

# Implementing clear writing in institutions - a view from Slovenia

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October 13th 2021

Organised in partnership with:

European Commission, European Parliament, General Secretariat of the Council of the European Union, Joint Services of the European Economic and Social Committee and the Committee of the Regions & Translation Centre for the Bodies of the European Union.

Clear writing  
for **Europe**  
2021



# Overview

- IKTERUS project and communication with international students at the University of Ljubljana and the Student Health Centre
- From theory to practice and back to theory

# How do University of Ljubljana and Student Health Centre communicate with international students?

- Critical questions: Who is the addressee? What is the message? In which language? In what kind of language?
- International students as a vulnerable social group:
  - L2 users of both Slovene and English
  - The author and the addressee do not have a shared conceptual knowledge of the world – they have different contexts (temporal and spatial) as their starting point
- Common institutional reflexes: automatically switching to English; not taking user needs into consideration
- Problematic practices: overly technical / difficult English hinders understanding

# Project example

If you have health insurance in:	What do you have to do and what do you get?
EU, Iceland, Liechtenstein, Norway, Switzerland, United Kingdom	<p>Have a valid <b>European Health Insurance Card (EHIC)</b>, or a certificate that serves as a substitute for it.</p> <p>Some services are <b>free</b>; for others there is usually a <b>copayment</b> of €3–10 per visit.<sup>1,2</sup></p>
Australia	<p>Have a valid <b>Medicare card</b> and passport.</p> <p>Some services are <b>free</b>; for others there is usually a <b>copayment</b> of €3–10 per visit.<sup>1,2</sup></p>
Bosnia and Herzegovina, Montenegro, North Macedonia, Serbia	<ol style="list-style-type: none"> <li>1. Get the BIH/SI 3 or MNE/SI 03 or SRB/SI 03 or RM/SI 3 form in your <b>home country</b>, from the institution that provides your health insurance.</li> <li>2. Submit the form to the Health Insurance Institute of Slovenia (Mala ulica 3, Ljubljana), which will issue your <b>MedZZ certificate</b>. Your insurance is not valid without the certificate.</li> </ol> <p>Some services are <b>free</b>; for others there is usually a <b>copayment</b> of €3–10 per visit.<sup>1,2</sup></p>

International students coming from **EU and EEA Member countries** and **Switzerland** have free access to emergency or necessary healthcare services during their temporary residence in the Republic of Slovenia upon submission of evidence of their status: the European Health Insurance Card (EHIC) or a certificate as a substitute for EHIC that is issued by the competent state. This means that the doctor has to provide necessary healthcare services to students who hold a European health insurance card so that they do not have to return to their home country for medical care before the end of their intended stay in Slovenia. Students can access the services directly from health care service providers who have a contract with the Health Insurance Institute Slovenia.

International students from *countries with which the Republic of Slovenia has concluded a bilateral agreement* on social insurance have free access only to emergency healthcare services in the Republic of Slovenia upon submission of evidence of their status. The Republic of Slovenia has concluded bilateral Social Insurance Agreements with the Republic of Macedonia, Republic of Bosnia and Herzegovina, Republic of Serbia, and Montenegro. As a rule, a foreign insured person must submit sample form RM/SI 3, BIH/SI 3, SRB/SI 03 or MNE/SI 03 to the regional unit of the Health Insurance Institute Slovenia. The Health Insurance Institute Slovenia issues a certificate which allows students access to emergency medical services from healthcare service providers who have a contract with the Health Insurance Institute Slovenia. Exceptionally, i.e. in cases of major emergency, a foreign insured person may exercise their right to healthcare services with one of the above mentioned forms directly at the doctor's office and medical institutions.

# Slovene communication tradition

- ‘Reader responsible language’: the responsibility for comprehending the message is always on the part of the addressee, not the author
- The addressee is expected to be well informed – the author counts on the ‘ideal’ addressee
- The addressee is supposed to share the author’s conceptual knowledge about the world completely – the author does not realize that is not the case (is grounded in their own experience)
- The author’s communicative point of view is themselves without taking the addressee into account

# Challenges in implementing institutional policy

- Tradition
- Self-image
- Distance from final users
- Access to key decision-makers
- Top-down vs. bottom-up vs. lateral approach