



UNITED NATIONS SYSTEM

IAMLADP

**International Annual Meeting on Language Arrangements,
Documentation and Publications**

Distr.
RESTRICTED
IAMLADP/2006/R.2
14 June 2006

ENGLISH ONLY

International Atomic Energy Agency
Vienna
26-28 June 2006
Item 5 of the provisional agenda

REPORT OF THE WORKING GROUP ON TRAINING

**According to the decision of IAMLADP 2005, the following is agreed:
The Working Group on Training, established in 2001, is mandated by the Annual Meeting
2005 to take forward its work in three areas and to report to IAMLADP 2006 on results.**

MANDATE

To co-ordinate and oversee the work of three Task Forces and pursue the work programme for the
Universities' Contact Group (previously known as the Standing Committee for contacts with
universities)

Members of Working Group on Training

Chairman : Mr Noel Muylle, European Commission
Ms Helen Campbell, DG Interpretation, EC, WGT project leader
Ms Tania Chauvet, UNOG
Mr Brian Fox, DG Interpretation, EC
Mr Neil Johnstone, WTO
(alternate Mr Robin Halle, WTO)
Ms Alexandra Oliver-Tomic, ICC
Mr Anthony Pitt, ITU

Ms Penny Pouliou, DG Interpretation, EC, WGT project leader
Mr René Prioux, OECD
Ms Sally Reading, UNOV

Website address: <http://iamladp.org> : Home Page of Working Group on Training

METHODOLOGY

The WGT met twice, in Geneva October 2005, Brussels March 2006. All other contacts were by electronic mail.

BACKGROUND

1 At the Annual Meeting of IAMLADP in 2001 at ITU Geneva, at which the European Institutions' Language and Conference Services (at that time with Observer status), were invited to become full members, Mr Noel Muylle, at the time Director of the European Commission's Directorate-General for Interpretation, was asked to set up and chair a new, open-ended Working Group on Training and to report to IAMLADP 2002 on its findings. The main reason for setting up the WGT was the perceived shortage of qualified language staff meeting the professional requirements of International Organization employers.

2 In the first year of its mandate, the WGT compiled initial information through questionnaires, on the situation of five language professions employed in IOs, namely translation, précis-writing, proof-reading; editing and conference interpreting. It concluded that there was a serious gap between the training dispensed in universities and the skills employers now needed in their new recruits, who should be operational virtually immediately on starting work. It also noted that many IOs were behind the times as far life-long learning and professional mobility were concerned. Language and conference staff needed to be able to adapt to rapid change, to continue to learn throughout their careers and to be able to move to other professions.

3 The WGT's mandates since then, particularly since 2003, have dealt with more horizontal issues such as pooling resources, the status of language professions, the exchange of language staff, student placements and work experience and life-long learning. Findings, conclusions and recommendations were summed up in three Reports (2003, 2004 and 2005), all approved by IAMLADP Annual Meetings. The reports not only outlined the results of the year's activities, but also made specific proposals to IAMLADP for further mandates. These reports are now posted on the website for consultation.

4 From the past three WGT reports, several "best practice guides" have been produced, on staff exchanges, on work experience for students in IOs and, in the 2006 report, a draft best practice guide on life-long learning. In addition, as a result of a general call to implement practical, low-cost actions, the WGT has put into practice some of the proposals made to the Annual Meetings in 2004 and 2005, e.g. training seminars on the management of revision and selection of conference interpreters.

FINDINGS

5 The WGT's mandate was renewed by the Meeting in Nairobi in July 2005. It co-ordinated and guided the work of :

- The Universities' Contact Group, (formerly Standing Committee for contacts with universities)
- The Task Force on Joint Training Ventures
- The Task Force on Life-Learning
- The Task Force on Training aspects of conference management
- Staff exchanges monitoring.

6 The Standing Committee has completed its mandate.

a) To act as liaison point for the further development of relations and co-operation between international organizations and training providers.

b) The Standing Committee held its annual meeting on March 8 in Brussels. A new co-chair for the university members was appointed, from the UK University group, PLUG.

7 At the annual meeting, stock was taken of the previous year's work programme. Generic skills profiles and job descriptions for the language professions had been drafted or collected respectively and posted on the website. Information on modules and courses offered to students had been requested from universities, as had details of courses on offer for professional linguists. Feedback to this request had been minimal.

8 The Standing Committee welcomed four new university members from outside Europe, namely Tangiers, Shanghai, Beijing and Monterey.

9 Before the third meeting of the SC, a reflection paper was circulated to all members asking for suggestions to elicit more active participation by members and for new subjects of general interest. The paper laid out the reasons for setting up the Standing Committee in the first place, as a forum bringing together international organizations, as employers, and the source of their future staff, the universities. The proposal had been welcomed by both constituents and felt to fulfil a need.

10 One problem facing the SC had been the delay in setting up the IAMLADP website, crucial for at least two of its stated roles, that of bulletin board and broker between the two constituencies. Once the site was operational, the Standing Committee's pages came under the part accessible to the general public and several items, notices, communications and useful information were posted. However, many universities were and are still unaware of the existence of the website, since the "network" function of some university members was not implemented widely enough.

11 Among other findings of the SC was the feedback from several IAMLADP members that the name 'Standing Committee' was inappropriate or misleading and unlikely to attract notice from either constituency. It was agreed that the body shall henceforth be known as the

‘Universities’ Contact Group’.

12 Following discussion during and after the annual meeting (via e-mail) it was agreed that the best way to inspire more active participation was to focus on two subjects of known interest and concern to members:

- a). well publicised information from universities and IOs on courses run for language professionals. These exist but are not commonly known, and wider coverage of what is on offer and what courses could be tailor made to an IO’s needs would be of general benefit
- b) particular language and language combination shortages were causing major concern in all IOs, in translation and interpreting services, e.g, English-Russian, English-Chinese, English-Arabic and even English itself.

13 The Working Group on Training notes that the mandate of the SC, henceforth the UCG, has been completed and proposals made for a more productive future.

The Report of the Standing Committee (Universities’ Contact Group) is attached as Annex V.

14 The Task Force on Joint Training Ventures completed its mandate.

- a). To organise up to four training seminars, including replication of the module on revision management and one or more on the selection of conference interpreters.
- b) To collect feedback on the specific JTVs and on the JTV concept
- c) To develop policy and logistical instruments to facilitate organization of JTVs by host organizations.
- d) To identify other subjects for JTVs

15 Since IAMLADP 2005, three seminars on management of revision and three on selection of interpreters have been successfully implemented, with, in each case, the training expertise provided by one IO, the seminar hosted by another and, in every case, participation open to all or at least several IAMLADP members. 130 staff from 22 organizations attended the seminars, two provided the trainers and six hosted the events. Annex 1 of the Task Force’s report outlines past seminars and Annex 3 those planned.

16 Detailed feedback on the seminars was obtained through feedback and evaluation forms which were returned by 75-85% of participants and from all hosts and trainers, who commented on content, value, duration, logistics, documentation and cost-effectiveness aspects. Annexes 2A and 2B of the Task Force’s report provide details. Templates for announcing JTVs and for the hosts’ feedback were developed, both of which have now been posted on the website.

17 Funding is an important practical issue for seminars where costs are incurred (trainer’s expenses). The WGT agreed a proposal that the host organization should defray the cost (the trainer’s expenses) and make places available to other IOs free of charge (a kind of “in-kind” IAMLADP contribution) or, failing this preferred method, bill a “per capita” fee to the other

participating IOs to recover costs. A text has now been posted on the website.

18 There are numerous calls for more managing revision seminars, henceforth to be known as Managing quality in translation services. UNOG (Geneva), OPCW/ICTY (on behalf of the Hague-based IOs), the World Bank (which could join with IMF and UNHQ for sessions in North America) and the European Commission (for Brussels-based IOs) have expressed willingness to host. There is demand for more seminars on selection of interpreters, also on selection of candidates with languages not known to examiners, performance monitoring, quality control, awareness-raising and refresher/top-up courses. Précis-writing has also been proposed for a joint venture, between UNOV and WHO, as well as editing, currently being explored in the Task Force.

The Report of the Task Force on Joint Training Ventures is attached as Annex I.

19 The Task Force on Life-Long Learning has completed its mandate.

a) To continue to compile a compendium of good training practices in international organizations to develop skills of staff and promote a learning culture – see Annex 1 to the Task Force Report

b) To carry out a survey of mobility and rotation policies in international organizations to chart the effects of such policies on language staff – see Annex 2 to the Task Force Report.

20 The Task Force collected data on existing or planned mobility practices in IOs through a questionnaire and produced a compendium of good practices based on five case studies from 2004-2005.

21 It notes that several organizations have mandatory mobility but exclude language staff from it. Geographical mobility exists in ICRC and WHO and in two European Union institutions there is functional mobility for staff in “sensitive” posts, particularly those with procurement responsibilities; this policy may be adopted by other EU institutions. Other kinds of de facto mobility include limited tenure or rotation policy but with exemptions for language staff, e.g. in OPCW and IAEA.

22 The Task Force takes note that the United Nations plans to introduce a mandatory mobility policy as from May 2007. Lateral moves between duty stations have existed for some time, but whether the new policy will apply across the board, i.e. to language staff as well remains to be decided.

23 Many organizations consider mobility to be an asset for all staff, from the standpoint of improving skills, interaction, co-operation and experience gained which count in performance appraisal and promotion, while extensive training programmes with an adequate budget, for all staff, are considered by most organizations to be essential for career development and continuous learning.

24 The main drawback of mandatory mobility, particularly for language staff, is likely to be a brain drain from these services which are already understaffed and in danger of being unable to recruit sufficient or sufficiently qualified new staff. The institutional memory of language services would also be lost with the inevitable massive exodus. Language staff are qualified to move

elsewhere in an organization, having the same qualifications as administrative staff; however the reverse does not apply. Thus there is a serious risk of a one-way movement away from language services and a resulting loss which will be impossible to offset.

25 The Task Force notes also that voluntary schemes such as staff exchanges or loans contribute much to motivation and renewal of skills, as might a rotation between specialized duties within language services, with extra training in IT and terminology or management as an additional boost to career development, although the cost of such measures has also to be calculated, including the logistical obstacles of an uneven spread of UN language posts and the different sizes of training budgets.

26 It concludes that voluntary measures such as staff exchanges and loans and training initiatives to support mobility enhance job satisfaction, versatility and career development.

The Report of the Task Force on Life-Long Learning is attached as Annex II.

27 The Task Force on training aspects of conference management has completed its mandate:

a) To carry out an initial study of training possibilities of conference management

28 The Task Force set out to collect information on the current status of training of international conference managers in the four universities which set up the European Masters in Conference Organisation. Feedback came from course leaders and former students.

29 The universities still running these courses are now two, Deusto, Spain and Sheffield Hallam, UK; the other two appear to have stopped. The findings reported suggest that the scope of training offered is minimal, that there is little if any exchange between the two existing courses and their leaders and that the training dispensed in both centres is geared to a national, even local market, rather than an international or European one. Telephone interviews with the only European Master identified who had followed an internship with an international organization (DG Interpretation, European Commission) and with the course leader from her university (Deusto) were informative and revealing.

30 The Deusto programme is a two-year one and has run for six years. While internships are part of the course, none of the 45 graduates is known to have found employment in an international organization, not surprisingly, since a foreign language is not a requirement, though English is recommended. The Master graduate herself felt that foreign language criteria were too lax and that while the course was useful, the preparation of graduates for jobs on the international market inadequate. Her internship with the European Commission (DG SCIC) had contributed more to her professional qualification and preparation than the university course.

