



CONFERENCE INTERPRETATION UNIT CONFERENCE MANAGEMENT SECTION Guidelines

Guidelines to help clients plan and conduct effective meetings with interpretation services

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INTERPRETATION GUIDELINES

Welcome to the Conference Management Sections' (CMS) Conference Interpretation Unit (CIU)

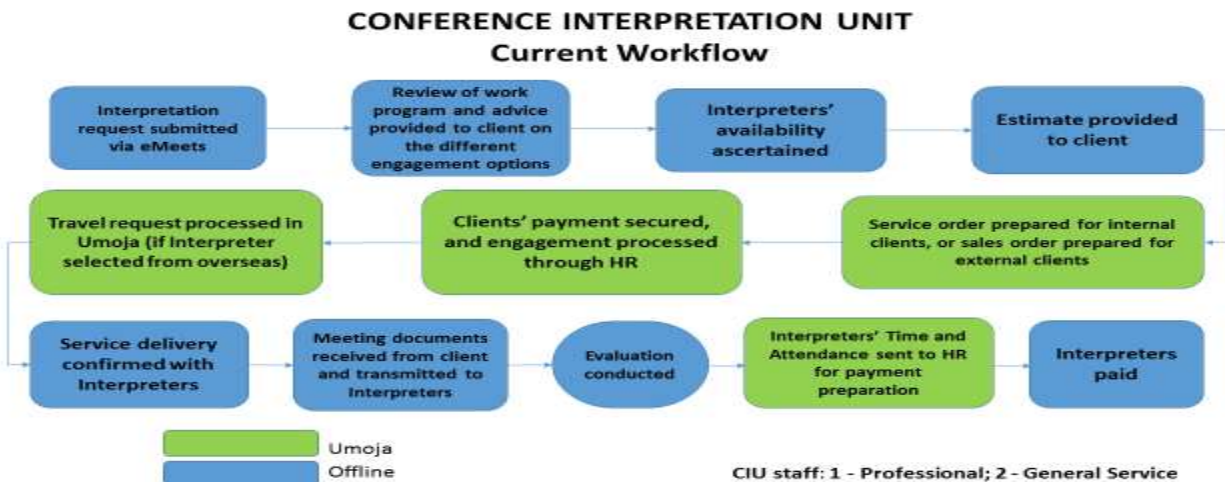
CIU arranges simultaneous, consecutive, whispering and escort/liaison interpretation services for all of UNECA's meetings, missions, conferences and official side events, seminars, and workshops at Headquarters, and for its sub regional offices (SROs).

CMS has a centralized budget for the provision of interpretation services for all the organization's statutory needs, and is solely responsible for recruiting interpreters. This budget is notionally allocated among UNECA's divisions based on their past service usage patterns. Sections are informed of their usage of interpretation services monthly.

Interpretation at HQ is provided into Arabic, English, and French. Interpretation into other languages at HQ is provided for technical meetings as appropriate and to the extent that resources are available. For missions away from headquarters, and at the Sub regional offices, interpretation is provided into the local or requested language(s).

CIU recruits interpreters for events convened by the SROs. The salaries of interpreters for events convened by the SROs are normally charged to the same external budget code.

Interpretation is provided by teams comprising contractual interpreters that are locally based in Addis Ababa ("local interpreters"), or that travel from other countries ("non-local interpreters"), to the location of the event depending on availability. 100 percent of UNECA's interpretation needs are met by these contractual resources due to its non-existent in-house staff resources. Requestors for



interpretation services should provide all available background materials -- e.g., the meeting schedule/agenda, talking points, briefing papers, past mission reports, etc. -- to assist interpreters in their advance preparation for assignments. These documents will be treated with strict confidentiality. Please send available materials electronically to CIU's mailbox ECA-CIU@un.org. These guidelines are prepared to help you plan effective meetings with languages services. Please adhere to them to ensure optimum results.

