



Translators without Borders - European refugee response Information in the right language at the right time

Translators without Borders. Because Language Matters.

Translators without Borders (TWB) is a non-profit organization that provides people with access to vital information in a language they understand. TWB's mission is to increase access to critical knowledge using local languages, especially in the areas of health, human rights, and humanitarian response.

Since September 2015, TWB has deployed its Words of Relief crisis response program to support organizations working with refugees and migrants across Europe. We offer services (some for a fee) and open resources to non-profit partners and language professionals.



"I felt afraid, scared, and confused because I couldn't understand anything that was happening to me. Were they telling me that I could stay or that I would have to go home? I don't know." Sudanese male, 24, Rome

Professional Translation

TWB provides translations of program materials, especially direct communications with refugees and migrants. Professionally trained translators, working remotely and in teams, provide fast turnarounds for the main refugee/migrant languages. We constantly widen our network of translators to cover emerging needs in new languages as they arise and provide our teams with computer-assisted translation tools to increase consistency and ensure high-quality translations. TWB also offers subtitling for videos, pre-recorded multilingual audio and video messages, and text-to-speech translation. Affordable translation packages (global and local) are available at various levels of service; more information can be found here:

<https://translatorswithoutborders.org/access-translation-services/>.

Training

TWB provides training courses for interpreters, cultural mediators, and translators working with refugees and migrants in Europe. These courses can be tailored to specific organisations' needs. They aim to provide participants with a grounding in hands-on techniques as well as theoretical knowledge and are delivered through a mix of interactive exercises, group work and presentations to suit different learning styles. From September 2017 we will also be offering e-training modular packages (initially in English only).

Comprehension and Language Research

TWB has developed a methodology to assess the level of comprehension of information provided to refugee and migrant populations. These surveys evaluate and measure comprehension against considerations such as origin, age, gender, literacy levels and disabilities. They can be applied to a variety of documents, from written texts to audio, video or graphic medias, and provide recommendations on both content and format in order to improve information provision.

Communication and Content Review

TWB helps partner humanitarian organizations understand the communication needs of their target audiences and tailor their communication to their languages, literacy and education levels, and situation. This includes recommendations on adapting content through simplification, contextualization, and audio, and on dissemination channels.

Language Testing

TWB offers oral language testing for partners recruiting multilingual staff. Testing is currently available in Arabic, Farsi/Dari, and Kurdish (Kurmanji and Sorani); other languages can be arranged.

Language testing will be an online service offered on TWB's interpreter platform.

Terminology Support

TWB develops multilingual glossaries for specific sectors, contexts, and organizations to increase the consistency of translation and interpreting. They are available as free mobile apps that can be used online and offline. The apps are dynamic and versatile tools that can quickly adapt to users' suggestions and emerging needs. Two apps are currently available: one tailored to the European refugee response in Arabic, Farsi/Dari, Kurmanji, and Sorani; the other, focused on protection, in Hausa and Kanuri. All TWB apps are available here:

<http://app.translatorswb.org/>.

Resources for interpreters

TWB provides support for interpreters and cultural mediators through free and open resources for interpreting, available on our website. Additionally, interpreters and cultural mediators will shortly be able to post their profiles free of charge on an interpreter platform, in order to connect with potential employers and colleagues.

Language Information and Language Mapping

TWB provides information on languages to help organizations better understand key characteristics of languages they are unfamiliar with and thereby improve the way they communicate with their audiences. We develop fact sheets for key languages spoken by refugees and migrant populations; fact sheets for Arabic, Farsi/Dari and Kurdish are available here: <https://translatorswithoutborders.org/about-us/resources/>. TWB also works with partners to map the languages used by vulnerable groups in specific locations where needed.



“Language is an incredible barrier. If we can only communicate with populations in basic ways then we can’t get a good understanding of the situation. The migrants get frustrated that no one can speak to them so they protest the system and leave.” Social worker, Catania



Photo by Karim Ani

Further TWB resources can be found here:

<https://translatorswithoutborders.org/about-us/resources/>

For more information about TWB's work in Europe

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