31 The Task Force notes that universities offering a European Masters in conference organisation have no contact with international organizations, nor are they training staff who could be recruited as conference organisers by IOs.

32 In the light of these findings, and given that IOs require staff with adequate training for this

expanding area, it would seem judicious to look elsewhere to fill the gap, such as internships.

33 Conference management practices vary between organizations, so the Task Force began its first mandate by collecting information .

The Report of the Task Force on Training aspects of conference management is attached as Annex III.

34 **Staff Exchanges** are reported on in Annex IV, according to reports from eight IOs received during the year on their exchanges.

35 The WGT 's Home page has been regularly updated.

RECOMMENDATIONS TO IAMLADP 2006

In the light of findings reported on by project leaders, the Working Group on Training recommends that:

36 IAMLADP 2006 take note of the results of the third annual meeting Universities' Contact Group (previously the Standing Committee), endorse its outlined future work programme and intention to focus on two priority areas of interest to employers and universities and undertake to participate actively in its activities.

37 IAMLADP members endorse the report from the Task Force on Joint Training Ventures, in particular as regards training seminars on "Managing quality in translation services" and "selection of conference interpreters", and agree to participate as widely as possible in other future joint ventures; that they make proposals to the WGT for other subjects for joint training and actively support such ventures, by allowing staff to attend and by providing course modules and trainers, or hosting such events.

38 IAMLADP 2006 take note of the good training practices compiled by the Task Force on Life-Long Learning in Annex 1 to its Report, and of the findings of the Task Force regarding the benefits and problems associated with mandatory and voluntary mobility policies as they affect the language services, as based on replies to the questionnaire (Annex 2 to the Task Force's Report).

39 IAMLADP 2006 endorse the initial findings of the Task Force on training aspects of Conference Management and agree to foster work placements for students, noting the WGT's best practice guide on work placements of 2005, on the IAMLADP website

40 IAMLADP 2006 recall again that all Staff Exchanges should be notified to the Working Group on Training in order to provide a full picture of exchanges implemented and that all member Organisations endeavour to implement at least one such exchange per year, drawing on the best practice guide produced by the WGT Task Force 2003 on the IAMLADP website.

PROPOSED FOLLOW UP

41 *The Working Group on Training seeks the guidance of IAMLADP with respect to the following proposals for future action:*

- a) That IAMLADP endorse the change of name from Standing Committee to Universities' Contact Group, that it participate actively in its activities and assist in the widest possible spread of information of interest to both constituencies, international organizations and universities, in particular regarding recruitment openings, further training for professional linguists and shortages in specific languages and language combinations. That IAMLADP endorse the UCG's proposal to focus on two areas of perceived interest: university courses for continuous training for language professionals, and deficit languages, in particular English, Russian, Chinese, Arabic. It would continue (through the webmaster) to advertise events of general interest, conferences, etc. on the IAMLADP website.*
- b) That IAMLADP note the commitment and success of the Task Force on Joint Training Ventures, of the trainers and IOs which have made their expertise available and those who have hosted the seminars. That IAMLADP recognize the excellent results achieved, positive feedback and expressed desire to hold more seminars. If mandated, the Task Force would continue its activities, replicate the seminar on managing quality in translation services with a training for trainers component where appropriate and replicate the seminar on selection of conference interpreters, with the option to run other interpretation-related seminars according to demand and available resources. It would take on board requests for training courses in other subjects of general interest, e.g. editing and précis-writing and aim to run altogether at least four more training session before the Annual Meeting 2007 and to report on them to IAMLADP 2007.*
- c) That IAMLADP note with satisfaction the completed work of the Task Force on Life-Long Learning and encourage members to take on board its recommendations for good practices and its conclusions regarding the benefits and drawbacks associated with mandatory and voluntary mobility policies as they affect language services. The WGT endorses the report and notes that this Task Force does not seek a further mandate.*
- d) That IAMLADP note the first findings of the Task Force on training aspects of conference management, that universities would not seem to be training for international organizations. The WGT endorse the conclusions and recommendations and request that IAMLADP mandate this Task Force to draw up a compendium of skills required by international organizations for conference organisation staff and to compile a best practice guide for internships of students of this subject, results to be reported on to IAMLADP 2007.*
- e) That IAMLADP inform the WGT on staff exchanges providing feedback where possible, and that the WGT report to the Annual Meeting 2007 on such exchanges.*

ANNEXES TO REPORT

Annex I Report of Task Force on Joint Training Ventures (plus annexes 1, 2A, 2B and 3 thereto)

Annex II Report of Task Force on Life-Long Learning (plus annexes 1 and 2 thereto)

Annex III Report of Task Force on training aspects of conference management (plus its annex IIIa)

Annex IV Report of update on staff exchanges

Annex V Report of Universities' Contact Group

**REPORT TO IAMLADP 2006 OF THE TASK FORCE
ON JOINT TRAINING VENTURES**

**IAMLADP-2005 established, within its Working Group on Training, the
TASK FORCE ON JOINT TRAINING VENTURES.**

MANDATE

- To organize up to four joint training ventures (JTV) in 2005-06, including replication of the module on management of translation revision
- To gather feedback on the specific JTVs, and on the JTV concept itself
- To develop the policy and logistical instruments to facilitate organization of JTVs by host organizations
- To identify and explore relevant subjects for future JTVs

Members of the Task Force

Chairman : Anthony Pitt, ITU
Ms Loreto Bravo de Urquia, OPCW
Ms Helen Campbell DG Interpretation, EU
Ms Claudia Engle, IDB
Ms Marie-Anne Fernandez-Suarez, EU-CdT
Mr Ullrich Flechsenhar, ILO
Mr Yves Freypons, FAO
Ms Nicole Galeazzi, UNOV
Ms Ulla Gubian, EU-ECA
Mr Robin Halle, WTO
Mr Tim Martin, EU
Mr Nicolas Nianduillet, World Bank
Ms Penny Pouliou, DG Intepretation, EU
Mr René Prioux OECD
Ms Sally Reading UNOV

METHODOLOGY

1. The Task Force worked by electronic mail, according to a work plan adopted and constantly updated. It reported regularly to the Working Group on Training, seeking the latter's advice on policy issues where necessary.

FINDINGS

2. The principal accomplishments and findings of the JTV activity in 2005-06, in relation to the Task Force mandate, are as follows:

3. *To organize up to four joint training ventures (JTV) in 2005-06, including replication of the module on management of translation revision*

4. The Task Force coordinated and oversaw the organization of **six** (6) joint training ventures, i.e. 50% more than the initial target figure:

- **three** (3) on Management of Revision in Translation Services (dispensed by René Prioux, OECD), in Rome (hosted by FAO, 2 December 2005); Luxembourg (hosted by EU-CdT, 27 January); and Geneva (hosted by ITU, 7 April).
- **three** (3) on Selection of Interpreters (dispensed by Dick Fleming, Fernando Leitao, Marta Iguarta and Barbara Iawitz, EU), in Luxembourg (hosted by EU-ECJ, 4-5 January) and Brussels (hosted by EU-SCIC, 20 January and 20-21 April).

5. A table showing details of the ventures completed to date is attached in **ANNEX 1**.

6. At the time of writing, a fourth session on management of translation revision (henceforth renamed "*Managing quality in translation services*" to better reflect the content and in the light of experience with the first three sessions) is scheduled to take place on 2 June 2006 in London. It is anticipated that the session, hosted by IMO, will be attended by some 25 participants.

7. By the time of the IAMLADP meeting in Vienna, therefore, the Task Force will have organized **seven** JTVs attended by a total of some **130** participants from at least **22** different organizations.¹

8. *To gather feedback on the specific JTVs, and on the JTV concept itself*

9. The Task Force ensured, by providing model evaluation and feedback forms, that detailed feedback was provided on each seminar, not only in relation to the seminar itself (content, relevance, tutor, logistics, duration, documentation) but also the general JTV concept (value/usefulness, benefits, cost-effectiveness), and on ideas for future JTVs. This material runs to several dozen pages, but a short analysis is attached in **ANNEX 2-A** (for Management of translation revision) and **ANNEX 2-B** (for Selection of interpreters).

10. It may be seen that the feedback is overwhelmingly positive, participants underlining, in particular, in addition to the excellent quality of the individual seminars, the added value of interaction between staff from different organizations and the enormous cost-effectiveness² of JTVs.

¹ Definitive figures will be provided at IAMLADP-06.

² A quick calculation shows that, for the six JTVs taken together, the average cost was around EUR 20 per trainee.

11. *To develop the policy and logistical instruments to facilitate organization of JTVs by host organizations*

12. The Task Force developed standard templates for announcing JTVs and for providing feedback after completion of a JTV. These will be posted on the Working Group on Training webpage.

13. Funding being one of the main practical issues, a proposal was submitted to, and approved by, the Working Group on Training to the effect that the host organization should defray any cost (usually very small – just the trainer’s expenses), and then either make places available to the other participating organizations free of charge as an “in-kind” IAMLADP contribution (the preferred arrangement) or, alternatively, bill a *per capita* fee to the other participating organizations to recover costs. The relevant text will be posted on the Working Group on Training webpage

14. With the experience gained in the past year, the Task Force has been gathering material for a set of *Guidelines for host organizations*, which it is planned to draft if the JTV concept is maintained within IAMLADP.

15. *To identify and explore relevant subjects for future JTVs*

16. There is still significant (perhaps increasing) demand for more sessions on Managing quality in translation services. Expressions of interest have already been received from UNOG (Geneva), OPCW / ICTY (on behalf of organizations in The Hague), World Bank (for organizations in North America) and the European Commission (for a session in Brussels).

17. Similarly, demand exists for more sessions on Selection of interpreters.

18. The Task Force has been actively pursuing two specific areas identified as priorities during the course of the year, namely précis-writing, for which a joint project is under study in UNOV+WHO, and editing, which is being explored within the framework of the Task Force.

19. Several potential areas were identified from the feedback from participants in the JTVs organized, in the areas of translation and interpretation.

20. **ANNEX 3** summarizes the status of planned future ventures based on the information available to date.

CONCLUSIONS

21. Experience shows that joint training ventures are feasible, insofar as IAMLADP organizations are sufficiently committed to bring their individual expertise to bear and develop courses, provide trainers, etc.
22. JTVs offer significant advantages over traditional training methods, in terms of the quality of the expertise (from within system), very high cost-effectiveness, and the unique added value of interaction, sharing and exchanges between staff from different organizations.
23. Key success factors for JTVs include good course material, quality tutors and a committed host organization.
24. There is already further registered demand for additional sessions on Managing quality in translation services, and expressions of interest for other JTVs on a number of subjects.

RECOMMENDATIONS TO IAMLADP 2006

In the light of the above findings and conclusions, the Task Force recommends that:

³ In person at the IAMLADP session, or by e-mail to anthony.pitt@itu.int

25. IAMLADP-06 take note of the excellent results obtained in the past year, and place on record its sincere gratitude to the organizations which made available tutors (OECD, EU-SCIC) and hosted ventures (FAO, EU-ECJ, EU-SCIC, EU-CdT, ITU, IMO) in 2006.

26. On the basis of the results obtained, IAMLADP-06 endorse the JTV concept and request that further ventures be organized in response to demand from members.

27. To this end, IAMLADP maintain the JTV Task Force, within the Working Group on Training, with the same mandate as in the previous year.