I. HOW TO MAKE MULTILINGUAL MEETINGS WORK FOR YOU

CIU provides interpreters for an average of 150 meetings every year. It is the interpreters' job to make communication possible among delegates who do not share the same language. Our experience has shown that also the **communication skills** of the participants are of paramount importance when working in a multilingual meeting. The greater the number of languages in use and the more complex the interpretation arrangements, the more this is true.



When you are chairing or participating in a multilingual meeting it is useful to think about how **your message gets across** through interpretation. The interpreters are there to help the meeting proceed as if everyone is speaking the same language. CIU provides the following tips to help you get the **best possible quality of communication** in your meeting.

The suggestions below refer specifically to the working conditions upheld by the United Nations (UN), but are generally valid for all meetings with interpretation. You are welcome to copy or use the information in these pages and to create links to it from your agendas or websites.

II. THINK ABOUT INTERPRETATION WHEN PLANNING YOUR MEETING



You have decided to hold a meeting with interpretation. Extensive experience and recent communication research have shown the following points to be important in preparing for such a meeting. Please review these points before you do anything else:

Forecasting

Divisions are required to review their annual Calendar of Events to identify those that will require interpretation, and ensure that a corresponding budget allocation is made for the provision of interpretation at each event. Divisions should inform CIU of these events as early as possible so that its forward planning can commence.

Appropriations are made in the UNECA regular budget for conferences (policy organs) that have specific requirements for interpretation. CMS in turn maintains the budget allocation for the provision of interpretation at these statutory events, monitors the usage of funds, and accounts for these UN-programmed funds and related activities. CMS also maintains rosters of locally-based and

international interpreters to service events at headquarters and overseas. Additional information on the provision of interpreters can be found in sections VI, VII, VIII, IX and X of these guidelines.

Preparing your agenda

When preparing your agenda, try to limit the number of parallel sessions that will require interpretation. Interpreters work in teams of two per booth. The more the parallel sessions are, means that more interpreters will be required to service your meeting.

Communication issues

From your last experience with a meeting, did you request the right languages to speak and listen to based on the composition of your attendees and speakers? Please adjust your language request to **the real needs** of the meeting.

- In your invitation letter, kindly inform participants which languages they can speak/listen to (after confirmation with CIU). Encourage them to speak freely, if possible in **their mother tongue**, and, when time is limited, to be brief rather than speak faster.
- Brief them as follows:
 - Your message may not come across fully when you just read out a text or speaking note. Even someone listening to the original language may find it difficult to take in every detail of the message.
 - If you have a lengthy statement, in order to save time, it may be more appropriate to submit the full text to CIU to pass on to the interpreters, and just give a brief, oral summary.
- Check to ensure that the title of the meeting is clear enough for the interpreters to prepare themselves correctly, or if a subtitle would be helpful.
- Please annotate agenda items clearly (information, discussion, vote...).
- If possible, try to indicate the timing on the draft agenda.
- Organize a short briefing with CIU which will brief the interpreters – *A well-briefed interpreter is a more involved interpreter.*



Documents

- Ensure that documents are ready well in advance/in every language for the meeting to be successful.
- Ensure that you provide necessary explanations (acronyms, technical terms...etc.).
- Ensure that documents are clearly numbered/marked (agenda point, legal status, official code, originating institution or country...etc.).
- The documents/agenda are usually provided on screens in the interpreters' booths, but if any new documents are presented during the course of the meeting, please ensure that interpreters receive a copy **before** you discuss them.

- Have a few paper copies at the meeting, even if you already submitted the documents to CIU.

Visual aids/equipment and booths

- For PowerPoint presentations or similar ones, see tips on PowerPoint Presentations and Webcasting (Appendix I).
- Ensure that you have requested a suitable room/equipment for simultaneous interpretation during the meeting (microphones, screens visible from all booths, and overhead projector).
- Consider using visual aids for figures, flow-charts etc. for your meeting.
- Ensure that interpreters have a proper view of the screen, and a hard copy of the slides.
- Ensure your room is equipped with booths; if not, you will need portable booths that fulfil technical specifications.

