

CertiLingua® Standards of Excellence in Intercultural Competences¹

European – International Competences	
Knowledge and critical understanding of cultural and social diversity	I have socio-cultural knowledge of foreign cultures whose languages I have acquired. I understand the importance, structure and function of European and international institutions (EU, CoE, UN, OECD etc.), in relation to each other and to regional/national/global affairs. I have knowledge of socio-cultural and socio-linguistic differences in intercultural situations and can reflect on them critically.
Awareness, values and attitudes	I am open to foreign languages and cultures and respect cultural and language diversity. I am aware of and can question my interpretation of cultural assumptions, preconceptions, stereotypes and prejudices I may encounter in my own and other communities. I can form my own opinion about European principles and values as well as global issues (e.g. EU policies, human rights, democracy, climate change, sustainability) and their impact on societies and individuals. I am aware that most of these issues can only be dealt with through international cooperation.
Skills and strategies needed to interact in intercultural contexts	I can work collaboratively with people who have different cultural orientations, discussing similarities and differences in views and perspectives. I can encourage a shared communication culture. I can recognise language and cultural misunderstandings and conflicts in different forms of internationally organised project work and can use appropriate strategies to help resolve them. I can, in an intercultural encounter, recognise that what is normally taken for granted in a particular situation is not necessarily shared by others, and can react and express myself appropriately.

¹ Based on: *Common European Framework of Reference for Languages: Learning, Teaching, Assessment. Companion Volume (CEFR CV 2020)*, <https://rm.coe.int/common-european-framework-of-reference-for-languages-learning-teaching/16809ea0d4>; *Reference Framework of Competences for Democratic Culture (RFCDC 2018)*, <https://www.coe.int/en/web/reference-framework-of-competences-for-democratic-culture/>; *Common Framework for Europe Competence (CFEC 2010)*, <https://www.tallinn.ee/et/media/293734>; *Framework of Reference for Pluralistic Approaches (FREPA 2012)*, <https://www.ecml.at/Portals/1/documents/ECML-resources/CARAP-EN.pdf?ver=2018-03-20-120658-443>