28. In order to ensure the sustainability of the JTV concept, and expand it to cover other areas of interest, organizations be urged to make specific, practical contributions, within their available expertise and resources, by developing course materials, providing tutors and hosting ventures. In particular, contributions for the development of a venture on editing are required. Possible contributions should be made known to the Chairman of the Task Force.³

29. Organizations interested in sending staff to further sessions on *Managing quality in translation services* and *Selection of interpreters*, and on any future session on *précis-writing*, register their interest with the Chairman of the Task Force.³

PROPOSED FOLLOW UP

30. The Task Force should report regularly to the Working Group on Training, and through the Working Group to the 2007 session of IAMLADP.

ANNEX 1

JOINT TRAINING VENTURES – 2005-2006

JTV	Venue	Date	Host	Contact	Participating organizations	Tutor(s)	Status/Remarks
Management of translation revision	Rome	2 December	FAO	Yves.freypons@fao.org	FAO, IFAD, WFP	R. Prioux	Completed. Feedback form received
Selection of interpreters	Luxembourg	4-5 January	CEJ	SCIC-iamladp@cec.eu.int	ECJ, SCIC, UNOG, UNOV	F. Leitao, M. Igartua	Completed Feedback form received
Selection of interpreters	Brussels	20 January	EU-SCIC	SCIC-iamladp@cec.eu.int	SCIC, UNOG, UNOV, ICC, Eurocontrol, OPCW	D. Fleming	Completed Feedback form received
Management of translation revision	Luxembourg	27 January	EU-CdT	MarieAnne.Fernandez_Suarez@cdt.eu.int	CdT, EP, ECA, OPCW, ECB, CoE, ICRC, Eurocontrol, ECJ	R. Prioux	Completed. Feedback form received
Management of translation revision	Geneva	7 April	ITU	Anthony.pitt@itu.int	ITU, WHO, WHO reg offs, UNOG	R. Prioux	Completed. Feedback form received
Selection of interpreters	Brussels	20-21 April	EU-SCIC	SCIC-iamladp@cec.eu.int	SCIC, UNON, ICTY, EPO, OPCW, WFP, EP	D. Fleming B. Jawitz	Completed. Feedback form received
Managing quality in translation services	London	2 June	IMO	mbanefo@imo.org	IMO and London-based orgs	R. Prioux	Announced

16 May 2006

ANNEX 2A

SEMINAR ON MANAGING REVISION IN THE TRANSLATION SERVICES OF INTERNATIONAL ORGANIZATIONS

FEEDBACK ANALYSIS

1. The Joint Training Ventures Task Force organized three seminars on managing revision, hosted by FAO (2 December 2005), CDT (27 January 2006), and ITU (7 April 2006). Sixty-eight staff in total attended the seminar in all venues. Participating international organizations included FAO, WFP, IFAD (Rome); European Parliament, European Court of Auditors, Organization for the Prohibition of Chemical Weapons, European Central Bank, European Council, International Committee of the Red Cross, Eurocontrol, European Court of Justice, Translation Center (Luxembourg); and ITU, UNOG, WHO, and WHO regional offices (Geneva).
2. An evaluation sheet targeted at evaluating the practical arrangements and seminar participation, and eliciting feedback on the training module was distributed to participants, mainly heads of translation and senior revisers. It should be noted that while in some cases participants filled out the questionnaire, the evaluation was mainly done in person in Rome given the limited number of participants.
3. In all cases, attendees were strongly encouraged to provide comments, criticism, views, and ideas for future ventures.
4. A total of 39 individual evaluation forms were returned by participants (CDT and ITU seminars). In addition, the collective view of the 18 participants who attended the seminar in Rome was included in the host organization's evaluation. An overall response rate of 78% was achieved—70.8% of attendees in Luxembourg responded, along with 84.6% of participants in Geneva, indicative of the interest elicited by the seminar.

Host organizations' evaluation

5. In general terms, feedback on the organizational aspects of the seminar was positive and the logistics were, overall, not considered particularly burdensome. The use of e-mail to announce the seminar and carry out the enrollment and evaluation processes facilitated the task. The fact that the host organizations paid the travel and accommodation costs for the trainer was perceived as an advantage from the standpoint of organization of the event. The cost-effectiveness of this type of joint venture in terms of training and replication was clearly recognized by host organizations. Training was provided free of charge to all participants.
6. **Managers appreciated the fact that the seminar provided an opportunity to create awareness among staff translators and revisers about developments in our work environment and the need to adjust practices and work methodologies accordingly. In**

addition, this type of training made it clear that there is an unmet need among translators and revisers for training and the exchange of views and practices with colleagues from other international organizations.

Feedback on the seminar

7. The relevance and usefulness of the seminar on management of revision was rated very high by participants (97.4%). A total of 29 respondents stated that the content of the seminar was very good and another 8 rated it good (94.8% in total).

8. The seminar was considered useful not only to managers of translation services but also to revisers and translators, as there are virtually no specific practical training opportunities targeted to linguists in international organizations.

9. A total of 82% of participants felt that the length of the seminar was either just right or acceptable. Four respondents stated that the seminar was too short.

10. Some general comments added by respondents highlighted the organization of the seminars and the good balance achieved between theoretical aspects and practical examples. The time allotted for the participants to ask questions at the end of each module was deemed sufficient by most.

11. Furthermore, participants felt that the seminar provided an enabling environment to meet colleagues from other organizations, exchange views, and compare solutions to common problems.

12. With regard to the presentational and teaching ability of the trainer and his expertise, participants rated him very good (85.9%) and good (14.1%). He was perceived as very well organized, detailed, clear, and having a unique mix of expertise, experience and pedagogical ability.

13. The documentation and handouts were considered very good or good by participants (97.4%), as well as very complete and reader-friendly. A general preference was expressed for making the electronic files available to participants.

14. The overall assessment of the seminar was highly positive: 79.5% felt that the seminar was very good. With one exception, all participants indicated that they would recommend the seminar to others.

15. Seminar participants listed the following possible topics for future joint ventures: revision; new developments in computer-assisted translation; outsourcing, virtual teams and quality control; work evaluation (internal and external translators); the economics of translation; types of ad hoc services translation departments can offer to their organization; information-sharing with core external translation teams (chat, dedicated web page, virtual meetings).

CONCLUSIONS

The following conclusions may be drawn from the feedback received:

16. This joint training seminar was very positive and constructive and should be replicated. It was perceived by both participants and organizers as a successful and highly relevant exercise.

17. The mix of staff members from different organizations enriches the debate and facilitates valuable networking and cooperation.

18. The seminar offered a valuable and highly cost-effective training vehicle, that was worth the investment.

19. This seminar meets a true need among linguists. As such, this type of initiatives, which are clearly viable, should be pursued actively by IAMLADP.

20. Keen interest was expressed by several participants in a seminar on revision of translated texts.

ANNEX 2B

SEMINAR ON SELECTION OF CONFERENCE INTERPRETERS

FEEDBACK ANALYSIS

1. The Joint Training Ventures Task Force organized three seminars on the selection of conference interpreters, hosted by the European Court of Justice (4-5 January 2006) and the European Commission (20 January 2006 and 20-21 April 2006). Thirty-nine staff in total attended the seminar in both venues. Participating international organizations included ECJ, UNOG, UNOV, and SCIC (Luxembourg); and UNOG, UNOV, Eurocontrol, ICC, OPCW, and SCIC (Brussels); and SCIC, UNON, ICTY, EPO, WFP, OPCW, and EP (Brussels).
2. An evaluation sheet targeted at evaluating the practical arrangements and seminar participation, and eliciting feedback on the training module was distributed to participants. In all cases, attendees were strongly encouraged to provide comments, criticism, views, and ideas for future ventures.
3. A total of 29 individual evaluation forms were returned by participants, that is, an overall response rate of 74%.

Host organizations' evaluation

4. **In general terms, feedback on the organizational aspects of the seminar was positive. However, for the first two seminars, both host organizations reported difficulties with the use of the UNOG e-mail system to send background information, as the service was inconsistent and unreliable. Not all participants received the information beforehand—all of them staff from the same international organization—because the material was not circulated internally. By the third seminar, this problem had been resolved.**
5. An informal dinner was organized in the context of two of the seminars, which gave participants an opportunity to exchange views in an informal environment.

Feedback on the seminar

6. **The general assessment of the seminar was extremely positive: 86% of participants considered the seminar very relevant to their work. Twenty-three respondents indicated that the content was very good, and another 6 rated it good. The value of exchanging views, learning how things are done by others, and taking a fresh look at established procedures was deemed one of the main advantages of this joint training.**
7. **The presence of UN staff in the training was considered positive and enriching. The UN participants in turn responded favorably to the joint venture, even to some of the EU testing methods they do not employ.**

8. The duration of the seminar held in Luxembourg and the second Brussels seminar—two days—was generally felt to be adequate. However, nine respondents (75%) considered that the timeframe was too short in the case of the first seminar organized in Brussels, which lasted only one day.

9. Some general comments added by respondents highlighted the hope that similar joint training courses would follow. Participants felt that the exchange of information among organizations was refreshing, useful, and constructive.

10. Furthermore, participants felt that the seminar provided an enabling environment to meet colleagues from other organizations, exchange views, and compare solutions to common problems.

11. With regard to the presentational and teaching ability of the trainers and their expertise, there was unanimous fulsome praise for their expertise and teaching ability, which the organizers felt was the most important factor in organizing successfully a training course.

12. The documentation and handouts were considered very good or good by participants (89%), with the sole exception of staff who did not receive the background material beforehand.

13. The overall assessment of the seminar was highly positive. All respondents rated the seminar as very good or good and, without exception, they indicated that they would recommend the seminar to others.

14. Seminar participants listed the following possible topics for future joint ventures: performance monitoring; selection of candidates with languages not known to the examiners; testing potential for training programs; producing a test module taking into account each international organization's particular needs; new technologies and training; awareness raising (customer feedback, improved interpreter-delegate cooperation); intensive and refresher language courses; top-up training (simultaneous and consecutive); quality control.

CONCLUSIONS

The following conclusions may be drawn from the feedback received:

15. This type of cross-fertilization can only reap benefits and should be replicated. Both participants and organizers felt that the seminar was a successful and highly relevant exercise.

16. The ability to share experience and knowledge is what joint training ventures are all about. The presence of UN staff was considered highly positive and enriching.

17. The cost-effectiveness of this type of joint venture in terms of training and replication was clearly recognized.

18. This type of joint venture is clearly feasible.

ANNEX 3
PLANNED FUTURE JOINT TRAINING VENTURES

JTV	Venue	Date	Host	Contact	Participating organizations	Tutor(s)	Status/Remarks
Managing quality in translation services	The Hague	Tbd	OPCW or ICTY	Loreto.bravo@opcw.org zoric@icty.un.org	Hague-based orgs + others if space	R. Prioux (OECD)	Next IAMLADP cycle - Autumn?
Managing quality in translation services	Geneva	Tbd	UNOG	mjdesaintrobert@unog.ch	UNOG + others	R. Prioux (OECD)	Next IAMLADP cycle - Autumn?
Managing quality in translation services	North America	?	World Bank?	nnianduillet@worldbank.org	Orgs based in N. America	R. Prioux (OECD)	Next IAMLADP cycle – Feasibility to be discussed
Managing quality in translation services	Brussels	?	EC?		EU orgs + others	R. Prioux (OECD)	Next IAMLADP cycle
Managing quality in translation services	More sessions can be organized if there is sufficient demand. Accordingly, organizations are invited to indicate potential demand for more sessions, and their possible availability to host sessions.						
Selection of interpreters	More sessions can be organized if there is sufficient demand. Accordingly, organizations are invited to indicate potential demand for more sessions, and their possible availability to host sessions.						
Editing	Possible seminar on various aspects of editing (general principles of editing, basics of editing for translators, on-screen editing, style manuals, electronic editing tools, etc.) Organizations are invited to indicate any expertise, tutors, course material, etc. they could contribute.						
Précis-writing	Geneva?	Tbd	UNOV + WHO	sally.reading@unvienna.org	Open	D. Fitzsimons (WHO)	Arrangements currently under study

POSSIBLE TOPICS FOR FUTURE JOINT TRAINING VENTURES

Translation:

- Translation revision *per se*
- New developments in CAT
- Virtual teams and quality control
- Evaluation (of internal and external translators)
- Performance indicators
- Economics of translation
- Ad hoc services translation sections can offer
- Information/knowledge-sharing within core translation teams

Interpretation:

- Performance monitoring
- Testing potential for training programmes
- Development of a test module taking into account each organization's needs
- New technologies and training

Annex II

DRAFT REPORT TO IAMLADP 2006 OF THE TASK FORCE ON LIFE-LONG LEARNING

According to the decision of IAMLADP 2005, the following is agreed:

The Working Group on Training, established in 2001, is mandated by the Annual Meeting 2005 to take forward its work in the Task Force on Life-Long Learning and to report to IAMLADP 2006 on results.