Before the meeting

- Ensure that CIU is informed of any last-minute changes of the starting time.
- Ensure the chair can explain in a few words during the meeting what is at stake for each agenda item. (This will provide context to the interpreters and participants).
- Review the Checklist for the Chair for practical tips.
- Give a copy of an annotated agenda to the interpreters – it can contain aim of each agenda point, anticipating questions, and preparing answers, etc.

III. CHAIRING A SUCCESSFUL MEETING WITH INTERPRETATION

Every team of interpreters is assigned a team leader. He/she will contact you before the start of the meeting to confirm the languages available and outline other relevant information on working conditions/timetable.

- When you open proceedings, please announce which languages delegates may speak. and those in which they may listen. Try to give some indication of your estimated timetable for the day and outline your plans for the agenda.
- In some cases, you may find it useful to give a very brief background summary at the beginning of each point. Summing up at the end will also help to clarify conclusions and save time later on.
- After each speaker, pause briefly before giving the floor to the next delegate, as there may be a slight delay for some language versions, especially in meetings with a large number of languages.
- The documents/agenda are usually provided on the screens in the interpreters' booths, but if any new documents are presented during the course of the meeting, please ensure that interpreters receive a copy before you start discussing them.
- Please remember to ask delegates to switch off their mobile phones and to keep earphones away from microphones when they take the floor in order to avoid feedback and interference with the sound system.
- CIU has prepared general Tips for Speakers in Section IV which you may wish to circulate electronically before the meeting.



For reasons of good staff management, quality of service, and individual well-being rules are necessary. There has to be a cut-off point for the vast majority of meetings, but if given advance notice, CIU can provide interpreters for late meetings.

The basics on working hours:

- The morning session must not exceed 3 hours from the official starting time. (Please note: if your meeting is foreseen to last only through the morning, you may not be able to run on beyond 12:30, as the interpreters for your half day meeting may be expected to work at another one at 14:00)
- The lunch break must be at least 90 minutes long. (Interpreters have to eat, get a breath of fresh air if possible, and often change location if assigned to a different afternoon meeting).
- All meetings must finish at 17:00 unless CIU has been notified in advance.
- In any event, no team of interpreters is supposed to work for more than 6 hours a day.

Finally, feedback of any kind is usually much appreciated. Kindly complete the Client Satisfaction Survey and contact the interpreters' team leader if you have any questions or wish to help them use the right specialist terms.

IV. TIPS FOR SPEAKERS

CIU has collected experience over many years and has prepared a few detailed Tips for Speakers in meetings with interpretation. Please feel free to circulate this information electronically (Appendix I).

When you are given the floor, place your microphone directly in front of you and remove your earphone. Then, switch on the microphone.

- If language arrangements allow, please use your mother tongue
- Speak at a reasonable pace, freely or on the basis of notes/bullet points

Your message may not come across fully when you just read out a text or a speaking note. Even someone listening to the original language may find it difficult to absorb the message in every detail. If you read out prepared texts or statements, please ask the Planning and Servicing Unit to ensure that copies are distributed beforehand to all the interpreters' booths. They will of course be treated with the utmost confidentiality and checked against delivery.

- When referring to a particular document, quote the specific reference/paragraph number first, then pause to allow people to find the reference. Page numbers can differ in different language versions.
- Quote figures slowly and distinctly and repeat them if necessary. For lists of figures, give a text/transparency to delegates and interpreters.
- Explain less well known acronyms the first time they are used in your meeting. If you have a list, this could be very useful as a background document for the interpreters.
- Speak **naturally**, at a reasonable pace.
- Make **focused, concise interventions** and **avoid repetitions**.
- Speak your **mother tongue** if possible.
- **Speaking** is better than reading.
- **Remove** your head phone and speak into the microphone.
- **Quote** document references.
- Make sure the interpreters have the **text** if you read a speech.
- Put figures, names and acronyms **clearly**.
- Talk with your interpreters and give them **feedback**.

