Translation

TWB’s experienced translators in local languages work on translation of materials and quality assurance. They also contribute to the development of standards and guidelines for the larger translation and language service community. Currently, TWB employs language specialists in a range of languages, including Lingala (Makanja and Facile), Congolese Swahili, Nande, Mongo, Ngombe and French. We selected these languages to meet the needs of partners and affected communities.

TWB also builds language capacity in marginalized languages. The TWB Hard to Source Languages Recognition Program offers community volunteers a way to build their experience, and benefit from training and networking opportunities. The program also helps cover costs for people donating their translation time and experience.

Plain language editing

TWB works with and advocates for plain language in communication, ensuring that messages are understood at the first reading. TWB offers training in plain language to partners, ensuring that messages are developed with their audiences in mind. We also offer assessments of texts and messaging and editing of key documents.

Audio translations

According to our research in DRC, audio communication is understood better than text, especially among vulnerable groups and women. TWB offers audio recordings to increase access to life-saving information. We also support the translation and dubbing of audiovisual materials such as educational videos.

Visual and pictorial support

Our research also shows that images support understanding and need to be localized. Just like words, images are not automatically understood by everyone and may be confusing or inappropriate in different contexts. TWB supports partners with graphics and design, ensuring that people at all literacy levels have access to information that is clear and useful. As with our written and audio translations, we encourage field testing of visual materials to ensure understanding.

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Partnerships

We offer our services to partner organizations as part of an annual or multi-annual partnership agreement. We tailor each of our partnerships to meet the needs of the partner and the people they serve.

Some of our partnerships rely on consortium arrangements. In those situations we work with other service providers to jointly access institutional funding. We’ve already benefited from donors such as UNICEF, DFID/UKAid, the Paul G. Allen Family Foundation and the H2H Fund. Thanks to their support, we have built specific expertise to support risk communication and community engagement efforts across the response to the 10th and 11th Ebola Virus Disease outbreaks in DRC.

Eligibility

We prioritize community-facing products which have a clear audience and are likely to be disseminated to a large audience or have a large impact. TWB eligibility criteria and fair usage guidelines help us ensure that we translate and edit content that has the most impact for affected communities and for our partners.