MANDATE

1. To continue compiling a compendium of good training practices used in international organizations to develop the skills of language staff and contribute to a learning culture.
2. To carry out a survey of mobility and rotation policies in the international organizations to chart the effects of such policies on language services.

Members:

Sally Reading, United Nations Office at Vienna, Chair

Helen Campbell, European Commission - SCIC

Claude Durand, European Commission – SCIC

Hélène Eckert, International Telecommunication Union

Marie-Anne Fernandez Suarez, Translation Centre for the Bodies of the European Union (CdT)

Ruth Griffiths, International Committee of the Red Cross

Robin Halle, World Trade Organization

Peter McCarey, World Health Organization

Alexandra Oliver-Tomic, International Criminal Court

Penny Pouliou, European Commission - SCIC

METHODOLOGY

Contacts were by electronic mail. The Task Force circulated among organizations:

1. A compendium of good training practices compiled in 2004-5 on the basis of five case studies;
2. A questionnaire on mobility in practice or planned in international organizations.
3. On the basis of the replies, additions were made to the compendium (annex 1) and a table reflecting replies to the questionnaire was prepared (annex 2).

FINDINGS

For good training practices, see the compendium in annex 1.

The replies to the mobility survey from 21 organizations suggest the following findings:

Present status:

3. Several organizations have a mandatory mobility policy requiring staff to move location or change post periodically. In no organization with such a policy are language staff included. ICRC imposes geographical mobility but not on language staff. WHO has a similar policy in theory, but it is currently on hold. A mandatory mobility policy will be introduced by the United Nations in 2007.
4. The European Commission and the Council for the European Union require functional mobility for the incumbents of sensitive posts, especially in the finance and budget departments where staff with procurement authorization are not allowed to occupy a post beyond five to seven years. IMF has mandatory mobility limited to certain career streams such as economists (not language staff) and setting out promotion-related mobility incentives for support staff. ECA is considering a proposal similar to those of other European institutions for staff in sensitive or senior management posts, especially auditors.
5. Some organizations are too small to have a mobility policy (CdT, WTO). WTO is introducing a career development programme to promote voluntary mobility.
6. Some organizations (IAEA, OPCW, CTBTO) have a limited-tenure (rotation) policy. At IAEA this has not hitherto been applied to language staff. At OPCW the Director General has discretion to exempt language staff and has done so. At CTBTO the two English editors who constitute the language staff are not specifically excluded from mandatory rotation. There is a possibility of minimum exception by decision of the Executive Secretary, but neither editor has served long enough to test that discretion.
7. The United Nations is introducing a mandatory mobility policy (geographical or functional) for all staff, with possible exemptions for a strictly limited set of specialized staff, to come into effect fully in May 2007. Language service managers have been negotiating with the human resources department to establish special terms for language staff allowing cumulative mobility credits of various types not disruptive to the service as a whole or to individual career development. Those negotiations are currently on hold. However, voluntary mobility arrangements, generally thought successful, have been in place in recent years to allow streamlined lateral transfers of language staff among duty stations and regional commissions.

Benefits and problems:

8. Several organizations refer to the generally beneficial effects of mobility on language staff from the standpoint of improving motivation, skills, interaction, communication, cooperation and quality of work (ECLAC, EU Council, ICRC, UNON, WHO). Wider experience of the organization's work or its field operations leads to a more concerted approach to language matters (WHO). In addition, evidence of a varied career can be an advantage in performance appraisal and gaining promotion (Eurocontrol, ICRC, SCIC).
9. The benefits of voluntary arrangements such as staff exchanges, special leave and loans to provide language staff with a change of environment and insight into new working methods and tools are mentioned by several organizations (EU Council, FAO, ICTY, IMF, SCIC, UNHQ, UNON, UNOV, WHO). The UN language services have put forward exchanges and several other proposals as alternatives to the planned mobility requirements. Chief among these is the idea of rotating more specialized duties, such as programming officer for translators or serving as chief of booth for interpreters. Training, IT, terminology and other functions are also amenable to rotation among staff and provide a way of increasing job satisfaction, broadening experience and encouraging versatility.

10. The extensive training programmes in place at several organizations to promote career development and continuous learning are highly beneficial in the context of voluntary mobility.

11. The main problems potentially associated with mandatory mobility are identified as the risk of a brain drain from the language area to other departments and a loss of institutional memory, break in continuity and lowering of quality, efficiency and productivity standards. The drainage of language specialists, it is felt, cannot be offset by recruitment because of the specialized skills required and the long-term investment of continuous training needed to produce a highly proficient linguist (SCIC, UN). Even with the present high staff retention rate, it is difficult to keep language services adequately staffed and to find sufficiently qualified recruits.

12. Other problems foreseen in connection with mandatory mobility include its cost, the logistical obstacle of the geographically uneven distribution of UN language posts and the disproportionate training burden for UNHQ.

CONCLUSIONS

13. The United Nations is the only organization that is contemplating a mandatory mobility policy also applicable to language staff. There are doubts as to whether mandatory mobility requirements are in the long-term interest of language services or individual linguists. Voluntary measures, such as staff exchanges and loans, and training initiatives to support the mobility of staff enhance job satisfaction, versatility and career development in the case of language professionals and other staff.

RECOMMENDATIONS TO IAMLADP 2006

It is recommended that IAMLADP 2006:

14. Take note of the good training practices compiled by the Task Force On Life-Long Learning (annex 1) and

15. Take note of the findings of the Task Force regarding the benefits and problems associated with mandatory and voluntary mobility policies as they affect language services, as based on replies to a questionnaire (annex 2).

Annex 1 to Report of the Task Force on Life-Long Learning

Good Practices for Life-Long Learning and Training of Language Staff

Type	Good practice	Organization
Training ethos	Priority of building and maintaining professional and managerial competence as crucial investment in Organization's future. Wide-ranging programme to meet organizational needs, allow individuals to fulfil career aspirations and support UN reform by contributing to organizational culture change and building human resources for the future	United Nations (UN)
	Training defined as the expansion of expertise "beyond the present job requirements" with emphasis on learning rather than training	International Criminal Court (ICC)
Induction	Compulsory training for all new translators. Includes presentation of the Court of Auditors, ethics in public service, working together, introduction to EC budget and financial regulations, introduction to EC law, introduction to audit, Translator's Workbench, alignment tools, introduction to IATE; introduction to the IT system and IT conventions of the Court, MS Word, MS Excel and PowerPoint. If a new translator has insufficient knowledge of the two drafting languages of the Court, English and French, training is compulsory.	European Court of Auditors (ECA)
Career development	Recording of all training in a central database and staff member's "training passport" with close link to "career development review" process; acquiring new skills is key factor in promotion	European Commission interpretation service (SCIC)
	Recording of training in the electronic Performance Appraisal System and personal history form (kept on electronic staffing system)	UN
	Competency-based selection, promotion and performance appraisal; emphasis on "commitment to continuous learning" as a key competency	UN
	Focus on transferable skills as part of mobility policy	UN
	Leadership programme, with 360° assessment	World Health Organization (WHO)
	"Parcours de formation" for setting up training plans for various professions such as auditors and translators and for functions such as heads of unit. Part of the Personal Development Plan defined for all staff as part of their career development. Training needs are identified and evaluated in the annual appraisal and goal-setting exercise. For translators, the plan will consist of five categories of training: general, technical, management, IT and linguistic (language courses, terminology etc.). Some are compulsory and some are specifically for translators.	ECA
	Teamwork training for division supervisors, including language staff, to facilitate flow of work to and from language staff and raise awareness of translator's professional needs.	Economic Commission for Latin America and the Caribbean (ECLAC)
Training budget	Sufficient funding (aligned with training in national civil services)	SCIC
	Decent funding (2 per cent of the regular budget) for training	WHO
	Increasing budget for training (target of 1 per cent)	World Trade Organization (WTO)
Leave arrangements	Leave granted to attend language courses with costs paid by staff member	ICC and WHO
	Special leave to attend language courses with costs paid by the organisation	Translation Centre

Type	Good practice	Organization
	(if in the interest of the service)	for the Bodies of the European Union (CdT)
	Training vouchers for interpreters who organize language training outside working hours	SCIC
	Short summer study leaves, with partial reimbursement	SCIC
	Unpaid leave for extramural training	SCIC
	Unpaid leave for extramural training and education and up to six months special leave without pay for working with missions or other UN organizations.	International Criminal Tribunal for the Former Yugoslavia (ICTY)
	Special leave for translators to refresh native language skills. Lump sum for optional annual two-week round trip (travel only) to country where the native language is spoken. Translator uses own leave. (No home leave at ICRC.) Relatively inexpensive (consultant finding) compared with specialist course.	International Committee of the Red Cross (ICRC)
Designated training staff	Sufficient qualified training staff assigned to interpretation service	SCIC
	Contact persons responsible for training assigned to all divisions	WTO and UN
	Training correspondent within the Translation Department to support staff when looking for adequate training possibilities	CdT
Training quota	Target training quota of ten days per year for each staff member	SCIC, CdT
E-learning	Distance-learning ("train the trainers" module for interpretation, ETI, Geneva; modules in international criminal law, Bristol University)	ICC
	Career resource and learning centres equipped with e-learning facilities	UN
Low-cost options	Lectures on specialized subjects covered by organization	SCIC, ICTY
	Short courses on specialized subjects by colleagues	CdT
	Lecture series and briefings by departments to explain their work to other departments	UN, CdT
	Language staff assigned to study and report on specialized subjects (cascading)	ICC
	Mini-workshops on career-related subjects, with "train the trainers" approach	UN
	Systematic staff exchanges, funded from training budget	WTO
	Systematic staff exchanges with other international financial institutions or central banks or short-term assignments of language staff to such institutions	International Monetary Fund (IMF)
Specialized training for linguists	Special non-language training such as voice coaching for interpreters	SCIC, ICTY
	Flexible use of university courses for specialized training	WTO
	Internal "Economics for Linguists" training programme to provide language staff with a conceptual framework to enhance their understanding of economic issues	IMF
	Special leave for translators to refresh native language skills. Lump sum payment for optional annual two-week round trip (travel only) to country where the native language is spoken. Translator uses own leave. (No home leave at ICRC.) Concept valid because relatively economical (consultant finding).	ICRC
	Economics for linguists: training to provide translators, interpreters,	IMF