Feedback of any kind is usually much appreciated.

Please contact the interpreters' team leader if you have any questions or wish to help them use the right specialist terms.



CIU hopes the pointers outlined above will help to make your meeting run smoothly.

V. HOW TO BUDGET FOR INTERPRETATION SERVICES

The cost of each interpretation job depends on a combination of several factors. Among others, these include:

- the number of languages requested
- the meeting location
- the use of local freelance interpreters
- the availability of local freelance interpreters, as contrasted with the need to bring non-local freelance interpreters from abroad; and,
- the nature of the interpretation assignment -- i.e., whether it is in support of a mission, a meeting or conference, or for an official side event held during a conference.

Consequently, the best way to budget for our services is to submit an Interpretation Service Request in eMeets <https://icms.un.org/cp2/Account/LogOn?ReturnUrl=%2fcp2>, along with your agenda. This will be sent to CIU for a more accurate breakdown of the cost after an analysis of the work program. If you have queries or wish to alter your program, please contact the Conference Interpretation Unit at Ext. 33513 or 33913 for a review or an additional explanation.

Generally, the following formula used for calculating interpretation costs is based on the following: the level at which the interpreter will be contracted (Group 1 = more experienced interpreters; Group 2 = lesser experienced interpreters)

- 1) the number of teams required per language (based on the agenda's sessions, and the occurrence of consecutive or simultaneous sessions)
- 2) whether the interpreters are hired locally or from overseas

Local event

- Current daily rate x # of languages x # of interpreters x # of meeting days

International event

- Current daily rate x # of languages x # of interpreters x # of meeting days x DSA per interpreter x ticket cost per interpreter x terminal expense for travel days per interpreter

Interpreters' Group Level	Salary: Daily Rate
Interpreter Group 1	Gross: 712 USD and Net: 630
Interpreter Group 2	Gross: 473 USD and Net: 420

VI. STREAMLINING OF INTERPRETATION REQUESTS

All requesting divisions should appoint one contact person to submit and negotiate each interpretation request. This will assist user divisions to have an overall view of their requests and to prioritize or reschedule meetings if no interpreters or equipped meetings rooms are available for the preferred time slot.

VII. DEADLINE FOR INTERPRETATION REQUESTS

It would be appreciated if your interpretation requests are submitted as far in advance as possible, **even if the event schedule is tentative.**

To secure the highest standards of efficiency and competency in the provision of interpretation services, early planning of meetings, seminars, conference, events, etc., is imperative. To this end, all requests for interpretation services must be submitted to CMS at least 8 weeks prior to the meeting/event starting date. This will help CMS to adequately review requests and give timely, relevant advice on the scheduling of agenda sessions vis à vis the deployment of interpreters and cost implication, and in some cases (e.g. for meetings requiring Arabic, Chinese, or Russian), to secure interpreters from overseas. The objective of this advance planning is to engage the most experienced interpreters with the least travel-related costs.

BACKGROUND MATERIAL: Background material to assist interpreters in preparing for their assignments is greatly appreciated and treated with the utmost confidentiality.

VIII. INTERPRETATION AT HEADQUARTERS



At UNECA headquarters, CMS contracts locally-based interpreters to provide simultaneous, consecutive, whispering, and escort/liaison interpretation for conferences, meetings, conferences, and workshops.

Interpretation at HQ is provided into **Arabic, English, and French**. Interpretation into other languages is provided as appropriate, and to the extent that resources are available.

Please note that due to the limited number of locally-based freelance interpreters, CIU may not be able to meet your last-minute request for interpretation at headquarters if it is placed less than 24 hours before the commencement of your meeting.

