctly applies etiquette rules in official correspondence, selecting appropriate forms and expressions</p>	Test
2.3. communicates effectively in an intercultural environment, selecting appropriate strategies and overcoming communication barriers	<p>2.3.1. correctly selects communication strategies when interacting with people from different cultures</p> <p>2.3.2. effectively overcomes communication barriers by adapting the mode of communication to the situation and the recipient</p>	Test
3.1. demonstrates openness, empathy, and respect toward people from different cultures	<p>3.1.1. shows openness and respect in interactions with people from different cultural backgrounds</p> <p>3.1.2. demonstrates empathy by adjusting behaviour and communication style to the needs of the interlocutor</p>	Test
3.2. represents the university responsibly and professionally in international relations	<p>3.2.1. acts in accordance with the principles of professionalism when interacting with international partners</p> <p>3.2.2. responsibly represents the university, ensuring an appropriate image and high-quality communication</p>	Test



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3.3. consciously adapts behaviour and communication style to the cultural context and professional situations	3.3.1. appropriately adapts their communication style to the cultural context of the interlocutor 3.3.2. consciously adjusts their behaviour depending on the professional situation and the context of the interaction	Test
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REQUIREMENTS FOR TRAINING

Participants of the training

To apply for the training, applicant must be an active university staff at the University of Gdańsk on the day of entering the recruitment process and on the scheduled training date. Applicants may not apply for or participate in the training while on any type of leave.

Recruitment

All applicants are required to complete a special registration form at: [Registration form - Welcome to Poland](#)

In the case where the number of applications exceeds the number of available places in the group, we reserve the right to assign the participant to a different training group.

The form must be completed and submitted by January 11, 2026.

The order of funding allocation depends on the total number of points obtained – applications with a higher total score will have priority in funding allocation and will be processed according to the ranking list.

The applicants who have submitted a complete set of required documents and met the training criteria may be admitted for the training. The training is intended for 75 participants (3 groups of 25 people each).

Recruitment is carried out with respect for the horizontal principles described in the [Project Regulations §2 point 8](#). If support is needed during the recruitment process for persons with disabilities or special needs, please contact the task coordinator wtp@ug.edu.pl.

Recruitment criteria assessed on the basis of the registration form [Registration form - Welcome to Poland](#)

1	Formal criteria	Fulfilled
	UG Employee status	
	knowledge of English used in communication with international visitors (minimum entry level A2)	
	complete application	
	Substantive criteria	Scoring
2	the substantive evaluation of the cover letter justifying the choice of training which should contribute to enhancing competencies	0-5
3	the relevance of the participant's job responsibilities to the subject of the training and the extent to which the acquired knowledge can be applied in their daily work	0-5
4	the candidate's involvement in tasks related to supporting international students, staff, or guests at the university	0-5



Recruitment results

The committee responsible for verifying and evaluating the applications is required to prepare a ranking list, dividing it into the list of qualified candidates, reserve candidates, and those who do not meet the criteria. All candidates participating in the recruitment process will be individually informed about the results via email by **January 16, 2026**. The list of selected candidates will also be available on the website [Welcome to Poland Project](#)

Documentation before training

Those who are qualified for the training are required to complete the following:

- an electronic pre-test in which the participant independently assesses their skill level before the start of the training,
- registration on the NAWA platform to confirm the participant's eligibility for the project.

Documentation after training

Those who complete the training are required to complete:

- an electronic post-test in which the participant independently assesses their skill level after completing the training.

Completion of training

Participants who complete the training will receive a certificate of completion.

The verification of learning outcomes includes completing a post-test, in which the participant should achieve a higher score compared to the pre-test in order to receive a certificate of competence enhancement. The above-mentioned certificate may be awarded only to participants who attend all days of the training. Both tests are completed remotely via the Microsoft Forms application.

Contact to Coordinator: wtp@ug.edu.pl

The initiative is implemented as part of the project 'Baltic Welcome Hub – Your gateway to academia and global collaboration', which is included in the NAWA programme 'Support for higher education and science institutions in assisting foreign nationals and Polish citizens going abroad' under the Welcome to Poland scheme, funded by the European Union through the European Funds for Social Development 2021–2027 (FERS)

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