Type	Good practice	Organization
	proofreaders and other staff with conceptual framework to enhance understanding of economic issues. Topics directly related to work of the Fund, lectures covering theoretical and empirical aspects, including hands-on exercises. Programme covers broad range of economic and financial concepts and practice.	
Specialized IT training for linguists	Terminology management training in WordFast, a computer-assisted translation program to assist with repetitive texts.	ECLAC
	Pilot program for wireless conference document system using QuickPlace, to be brought into operation shortly.	ECLAC
	Internal and systematic language technology user forum for language staff to exchange software tips and best practices.	IMF
Management training	Junior management training module for revisers covering basic management skills, team leadership, motivation, goal-setting and prioritization.	ECA
	Middle management training module for heads of units: leadership, managing change, communication and dialogue for improved performance, personnel and team management, including motivation and conflict resolution, management of leadership role and prioritization in a service culture.	ECA

Annex 2 to Report of the Task Force on Life-Long Learning

IO	Mobility? Language (L) staff? How often?	Benefits/problems for L staff	WHY ARE L STAFF EXEMPT?	Alternatives to give L staff mobility benefits (rotation of functions, exchanges etc.)	Training for mobility	Measures to encourage voluntary mobility	Comments/L staff who have moved from language area
CdT	Small organization (180 staff) with no scope for mobility						
Council of the European Union	Yes, for administrators, not L staff. They are required to move once, at the start of their career. However, most non-language staff move frequently throughout their career.	Benefits: mobility for L staff helps motivation, leads to interaction between drafter and translator; knowledge and experience improves translation. New Staff Regulations have abolished strict separation between L staff and administrators, thus mobility no longer restricted, albeit still voluntary. Several L staff have already made use of this possibility.	L staff exempt because of highly specialised nature of work and skills. Translators only translate into mother tongue.	Each year a number of permanent posts in political departments are open for L staff. Assignment to a political department possible for L staff for limited period. Short-term exchange with other institutions or another language department also possible. Rotation of functions (e.g. terminology, management of production) within the language department also possible.	Wide range of voluntary programmes are offered, such as European Integration, effective written and/or spoken communication in English or French, fast reading, note- writing, quality of drafting, legislative drafting, supporting the Presidency.	Not at present, but under study.	Several members of the language department have obtained permanent posts in political departments or administration. We also have two recommendations for L staff: general language courses for L staff; and introduction to law (French) for translators.
ECA	No mobility or rotation policy. A proposal for a mobility policy is under consideration, especially for auditors but also for staff occupying sensitive or senior management posts.		L staff would be exempt: nature of the work and impossibility of finding translators from other sectors of the Court.			Setting up specific training for L staff as part of the career development plans, but not to support a mobility policy.	Three translators have moved from translation tasks to administrative tasks, two as assistants to directors of HR and administration; one is administrator in HR.

IO	Mobility? Language (L) staff? How often?	Benefits/problems for L staff	WHY ARE L STAFF EXEMPT?	Alternatives to give L staff mobility benefits (rotation of functions, exchanges etc.)	Training for mobility	Measures to encourage voluntary mobility	Comments/L staff who have moved from language area
ECLAC	Yes, mandatory geographical mobility every five years from P-4 Theoretically includes language staff to some degree, but in practice it is difficult to place many language staff.	Benefits: In theory, L staff should gain wider experience by moving from duty station to duty station, but so few of our people have moved since the policy was introduced that the benefits are not yet measurable. Problems: Shortage of available posts matching skills and levels; specific skill sets that don't "travel" well; posts usually given as promotions to staff already serving in the duty station.	Mobility not yet mandatory for L staff: their "turn" has not yet come up. Plus, shortage of candidates willing to come to Santiago, so have been benignly "ignored" so far. Will eventually have to move percentage of overall staff each year; some will have to come from L staff.	No formal arrangements in place, but we do arrange for Commission-wide training for them and also arrange Division-specific training when necessary.	As above, we encourage and in some cases require that our language staff keep up to date on all appropriate training programs, including career development. But our goal is to have them functioning at the top of their potential, whether in Santiago or at another duty station. We also provide as many opportunities as reasonable for all staff to get management experience.	Not really. We encourage all language staff to apply for jobs that they are qualified for regardless of the duty station, but we have few possibilities of promotion within ECLAC since we are a small language service.	All our language staff continue to work in the language service.


IO	Mobility? Language (L) staff? How often?	Benefits/problems for L staff	WHY ARE L STAFF EXEMPT?	Alternatives to give L staff mobility benefits (rotation of functions, exchanges etc.)	Training for mobility	Measures to encourage voluntary mobility	Comments/L staff who have moved from language area
EPO	No, but after major reorganisation, dept. functions at Munich HQ now duplicated in The Hague. To harmonize practice, senior managers in the patent grant procedure required to move from one duty station to the other.						
EUROCONTROL	No	Although not a prerequisite, mobility can be advantageous in performance appraisals (new skills etc.). Smaller language sections have had their workload reduced and been "recycled", taking on more admin. duties (→motivation and skills enhancement).			None.	No	Smaller language sections have had their workload decreased, and have taken on new tasks (e.g. joined the Legal Service, become Training Coordinator for the whole Directorate, Customer Satisfaction Manager, etc.).

IO	Mobility? Language (L) staff? How often?	Benefits/problems for L staff	WHY ARE L STAFF EXEMPT?	Alternatives to give L staff mobility benefits (rotation of functions, exchanges etc.)	Training for mobility	Measures to encourage voluntary mobility	Comments/L staff who have moved from language area
European Commission Interpretation DG (SCIC)	<p>Mobility functional for administrative staff only, especially for "sensitive" functions (e.g. finance, budget); mandatory after 5-7 years.</p> <p>No geographical mobility at EC, except between Brussels and Luxemburg (negligible) Mandatory functional mobility could be disastrous for the institution, whereas moderate number of voluntary transfers brings prestige to Conference Service, doesn't complicate our human resources management and meets Commission's needs.</p>	<p>Language staff may move to other DGs and several have. If the staff member wishes to change jobs, past mobility is a definite advantage.</p> <p>Possible problems: brain drain from Language Services already short-staffed and with problems finding new recruits; virtual impossibility of recruiting non-language staff to posts for qualified translators, even more so interpreters since the skill has to be learned and tested, especially in the case of conference</p>	<p>Good professional interpreters still a rare commodity. While some choose to continue their career in administration rather than in conference services, we don't want to lose the majority of them by pushing them out.</p>	<p>These opportunities exist in SCIC, incl. introduction to management. Also various means to diversify interpreters' activities: pedagogical assistance, speakers and jury members in open competitions and selection tests, participation in establishment of the assignment programme or in-house training. Exchanges with European Parliament and organizations. Extensive language training is also a powerful tool to enrich interpreters' job quality (and necessary because of successive enlargements) even if it only creates a "cultural" and "intellectual" mobility.</p>	<p>Training courses to help people wishing to change careers.</p> <p>Commission has well documented training policy with average of 12 days per staff member for training in all areas and subjects. Staff complete "training map" and the DG dedicated to staff training offers wide range of subjects so that everyone can find their chosen areas (head of unit must endorse the wish-list).</p>	<p>Yes, we have all the measures described (career development, management training, job shadowing), especially for administrative staff.</p> <p>Every possibility is offered to move between DGs.</p>	<p>Many interpreters have migrated to various DGs, and not only in PR jobs. Some have become high officials (even one Director General for Development Aid in the 90s). Several staff interpreters have moved to admin. posts, e.g. current Director General of the Interpreting DG who began his career as a qualified chemist, trained in-house as an interpreter, moved into administration and then returned to lead the interpretation service. One trained interpreter joined DG SCIC, moved to the Danish Commissioner's Cabinet and recently returned to DG SCIC as Director for "Provision of Interpretation".</p>
FAO	No			<p>Staff exchanges have been held with UNESCO, UNOG and UN/NY</p>	<p>Former arrangement with American University in Rome to organize a mini-MBA programme lasting one year (half the fees paid by FAO, courses on Saturdays), but apparently no longer applied.</p>		<p>In the past, a few translators were able to reach managerial positions extending beyond languages services at the end of the career. It is no longer possible.</p>
IAEA	<p>No mandatory mobility policy, but rotation policy: (7 years' max. tenure) for large share of staff. Not hitherto applied to translators or editors.</p>				<p>Learning Resource Centre containing books and audiovisual material, various one- or two-day training programmes</p>	<p>Non-mandatory policy for functional mobility.</p>	<p>Some General Service staff have moved from the language service.</p>

IO	Mobility? Language (L) staff? How often?	Benefits/problems for L staff	WHY ARE L STAFF EXEMPT?	Alternatives to give L staff mobility benefits (rotation of functions, exchanges etc.)	Training for mobility	Measures to encourage voluntary mobility	Comments/L staff who have moved from language area
ICC	No			Structured training for paraprofessional interpreters to become court interpreters in two African languages. Test for potential, then offer 3-4 months' training leading to test and possible continuation. Envisage continuous training for other African languages ("situation-related" languages dependent on cases before the Court).			
ICRC	Yes, over 2000 field staff change jobs annually and many HQ jobs held by staff returning from the field. Small share of staff with Geneva contracts (L staff included) are recruited as HQ staff. L staff not so far required to be mobile, functionally or geographically. In decentralized locations (Cairo, Buenos Aires, Moscow, Beijing) translators are local employees, not under contract with Geneva. Every 1-4 years, depending on post.	Not having been in the field is a major obstacle to career advancement.	L staff recruited specifically as HQ staff. Do not therefore go through the delegate recruitment procedures. Translators are probably the most "immobile" of all staff as they rarely change jobs, even at HQ.	Not particularly. Translators can be promoted to Translator/Reviser, Reviser and Senior Reviser. The Head of Unit may be recruited from within the unit.	Once inside the organization, staff members can apply for any job for which they consider themselves qualified. To go into the field, must do the "integration" course for delegates and agree to two unaccompanied missions.		One translator went into the field as a reporting delegate recently. She is now on her second field mission. The translators seem happy with the current situation.

IO	Mobility? Language (L) staff? How often?	Benefits/problems for L staff	WHY ARE L STAFF EXEMPT?	Alternatives to give L staff mobility benefits (rotation of functions, exchanges etc.)	Training for mobility	Measures to encourage voluntary mobility	Comments/L staff who have moved from language area
ICTY	No			Language service organizes lectures on specialized subjects covered by the work of the Tribunal and provides specialized training such as voice coaching for interpreters. The Tribunal provides unpaid leave for extramural training and education and grants up to six months' special leave without pay for working with missions or other UN organizations.	Training workshops in communication skills, interviewing skills, performance management training and supervisory skills.	LS initiated secondments of L staff to non-language departments and sections of the Tribunal, where staff have been able to develop and apply such transferable skills as writing, editing or research in a different working environment	Such secondments have been to the Tribunal's Communications Service and the Office of the Prosecutor.
IFAD	No						No such move has taken place at IFAD.
IMF	Mandatory mobility limited to certain career streams. No mobility prerequisites for language staff. Support staff (A1-A8) required to work in at least two departments for at least two years each before promotion to A7. There are also mobility requirements in the economist career stream.		No positions within the organization, other than those in the Language Services ladder, would be particularly suitable.	Exchanges: Since early 90s, Language Service has organized exchanges or, occasionally, one-way short-term assignments with international organizations and central banks. A translator, reviser or interpreter/translator is assigned to another institution normally in exchange for a translator, generally at same skill level. Visits are typically 6-8 weeks, not always simultaneous. With good timing, host can receive someone during peak period and offer someone during a slower period. Exchanges are regarded as training. All aspects (remuneration, insurance, accommodation and transport) are financed by the staff member's employer. Benefits to translators: improved knowledge of specialized terminology of other institutions; increased contacts and knowledge of other working methods or tools for greater efficiency; exposure to different approaches, subject areas and working conditions; and networking opportunities. Travel and accommodation arranged by visitor institution (assisted by host as necessary), while host takes care of the work programme and office space. Brief follow-up reports prepared by both institutions.			At least two L staff in past 25 years have pursued economics studies on their own initiative (sometimes with financial help from the institution) and then moved to the economist career stream.
ITU	No mobility policy as yet.			None	None	No training to promote mobility "out of translation". No specific translation training apart from exceptional events such as the IAMLADP seminar on revision management. Translators trained in service: beginners revised and revisions explained.	