Simultaneous Interpretation (SI)

Requesters must book a room through eMeets, <https://icms.un.org/cp2/Account/LogOn?ReturnUrl=%2fcp2> and select "Simultaneous Interpretation" (SI) as a required feature to search for the availability of appropriate rooms. Additional information on the rooms that are equipped for simultaneous interpretation is available here. CMS provides several portable simultaneous interpretation systems for use in smaller conference rooms (Appendix 4).

These systems are installed in conference rooms when the pre-equipped SI rooms are unavailable.

The request for a portable system is made simultaneously in eMeets

<https://icms.un.org/cp2/Account/LogOn?ReturnUrl=%2fcp2> at the same time of the request for simultaneous interpretation.



Portable Interpretation Booth



Tabletop Booth

Interpretation for video teleconferences and conference telephone calls

Interpretation can be provided for video teleconferences (VTCs) and conference telephone calls between HQ and counterparts overseas. Video teleconferencing facilities equipped with appropriate SI installations are available at HQ in a few rooms (Appendix 4).

IX. INTERPRETATION FOR UNECA'S MAIN AND STATUTORY MEETINGS

CIU arranges interpretation for official participants of main and statutory meetings. During the meetings, interpretation is coordinated by CIU, and in conjunction with the host country, where applicable.

Interpretation will be provided from and into Arabic, English, and French for all meetings supported by UNECA, including the Council of Ministers, press conferences, official side events, and bilateral and multilateral meetings between the organization and country authorities to the extent that resources are available.

To request interpretation services for an event within the framework of the main and statutory meetings, please enter your requests in eMeets

<https://icms.un.org/cp2/Account/LogOn?ReturnUrl=%2fcp2>

X. INTERPRETATION FOR CONFERENCES AND EVENTS ABROAD



CIU arranges simultaneous interpretation and the provision of portable booths for conferences, meetings and other events abroad. **Depending on the location of the event abroad, interpreters may need to be sourced from countries other than that of the event. Therefore, organizers of these events are encouraged to complete an Interpretation Service Request in eMeets as soon as they begin planning for an event abroad, and even before the final dates are confirmed.**

<https://icms.un.org/cp2/Account/LogOn?ReturnUrl=%2fcp2> For assistance in determining staffing and other requirements, please contact CIU at Ext. 33513 or 33913. CIU recruits the interpreters and the Planning and Servicing Unit makes arrangements for the provision of simultaneous interpretation equipment and booths, as needed.

Prior to a local or overseas event, CIU will recruit the team of interpreters and work in conjunction with the Human Resources, Protocol, and Travel Units to finalize all of their related administrative matters and logistics.

At headquarters, and in most countries, interpreters will receive payment from UNECA by direct deposit. Please note, however, that in countries considered to be “cash economies” CMS will also

provide a receipt for each interpreter, which must be signed against payment of salary and then attached to the travel claim of the event's lead organizer.

Background Materials

Background information is essential for interpreters, allowing them to prepare terminology and acquire context for the upcoming event. Examples of useful background materials include conference agendas, links to conference websites, participants' names/bios, prepared speeches/presentations, including PowerPoint slides, and talking points. **Please send background material for the interpreters electronically to CIU's mailbox ECA-CIU@un.org or upload it when submitting the request in eMeets.**

XI. INTERPRETATION SERVICES FOR TECHNICAL ASSISTANCE EXPERTS

Short-Term Assignments

Interpretation requests for Technical Assistance (TA) experts on short-term assignments are processed as requests for mission interpretation. Kindly complete the Interpretation Service Request in eMeets <https://icms.un.org/cp2/Account/LogOn?ReturnUrl=%2fcp2> .

Long-Term Assignments

Interpretation requests for resident advisors and experts on long-term assignments must be made by the sponsoring division. Kindly complete the Interpretation Service Request in eMeets <https://icms.un.org/cp2/Account/LogOn?ReturnUrl=%2fcp2>

It is essential to keep CIU informed of any changes in the experts' assignment dates.

In most cases, CIU will recruit an interpreter for an initial period of 2 weeks, and provide the expert with a list of candidates from which to select the interpreter to be recruited for the duration of the long-term assignment.