IO	Mobility? Language (L) staff? How often?	Benefits/problems for L staff	WHY ARE L STAFF EXEMPT?	Alternatives to give L staff mobility benefits (rotation of functions, exchanges etc.)	Training for mobility	Measures to encourage voluntary mobility	Comments/L staff who have moved from language area
OPCW	Limited-tenure policy (7 years). At DG's discretion, local GS and L staff and international language typists and the former internationally-recruited reference assistant may be exempted from tenure policy. Discretion has been positively applied						

IO	Mobility? Language (L) staff? How often?	Benefits/problems for L staff		Alternatives to give L staff mobility benefits (rotation of functions, exchanges etc.)	Training for mobility	Measures to encourage voluntary mobility	Comments/L staff who have moved from language area
UNHQ/UNOV	<p>Mandatory mobility to be introduced fully in May 2007</p> <p>No exemption for L staff. Staff (G5 to P5) must move geographically or between functions every five years (or six years above P5). Two lateral moves required for promotion to P5.</p> <p>Voluntary lateral reassignment programme in place as preparation.</p> <p>For L staff there has been a lateral transfer arrangement in place in recent years to ensure mobility among the main duty stations and regional commissions which is generally thought to be successful.</p>	<p>L staff have noted potential problems of mandatory mobility rather than benefits and are therefore seeking an exemption. The general consensus is that voluntary mobility is worth encouraging but mandatory mobility is problematic and could damage the language and conference services in the long term.</p> <p>Mobility out of specialized professions is not in best interest of UN or staff career development, opportunities for geographical mobility are limited and mobility within specialized professions providing staff with management exposure should be expanded.</p> <p>Few non-language staff could move to language positions (exam requirement and specialized language skills), while language staff would find it difficult to meet requirements of non-language posts, especially at higher grades.</p> <p>Concentration of L posts at UNHQ makes mandatory mobility among duty stations mathematically challenging, especially with dissimilar grade structures, and mandatory mobility would imply disproportionate training burden for UNHQ.</p> <p>Loss of institutional memory from language service and individual duty stations and break in continuity, leading to lower quality, efficiency and productivity.</p>	<p>WHY ARE L STAFF EXEMPT?</p>	<p>Alternative arrangements proposed by conference services:</p> <ul style="list-style-type: none"> - rotation of functions (chief of booth, programming, training, IT, terminologist, Journal assignment); - addition of an active working language; - short-term staff exchanges with other duty stations or organizations timed to fit in with peak and slack periods (already practised for several categories of staff); - assignments of publishing staff to other organizations or duty stations for up to 4 months; - reclassification of posts to be allowable for mobility - creation of deputy posts <p>Negotiations with HR appear to have stalled</p>	<p>Comprehensive measures are in place to promote general staff mobility:</p> <ul style="list-style-type: none"> - training programmes, information sessions and career support workshops at all duty stations (career planning, analysing vacancy announcements, identifying transferable skills and competencies, preparing applications and personal history forms, conducting and participating in interviews); - career resource centres with books, videos, websites and other self-study materials for career development and support; - generic job profiles (GJPs) to streamline job classification and indicate comparable functions and requirements in terms of education and experience, skills and competencies; - electronic performance appraisal (e-PAS) includes career development and learning goals; - measures planned to improve knowledge management by managers to assist succession and continuity. 	<p>At UNOV there has been some mobility between language and other departments, e.g. short-term assignment of an editor to HR for six months, and some mobility between language functions, e.g. verbatim reporting, editing and translation, or interpretation and translation.</p> <p>Training capacity in UN language services insufficient to cope with full mobility programme as currently conceived.</p>	

IO	Mobility? Language (L) staff? How often?	Benefits/problems for L staff	<div style="border: 1px solid black; padding: 2px; text-align: center;"> WHY ARE L STAFF EXEMPT? </div>	Alternatives to give L staff mobility benefits (rotation of functions, exchanges etc.)	Training for mobility	Measures to encourage voluntary mobility	Comments/L staff who have moved from language area
UNON Language Service	UN mobility policy to be introduced fully in 2007 No exemption yet for L staff	<p>No mandatory enforcement yet of UN mobility policy. L staff generally positive towards mobility: most would welcome a stint at a different duty station, but not necessarily a move to a non-language post. In view of perceived difficulties of implementing the policy for L staff, almost resigned acceptance that alternative arrangements should be pursued until a workable solution is found. Emphasis has been on targeted training for L staff (CAT tools, legal translation and referencing) and tasks outside JD (e.g. preparing language-related projects, IAMLADP task forces).</p> <p>Staff exchanges very valuable in providing motivation and opportunity to work in a new field. Staff loaned to sister agencies for week to ten days to supplement local capacity and widen horizons. Pending final decision on mobility for L staff, shall continue to widely circulate lateral transfer notices. within UN and encourage participation in staff exchanges.</p>	<p>Skills of language staff are not easily transferred.</p> <p>Mobility policy still to be introduced fully in UN system</p>	Staff exchanges with other duty stations; short-term loans of staff within UN system; training in specific areas, e.g. legal translation, referencing; and assignment of tasks outside job description, e.g. preparation of projects such as teleworking and IAMLADP task forces.		Wide circulation of lateral transfer opportunities system-wide	In view of the specialist skills of language staff, mobility can only be considered within language area. Judging from initial reactions to the issue, there may be wider acceptance in stations away from HQ, such as Nairobi, than at HQ itself. Training to support mobility is costly.

IO	Mobility? Language (L) staff? How often?	Benefits/problems for L staff	WHY ARE L STAFF EXEMPT?	Alternatives to give L staff mobility benefits (rotation of functions, exchanges etc.)	Training for mobility	Measures to encourage voluntary mobility	Comments/L staff who have moved from language area
UNON (Publishing)	Voluntary mobility programme for staff (G6 to P4) based on matching volunteers' posts. No programme in publishing: posts are extra-budgetary, so regular-budget staff have no interest. Publishing staff (printers and binders etc.) have highly specialized skills. Many, however, would support mobility if suitable posts were available.	Broad agreement among L staff that mobility can bring benefits, but only if voluntary. Some feel opportunities for mobility should be provided as entitlement after certain length of service or that service in a less sought-after duty station, e.g. Nairobi, should bring preference in applications to other duty stations.		Specialized training (e.g. In-Design) available for publishing staff but not as support for mobility. Training is strictly results-based. Microsoft training was found not to provide tangible benefits for publishing staff.			
WHO	Rotation and mobility policy exists in theory but currently on hold. L staff exempt. Frequency of mobility is not formally specified			Annual exchanges of L staff between HQ and regional offices with following benefits: translators learn about conditions in regions and in the field; regional staff learn how the office at HQ works; improved contact among offices makes for better cooperation and concerted approach to language matters.			
WTO	No Little scope for mobility				Still embryonic	Not yet in place, but planned.	WTO is introducing a career development programme favouring mobility, but too early to determine how it will affect language services. No talk yet of mandatory mobility.

**TEMPLATE FOR THE REPORT TO IAMLADP 2006
WORKING GROUP ON TRAINING
TASK GROUP ON TRAINING ASPECTS OF
CONFERENCE MANAGEMENT**

MANDATE

To carry out an initial study of training aspects of conference management

Members of the Task Group on Training Aspects of Conference Management

Task Group leader: Ms Loreto Bravo de Urquía, OPCW

Mr Noel Muylle, European Commission

Ms Helen Campbell DG Interpretation, EC

Ms Penny Pouliou, DG Interpretation, EC

Ms Isabella Quattrocchi, EC

Ms Cristina Sánchez, UNON

Ms Salwa Dallalah, UNFCCC

Ms Marie-Anne Fernández Suárez, CST

Mr Alexander Vorobiev, CTBTO

METHODOLOGY

1. The members of the Task Force located in Brussels and The Hague met in Brussels twice, in December 2005 and March 2006. Most contacts were by electronic mail.

FINDINGS

2. The Task Force on training aspects of conference management began its first mandate by collecting information on the current status of training of international conference managers in the four academic institutions that had established European Masters in Conference university courses, from course leaders and former students. The report is attached.

RECOMMENDATIONS TO IAMLADP 2006

3. The Task Force on training aspects of conference management, in the light of the findings reported on, recommends that:

4. IAMLADP 2006 endorse the initial findings of the Task Force on training aspects of conference management and, should a further mandate be given, (a) mandate the Task Force to compare

relevant staffing practices in the conference management units of international organisations and, concurrently, (b) agree to consider co-operating with Universities already running courses by accepting students on work placement, referring also to the WGT's best practice guide on work placements of 2005, on the IAMLADP website.

PROPOSED FOLLOW UP

5. The Task Force on training aspects of conference organising seeks the guidance of IAMLADP with respect to the following proposals for future action:

- i) That IAMLADP take note of the findings of the Task Force to the effect that Universities would not seem to be training future conference managers for international organisations;***
- ii) That IAMLADP extend the mandate of the Task Force on training aspects of conference management, and request the Task Force to compare conference-management practices in international organisations in order to arrive at the competencies and qualifications that must be developed through training, and report to the 2007 IAMLADP on results; and***
- iii) That IAMLADP also mandate the Task Force to facilitate pilot internship in international organisations for students of conference management, and report to the 2007 IAMLADP on results.***

**REPORT TO IAMLADP 2006 ON TRAINING ASPECTS OF CONFERENCE
MANAGEMENT FROM THE WORKING GROUP ON TRAINING**

1. The Task Force on Training Aspects of Conference Management was established in 2005 by the IAMLADP Working Group on Training, with the mandate of researching the current status of training of international conference managers in the four academic institutions that had established European Masters in Conference Organising (EMCO) programmes, and making initial proposals for consideration by IAMLADP. These four institutions were: Bologna University, Italy; University of Cooperative Studies, Ravensberg, Germany; Deusto University, Spain; and Sheffield Hallam University, United Kingdom. The latter two were contacted directly.
2. The responses for Deusto University, Bilbao (Spain) were obtained through several telephone interviews held with Mr Roberto San Salvador del Valle, Director of the European Master in Conference Organising (Máster Europeo en Organización de Congresos, Eventos y Ferias) at Deusto University, and with a graduate of this programme, Ms Carolina Guerrero. This choice for a first approach was prompted by the fact that a Spanish student from Deusto was the only identified European Master in Conference Organising student to have carried out an internship programme with an international institution (sponsored by Isabella Quattrocchi, European Commission Interpreting DG), and interviewing both the University and a graduate would allow for a balanced evaluation of this European Master. Both Mr San Salvador and Ms Guerrero responded immediately, thoroughly, and with manifest interest, and placed themselves at the Task Force's disposal for any subsequent queries.
3. Mr San Salvador was aware of the current situation in the three other European academic institutions that had set up EMCO programmes. He advised that Sheffield Hallam University continued to provide this programme; to the best of his knowledge its student body was mostly drawn from the United Kingdom, and its graduates generally found employment in U.K. outfits. Mr San Salvador referred to Sheffield Hallam's apparent lack of enthusiasm as to exchanges with continental universities.
4. Mr San Salvador advised that Ravensberg had set up an EMCO, but he believed it had been discontinued once the regional demand for graduates had been covered. According to other indirect sources, the Ravensberg Masters programme might have been discontinued because Ravensberg is not a full-fledged university, and it therefore had no authority to issue Masters' degrees.
5. As to Bologna University, the fact that the EMCO was established within the Department of Statistics and Computer Sciences seemed to have given rise to considerable organisational problems, and the programme was currently dormant. Indeed, Bologna does not list the EMCO in their website as one of their current academic offers.
6. In Deusto University, the EMCO had been offered for the past six years. On an average, 15 students participated in this programme every year; since the Master cycle lasts two years, with this year's batch there would be some 45 Deusto EMCO graduates. The programme of studies and other relevant information are posted in the Deusto University website, www.deusto.es; 30 "European" credits (equivalent to one semester) are to be obtained, during the second year of

the programme, either through an exchange programme with a university of the Congress Management network; or through an internship in a public institution, company, foundation or association geared towards the European, trans-national, or international world; or through specific modules covering European and trans-national areas of study, to be completed in other Departments and Schools of Deusto University.