In line with UNECA's policy of seeking cost-recovery for technical assistance provided to member states, CIU kindly requests that interpretation expenses for externally-funded experts be charged to the same external budget as the expert funded from that budget. Please provide the budget code when requesting this service.

Please visit the Frequently Asked Questions page to get additional information about our services.

XII. GLOSSARY OF TERMS

Simultaneous Interpretation



Simultaneous interpretation (SI) is the choice mode of interpretation for conferences, including video teleconferences (VTCs), meetings, and seminars. It is offered for conferences or seminars at HQ or abroad. The interpreters sit in pre-equipped, soundproof booths, follow the proceedings from the floor, and interpret them into another language. Speakers and participants follow the proceedings through their earphones in any of the languages used in the conference and intervene in their own language whilst the interpretation is given into other languages. A team of interpreters, working in shifts, and interprets from the booths. For meetings and conferences organized

abroad, CIU procures simultaneous interpretation equipment and booths, as needed.

Consecutive Interpretation

Consecutive interpretation ("consec" or CI) is offered for bilingual, courtesy calls, high-level meetings or negotiations with a limited number of participants. The interpreter sits or stands in between the speakers, takes notes, and when the speaker pauses, the statement is interpreted into the other language. Consecutive interpretation can also be done with the use of portable interpretation equipment at short events such as tours and exhibitions.



Whispering Interpretation



Whispering interpretation, also called “chuchotage” in French, is typically offered for meetings, bilingual missions, or workshop breakout sessions with few participants when simultaneous interpretation equipment is not available and consecutive interpretation may slow down proceedings. It is usually performed with or without portable interpretation equipment with the interpreter sitting or standing alongside or behind the listener.

CMS provides portable interpretation equipment in rooms that are not pre-equipped for simultaneous and whispering interpretation, and for use on missions. Interpreters take turns in whispering simultaneously into portable microphones to interpret participants’ speech into another language. Participants receive the interpretation through headsets.



Portable Whispering Interpretation Equipment



CMS maintains an inventory of portable interpretation equipment for use on missions and in rooms not pre-equipped with interpretation booths. This equipment is ideally suited for small bilateral meetings involving no more than two languages and up to 20 participants. The equipment is self-operated by the interpreters and can be set up and disassembled in minutes. It can be transported in easily portable cases as carry-on or checked baggage. Customs support letters are provided by the Protocol and Logistics Unit to facilitate security screenings and border crossings. Please note that, due

to the nature of this equipment, it should not be used as a substitute for simultaneous interpretation equipment with SI booths at conferences, workshops or seminars.

Background Materials

Background information is essential for interpreters, allowing them to prepare terminology and acquire context for your upcoming event. Examples of useful background materials typically include conference agendas, links to conference websites, participants' names/bios, prepared speeches or presentations, including PowerPoint slides, and talking points. For missions, useful background materials include previous staff reports, press releases, concluding statements, aide-memoires, and policy notes.

XIII. FREQUENTLY ASKED QUESTIONS

A. What are the UN's official languages?

There are 6 official languages of the UN. These are Arabic, Chinese, English, French, Russian, and Spanish. The correct interpretation and translation of these six languages, in both spoken and written form, is very important to the work of the organization, because this enables clear and concise communication on issues of global importance.



The meeting/conference languages of UNECA are Arabic, English, and French. When meetings are held abroad in a country whose language is not provided by UNECA, the host government provides interpretation from/into its national language.

B. How do I know how many interpreters to request?



Interpreters usually work in teams of two per booth, relieving each other every 30 minutes when working in simultaneous mode, and every hour or so when working in consecutive mode.

The following minimum working conditions are adhered to when recruiting interpreters for UNECA:

Simultaneous Interpretation: For sessions lasting up to 3 hours, a minimum of two interpreters are assigned per language. When interpretation into and from a particular language is provided from one booth, three interpreters capable of working into both languages are assigned.

Consecutive Interpretation: A minimum of two interpreters are assigned to meetings lasting more than one hour.

Interpretation for Missions: CIU will determine the number of interpreters required depending on the length and technical nature of the mission, the size and composition of the mission team, and the availability/non-availability of interpreters in the mission country.



C. Do I need an interpreter provided by UNECA if the authorities have their own interpreter?

International diplomatic protocol calls for each side to have an interpreter. Accordingly, for high-level meetings involving UNECA management and/or high-level member country officials, it is appropriate for each side to have an interpreter.



D. How do I know if the interpreter will maintain confidentiality?

Confidentiality is a fundamental principle followed by professional interpreters. Freelance interpreters are bound by confidentiality provisions of their contracts, as well as by the professional Code of Ethics <https://aiic.net/code-of-ethics>.

E. How do I request interpretation services?

It's simple: Kindly complete the Interpretation Service Request in eMeets <https://icms.un.org/cp2/Account/LogOn?ReturnUrl=%2fcp2>. Seeing that events abroad may require interpreters sourced from countries other than that of the event, requestors are asked to communicate their interpretation requests to CIU as soon as they begin planning for a mission or event, even though the dates may not be confirmed.

F. How do I get an approximation of the cost of interpretation services?

For an event convened in Addis Ababa, it will be:

- Current daily rate x # of languages x # of interpreters x # of meeting days

For an international event, it will be:

- Current daily rate x # of languages x # of interpreters x # of meeting days x DSA per interpreter x ticket cost per interpreter x terminal expense for travel days per interpreter

CIU finalizes the cost of the service and the number of interpreters required based on the agenda for the event. CIU will also source interpreters from overseas for international events, or for local events when there is an insufficiency of locally-based interpreters. Meetings going beyond 6 hours require and overtime fee.

Interpreters' Group Level	Salary: Daily Rate
Interpreter Group 1	Gross: 712 USD and Net: 630
Interpreter Group 2	Gross: 473 USD and Net: 420

G. How can I keep my interpretation costs at a minimum?

The way in which your agenda is prepared is a key factor for keeping the cost of interpretation down. **Keeping the sessions that will require interpretation on specific days of the event** is one way to control the cost. However, in some cases, this is unavoidable and all sessions require interpretation.

Avoidance of several simultaneous plenary sessions, and the adoption of consecutive sessions is another way of keeping the cost down. Interpreters work in teams of 2 and simultaneous sessions increase the number of interpreters required. For example, if you are having a 2- language meeting (English and French) with 4 simultaneous plenary sessions during the same time slot, this would mean recruiting a team of 16 interpreters (e.g. 2 English interpreters x 2 French interpreters x 4 sessions during the same time slot) to service the plenaries in the different rooms. Whereas, if you are having a meeting with 2 simultaneous plenaries, the number of interpreters required would be 8 (e.g. 2 English interpreters x 2 French interpreters x 2 sessions during the same time slot).

Proper session management with focused, concise interventions (rather than speakers meandering, talking about extraneous issues, and being repetitive) are other factors that help to keep the sessions within the agreed timeframe, and obviate the need for interpreters' overtime costs.

Strict timekeeping during the meeting is another. A late start to your meeting, and coffee and lunch breaks extended beyond the stipulated time are generally the factors that push your event off-track and beyond the closing time on the agenda. This in turn, often leads to interpreters having to work for an overtime fee that is charged beyond their 6 hours of work. Alternatively, a new team of interpreters would have to be brought in at the daily rate to work until the conclusion of the event. In such cases, they may just work for 1-2 hours until the conclusion of the event, but based on the stipulations of the AIIC Agreement to which the UN subscribes, they must to be paid for a full day.