7. The annual cost of the EMCO is EUR 4,000, to which the students must add the costs related with any second-year internships outside Bilbao. Mr San Salvador estimated that around 80% of Deusto EMCO graduates found related employment within the first year of graduation. He was aware of some graduates having found work within institutions and foundations geared to international matters, and specifically to European matters, but did not recall any Deusto graduates having found employ in the conference services of international organisations.

8. Access to the EMCO is open to undergraduates from any discipline. A knowledge of languages other than Spanish, specifically of English, is requested; although in general courses are taught in Spanish, occasionally experts are brought in from abroad, and in these cases they may be expected to lecture in English.

9. Deusto does not have a stringent selection procedure for the EMCO beyond the candidate's being in possession of an undergraduate degree. Mr San Salvador explained that Deusto "tends" to request languages, but clarified that candidates who only speak Spanish can be accepted, with the proviso that they must agree to improve their language skills concurrently with their EMCO studies.

10. Deusto University plans to continue offering the EMCO. In discussion, Mr San Salvador stated that an EMCO programme organised with the participation of international organisations, or even a shorter academic programme geared to practising conference organisers already working in international organisations, would receive favourable consideration by his University. When asked to describe the ideal profile of a candidate for the EMCO programme, Mr San Salvador mentioned initiative, curiosity, flexibility, and resistance to stress as the salient qualities such a candidate should possess.

11. The Task Force also interviewed Ms Carolina Guerrero, a Deusto EMCO graduate who did a short internship with the SCIC, was a relatively mature student (roughly 35) and had solid congress-sector experience when she started her EMCO studies. Ms Guerrero was not employed at the time of the interview; she worked sporadically on congress sector projects, and did not find work through Deusto University, but rather through her own contacts. She knew that some of her classmates had found jobs in the congress sector, but this had been mostly in the Basque region of Spain; indeed, she considered that the Deusto EMCO was too local, that knowledge of the Basque language was an advantage to its students and graduates when it came to finding both internships and jobs. Ms Guerrero also considered that the level of student knowledge of non-Spanish languages at the Deusto EMCO was not satisfactory (it must be borne in mind in this regard that she herself is a trained conference interpreter).

12. Ms Guerrero found that the Deusto EMCO taught what she, having already worked in the congress sector, could qualify as useful and correct; the knowledge of logistics and operations acquired through the EMCO was sound, and applicable to the open market and to international institutions alike. On the other hand, she found that the Deusto EMCO did not prepare its graduates well for the realities of international organisations, stressing as it did (in her opinion) the profit factor. Ms Guerrero found that an adequate understanding of the public-sector

mentality had not been provided in the Master's programme. In discussion, she agreed that it might be a useful idea to branch out the EMCO into two specialties, one geared towards the private sector, the other towards the public/international sector.

13. Ms Guerrero found her internship with the SCIC invaluable, regretting only that it had been so short (five weeks); she went as far as to state it had been the best part of her EMCO. She also added that this internship had been set up through her direct efforts. When asked, Ms Guerrero responded that internships directly organised by international organisations, and specifically the European Commission Interpreting DG on the basis of her experience, might be an ideal arrangement.

14. Contacts with Sheffield Hallam University, in the United Kingdom, were not equally easy. (www.shu.ac.uk.) After numerous attempts, it proved impossible to establish direct contact with Mr Wei Chen, Course Leader for the MSc in International Conference Management (ICM).

15. Given the circumstances, a telephone interview was held with Ms Lorna Clarke, Course Administrator for the ICM. She advised as follows: the Master's is arrived at in three stages; the first semester programme entitles students to a Certificate; upon completing the first and the second semesters, students are issued a Diploma; the holders of these can submit a dissertation (of some 20,000 words) which will entitle them to the MSc Degree. The MSc programme has been running for three years; on an average, 30 students register each year, of which roughly one-half are from the U.K., the other half from overseas (Europe). The costs of the full programme amount to £ 3,300 for U.K. students, £ 8,000 for foreign students.

16. The entire programme is followed in English; no other languages are required or used. Ms Clarke was unable to give an idea as to student placements, as Sheffield Hallam does not help with these, nor maintain a database of its graduates' subsequent activities. She did advise that there are no in-programme exchanges with other universities, and that no assistance is provided to ICM students as far as organising internships is concerned. Ms Clarke also said that the dissertation leading to the MSc could very well be based on an internship, although she was not sure whether any had been submitted relating to an internship within an international organisation.

17. The description of the ICM MSc as provided by Sheffield Hallam University in its brochure makes no mention of the world of international organisations. Ms Clarke did not think this subject was covered in the study programme, but speculated that there might be a reference to it "hidden elsewhere".

**REPORT TO IAMLADP 2006
MONITORING OF STAFF EXCHANGES**

According to the decision of IAMLADP 2005, the following is agreed:
The Working Group on Training, established in 2001, is mandated by the Annual Meeting 2005 to monitor staff exchanges and to report to IAMLADP 2006 on results.

MANDATE

1. To monitor staff exchanges and to report to IAMLADP 2006 on results

METHODOLOGY

2. Contacts were by electronic mail. A reminder was sent to IAMLADP members by UNHQ in May 2006 to inform the WGT of any exchanges since the Annual Meeting 2005.

FINDINGS

FROM NINE IAMLADP MEMBERS:

From ICC:

3. In 2005 - staff exchanges only with compensation between organisations:

a) ICC took 4 interpreters on loan from OPCW in November – December 2005 for the Assembly of the States Parties -2 Chinese, 1 Arabic, 1 English) - total of 14 interpreter-days.

b) A visit to the Court by a delegation of Russian lawyers – 1 interpreter-day – Russian – English interpreter

c) ICC took 1 French interpreter on loan from ICTY

4. In 2006:

Staff loans with DSA (per diem) and travel only:

- Loan of Justine Ndongo-Keller from the Conference and Language Section of the ICTR to the ICC for assessment of training of paraprofessional interpreters.

5. In 2006 – loan of Chief of Court Interpretation and Translation Section of the ICC to the United Nations International Independent Investigation Commission, Beirut, Lebanon for a period of five days to assess the language requirements for the UNIIC and submit a report.

From DG Interpretation European Commission (DG SCIC):

Two exchanges:

6. In November 2005 DG SCIC sent one Spanish interpreter to UN Geneva for four weeks. In January 2006 UN Geneva sent two interpreters, one English, one French mother tongues, for four weeks to DG SCIC.

7. At the same time DG SCIC sent an English-speaking interpreter to UN Geneva for four weeks. Feedback from all staff members participating in the exchange was overwhelmingly positive, from learning new methods and skills, to refreshing language skills (different kinds of meetings, different registers, different kinds of language, from Spanish spoken in Europe and the Americas to English spoken by different nationalities). Heads of Language Units were also positive, noting the training and motivation assets of the scheme as well as the post-exchange contacts between language staff, e.g. the SCIC interpreter who spent 6 weeks at IMF used the contacts and experience acquired there on her return, when interpreting in financial/economics meeting.

8. The fact of working in a completely new environment added value to the scheme, opened eyes to other ways of doing things and led to a mutually beneficial exchange of practices.

From WHO:

9. Staff changes (for translators) at WHO have been limited to swaps between HQ and the regional offices, which are now annual. Advantages: translators get a valuable new perspective on what their work is for; there is a better understanding between the offices in general; agreement on terminology; agreement on routing of work; mutual support with computer-assisted translation. When in the other offices the translators are either translating, précis-writing or editing.

10. WHO has contacted verbatim records service at UNNY, and to ILO, about short-term exchanges of staff; the project has yet to be approved and implemented.

From IMF:

11. The IMF's Language Services had two staff exchanges this past year, namely:

(a) We sent a Senior Reviser from the Arabic & Russian Division to the Central Bank of the Russian Federation during the period October 20-November 9, 2005. Our staff member was able to exchange with the Central Bank a great deal of information related to Fund publications in languages other than English, particularly Russian. He also assisted with the development of a terminology base, providing an excellent opportunity to study further current Russian economic and banking terminology.

12. In exchange, we should receive a translator from the Central Bank in the near future.

(b) Although this was not strictly an exchange with another international organization or a central bank, during December 19, 2005 through February 10, 2006, Mrs. Zhang Jie, Section Chief, Chinese Section, visited the China Translation and Publishing Corporation. The CTPC is China's largest and most prestigious translation company providing a full range of translation and

publication products. During her assignment, Mrs. Zhang learned a great deal related to CTPC's close cooperation with international organizations and was able to further enhance the company's capacity to provide top quality translation services to the IMF by providing training and presentations to CTPC staff who work on finance-related UN documents.

13. In exchange, one of the CTPC's translators is scheduled for an assignment with our Chinese Section during the period September 4 to 22, 2006.

14. For the year ahead, we are planning an exchange with the ECB (which will involve our Chinese, English, and Portuguese Division), an assignment with a South American central bank, and possibly a third translator exchange with a still-to-be-determined organization.

From ESCAP (UN Economic and Social Commission for Asia and the Pacific, Bangkok) :

15. At the United Nations Economic and Social Commission for Asia and the Pacific (ESCAP), based in Bangkok, we have very small language services units (6 Chinese, 5/6 French and 6 Russian professional staff - part of them translators/revisers, part of them translators and interpreters).

16. Short-term loans without replacement costs have taken place between ESCAP and the United Nations Offices at Geneva and Nairobi (UNOG and UNON) in peak periods :

1 Chinese & 1 Russian revisers loaned by UNOG to ESCAP (1 month and 10 days respectively in 2006), services to be returned in the coming months

1 Russian translator was loaned by ESCAP to UNON for 2 weeks

11 UNOG and 8 UNON interpreters (Chinese, English, French and Russian) were loaned to ESCAP for its 62nd Commission session for 3 to 5 meeting days ESCAP has provided Chinese, French and Russian interpretation services for various UNON meetings (next occurrence will be in July 2006 for a 3-day meeting in Durban)

From ECA (UN Economic Commission for Africa, Addis Ababa):

17. Translators exchanges organized by the United Nations Economic Commission for Africa (ECA, Addis Ababa) since last IAMLADP.

18. Since then, ECA successfully organized its first translators exchange with UN Headquarters (UNHQ), in New York.

19. The aim of the exchange was to manage periodic fluctuations of workload in the language function of ECA, in a way that could benefit ECA in terms of cost savings and enrichment of staff experience.

20. An opportunity arose for us to put this collaborative strategy into practice with the Arabic translation Unit in New York.

21. An ECA Arabic Reviser, Mr. Gaafar ElBushra, went to New York for 6 weeks, in November and December 2005, a peak period in New York, (General Assembly) and a 'valley' in Addis (no statutory meetings requiring Arabic translation).

22. A New York Reviser, Ms Laila Chalhoub, was sent to Addis to work for an equivalent period, in April and May 2006, to help ECA cope with the Arabic translation workload for the preparation and servicing of ECA Ministerial Conference, which was held in Ouagadougou from 10 to 15 May

2006.

23. From the point of view of ECA, both legs of the exchange were highly successful:

- During his stay in New York ,Mr. Gaafar ElBushra familiarized himself with IT tools used in New York, which ECA is considering introducing. Mr. ElBushra came back to Addis Ababa very enthusiastic and motivated;
- During her stay with ECA, Ms. Laila Chalhoub brought a crucial contribution to the preparation and servicing of ECA Ministerial Conference. Due to lack of financial resources, ECA could not have secured the services of a Reviser of such a calibre unless through an exchange; the exchange resulted in saving six weeks P-5 salary and therefore securing excellent services.

24. I believe that from the point of view of the Arabic Translation Unit, in UNHQ, the exchange was also satisfactory. After Mr. Elbushra's mission to New York, Mr Samir Al Jijakli, then head of the Arabic Translation Unit, sent me an e-mail indicating that during his stay in New York, Mr Elbushra had performed satisfactorily and successfully contributed to the translation of documents.

25. It is hoped that this exchange will be repeated in 2006-2007 and negotiations have already been started with the Arabic Translation Unit in this direction.

From UNON:

26. From UNHQ to UNON, two Spanish translators, from UNOV to UNON one English translator and from UNON to FAO, one Chinese translator.

From UNOV:

27. The regular exchange of staff between UNHQ and UNOV editors has continued, with a New York editor coming to Vienna in January to help during a peak period, the favour being returned in August to coincide with New York's editorial bottleneck. The exchange is considered very useful, not only to help with workload but also as a means of increasing contact between the two editorial sections and exchanging ideas on evolving practice, working methods and new electronic tools. The editor normally stays in the counterpart duty station for four or five weeks and costs are borne by the receiving duty station. In addition, precis-writers are swapped regularly between IAEA and UNOV normally for one-week assignments. These exchanges have also included freelance translators. Lastly, a UNOV reviser was loaned to UNHQ for a seven-week period in November 2005 to gain experience and assist with precis-writing for the United Nations General Assembly.

From FAO:

28. Recently one staff exchange in the Spanish Translation Unit: Ms Jordina Guitart Utgé, Reviser P-4 from the UN/New York, came to Rome from 3 April to 12 May 2006 (6 weeks).

29. A Translator(P-3) from FAO, Ignacio Coma Brun, will go to New York from the 2nd of October to the 10th of November 2006.

RECOMMENDATIONS TO IAMLADP 2006

30. That IAMLADP 2006 take note of the above experiences, endorse the principle of staff exchanges and endeavour to implement one per Organization per year at least.

31. That IAMLADP members consult and follow recommendations from the best practice guide/report annexed to the Interim Report of the WGT in 2003, posted on the website.

PROPOSED FOLLOW UP

32. That IAMLADP further mandate the WGT to report to the 2007 Annual Meeting on staff exchanges and urge members to keep the WGT informed of such exchanges through the year.

REPORT TO IAMLADP 2006
UNIVERSITIES' CONTACT GROUP (PREVIOUSLY, "STANDING COMMITTEE
FOR CONTACTS WITH UNIVERSITIES")

According to the decision of IAMLADP 2005, the following is agreed:
The Working Group on Training, established in 2001, is mandated by the Annual Meeting 2005 to take forward its work in the Universities' Contact Group (formerly Standing Committee) and to report to IAMLADP 2006 on results.

MANDATE

To "act as a liaison point for the further development of relations and co-operation between International Organisations and training providers".

Members

Mr Noel Muylle, European Commission, Chairman WGT, SC co-chair
Mr Brian Fox , DG SCIC, SC Secretary
Ms Helen Campbell, DG SCIC co-ordinator WGT, SC project leader
Ms Penny Pouliou, DG SCIC co-ordinator WGT, SC project leader
Mrs Tania Chauvet, UN Geneva
Mr Fermin Alcoba, ETI (ex WTO)
Mr Neil Johnstone, WTO or Mr Robin Halle
Mr Anthony Pitt, ITU
Mrs Dolores Prados Torreira or Mr Patrick Twidle, EP
Mr Stephen Sekel, UNNY
Ms Anne Van Wylick, IMF
Ms Sally Reading, UN Vienna
Mr Reinhard Hoheisel, DGT -Ms Angeliki Petrirts DGT
Ms Althea Wright-Byll, ILO
Ms Marie-Anne Fernandez Suarez, CDT
Mr Steve Slade, Bath University – PLUG or Mrs Svetlana Carsten, Leeds University-PLUG
Ms Hannelore Lee-Jahnke, ETI/CIUTI or Mr Martin Forster, CIUTI
Ms Barbara Moser-Mercer, ETI – EMCI, SC co-chair
Mrs Clare Donovan ESIT-EMCI, SC co-chair
Mr Wolfgang Mackiewitz, Berlin University, ELC
Mr Daniel Toudic, TNP3
Mrs Souad Regala, ECRF, Tangiers or Mrs Ilham Setti
Mr Andrew Dawrant, GIIT Shanghai University
Mr Enmian Wang, UIBE, Beijing
Ms Jacolyn Harmer, Monterey Institute
Mr Chuanyun Bao Dean of Monterey Institute

METHODOLOGY

1. Members of the SC are volunteering IAMLADP member IOs and University networks or individual Universities. A particular effort was made to involve universities from outside Europe and to have the broadest possible representation.
2. The SC works under the supervision of the WGT. It establishes an annual work programme and produces an activity report. It holds its annual meeting in Brussels, back to back with the annual DG SCIC-Universities Conference and the meeting of the WGT.
3. The annual meeting in 2006 was held on March 8th 2006 in Brussels. Members exchanged views and information by electronic mail. University networks' representatives were expected to pass on information to their members.
4. When the IAMLADP web site became fully accessible and operational, the SC started posting information and documents on its webpage, accessible also to non-members.

FINDINGS

5. At its annual meeting on March 8 2006, the Standing Committee drafted its annual work programme for 2005/06 which was endorsed by the WGT and IAMLADP 2005 AM i.a.to:
6. Collect from member IOs and post on the IAMLADP web site job descriptions for the language professions under consideration e.g. translator, conference interpreter, terminologist, précis-writer and editor.
7. Collect and post on the web site generic skills profiles for the same five language professions. This information was intended for consultation by universities and future recruits. In the case of generic skills profiles the intention was, once the website became operational, to use them as the starting point of a general discussion on how best to prepare students to obtain the skills required.
8. Collect from training providers information on the courses/modules offered to students in the area of the five language professions considered.
9. Collect from training providers information on courses/modules available to practising professional linguists who wished to upgrade their skills and qualifications (life-long learning). This information could then be taken into account by member IOs when designing training opportunities to be offered to their staff members.
10. Continue to act as contact point and forum for an on-going dialogue between IOs and training providers.
11. Expand SC membership by adding new university members outside Europe
12. A necessary condition for launching a general discussion was to have the new IAMLADP web site operational and readily accessible by all interested parties.
13. As the IAMLADP web site was moved to UN Headquarters in New York, preparatory work had to precede any wider use of the SC web page and electronic forum. Once practical arrangements were finalised and practical difficulties resolved, the SC webpage took shape. It is now accessible

on the public part of the web site:< <http://www.iamladp.org>> under Standing Committee (in future “Universities’ Contact Group”) Job descriptions of the five language professions considered were submitted by ILO, IMF, European Commission of the EU, ITU, OECD, UNOV, WTO, WHO and the UN. Generic Skills profiles for the five professions were drafted by volunteers and posted on the SC web page. They are accessible for consultation and comments.

14. All documents relevant to the SC’s activities were posted to the part *Archives*, in particular the very useful Best Practice Guide on Work Experience Arrangements. Finally, a link to News/Announcements was created on the home page providing information about future events, training seminars and conferences.

15. In accordance with the mandate received, the co-chairs contacted more universities active in training in the language professions considered. The SC has now four additional members from universities outside Europe

16. In December 2005, on the basis of the SC mandate, the project leaders contacted universities/networks members of the SC to request information about courses/modules offered as part of continuous training. Unfortunately, up until now, only a limited number of universities have provided the information requested.

17. The annual meeting discussed a number of topics of particular interest to its members, namely:

- the need for universities to be kept regularly informed of IOs’ needs and changing requirements, in order to be in a position to plan and adjust their offerings.
- the increasing demand of the market for linguists with all-round skills, including project management, proof reading, writing skills and technical writing. As IOs turn to outsourcing, emphasis is shifting from skills profiles to certification of services provided. A presentation of the European Master’s in Translation and the Visiting Translation Scheme were presented by the representative of the DGT and discussed among members.

18. For its 2006 annual meeting, the SC co-chairs circulated beforehand a reflection document inviting members to consider the areas where the SC could be most useful and productive. The universities’ constituency was unfortunately under represented at the annual meeting, as it coincided with other commitments. Nonetheless, an interesting discussion took place and some concrete proposals emerged, namely that:

CONCLUSIONS

19. The SC should rather concentrate its work on clearly identified priority areas and on a limited number of projects aiming at producing concrete and practical results.

20. The SC has no funding for its projects; ideally, it should operate with a limited number of motivated volunteers who agree to work to predetermined timetables.

21. For the coming year the SC agreed to promote the following priority areas:

22. Continuous training: The SC reaffirmed its interest in pursuing the subject. Universities, through their groupings will be invited to provide information on training courses (either those they have run already for IOs or proposals for other, tailor-made training) for practising language professionals. In parallel the SC will ensure that IOs become aware of such training opportunities for their language staff.

23. Shortages in some languages or specific language combinations (e.g. English, English<>Russian, English<>Chinese, English<>Arabic): Both constituencies confirmed their concern and their interest in addressing the issue. IOs have difficulties in recruitment, as few qualified candidates come forward and universities fear that government language policy will adversely affect the number and quality of language students in the relevant university departments.

24. After the meeting, and having consulted its University members, it was agreed that the co-chairs for the SC (UCC) for 2006-2007 should be DG Interpretation which would continue as project leader/co-ordinator and the UK Universities Group PLUG, represented by Mr Steve Slade of Bath University and Ms Svetlana Carsten of Leeds University.

RECOMENDATIONS TO IAMLADP 2006

25. That IAMLADP take note of the work of the Standing Committee as outlined above, and that it approve the new name for this Committee: Universities' Contact Group (UCC).

26. That IAMLADP members participate actively in the Universities' Contact Group and inform the project leaders/co-chairs of experiences, e.g. of training given to their staff by universities or any other issue of interest to both constituencies.

PROPOSED FOLLOW UP

27. That IAMLADP agree that the Universities Contact Group, through the WGT, focus on a limited number of priority areas where practical and concrete results could be expected, namely:

28. Continuous training: to collect and make available to IOs information on training modules or opportunities offered by universities to practising professional language professionals; examine whether and how such modules could be considered by IOs in the training they provide to their staff.

29. Shortages in specific languages or language combinations: examine causes for each case and actions conducive to attracting more and better qualified linguists to careers in the IOs.

30. That IAMLADP agree that the Universities' Contact Group (ex-Standing Committee) follow closely developments in the language trends and other fields, e.g. training in conference management, translation studies, where there may be a joint interest to IOs and training providers.

31. That the Universities Contact Group report to IAMLADP 2007 on the results of its work.