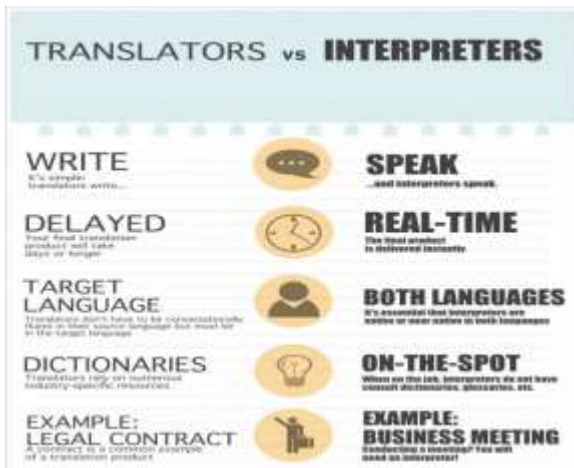
H. Can my division hire its own interpreters at a cheaper rate?

The United Nations (UN), and by extension UNECA, is bound by the Agreement between the United Nations and the International Association of Conference Interpreters (AIIC)

<https://aiic.net/page/6394/un-latest-version-of-the-agreement-2012-2017/lang/1> Consequently, interpreters that UNECA hires must be AIIC certified and meet its professional standards

<https://aiic.net/page/6746> . In order to ensure optimum quality of work performed, CIU maintains a roster locally-based and foreign AIIC-certified interpreter with several language combinations to service meetings and events in Addis Ababa and overseas. CIU is therefore ultimately responsible for the hiring of **all** interpreters for UNECA events at HQ and at the SROs.

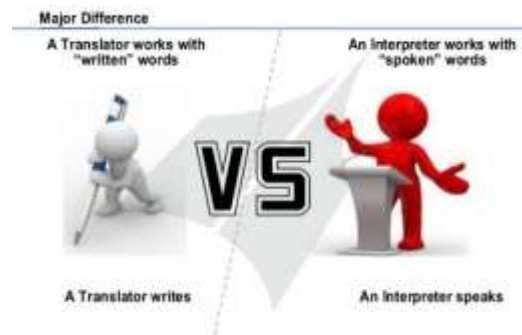
I. What is the difference between translation and interpretation?



Translation involves written material between more than one language and interpreting involves spoken content between multiple languages. While linguistic and cultural skills are critical, the most important quality a good translator must have is the ability to write well in the target language. Skilled translators must have the ability to understand the source language and the culture of the country where the text originated, then using a good library of dictionaries and reference materials, to render that material clearly and accurately into the target language. When choosing a translator, it is important to insist that the translator

only translates into his/her native language and an area of his/her subject matter expertise.

Interpretation is an oral form of translation, enabling real-time cross-linguistic communication either face-to-face, in a conference setting or over the phone. It can also be called oral translation, real-time translation or personal translation. This is the process where a person repeats what is said out loud in a different language. Interpreting, just like translation, is basically paraphrasing—the interpreter listens to a speaker in one language, grasps the content of what is being said, and then paraphrases his or her understanding of the meaning using the tools of the target language. An interpreter changes words into meaning, and then changes meaning back into words—of a different language. An interpreter must be able to translate in both directions on the spot, without using dictionaries or other reference materials. Just as you cannot explain to someone a thought if you did not fully understand it, neither can you translate or interpret something without mastery of the subject matter being relayed. To be effective, the interpreter decides how to best convey both the meaning of the words and the context in which those words were used. This requires a high level of expertise in a subject area, current knowledge of different cultures, and a great deal of proficiency and experience.



J. Is there any quality control of interpretation services?

Yes, this is ongoing after every event. Interpreters are expected to have a perfect command of the language into which they are interpreting, professional competence, and mastery of the subject matter to enable them to interpret a wide subject range accurately and completely. Immediately upon completion of the delivery of the interpretation service, CIU conducts a Client Satisfaction Survey to ensure that the highest quality output is maintained. Should this not be the case and poor performance is brought to the attention of CIU even during an event, remedial action is immediately taken to ensure that there is no reoccurrence.

XIV. WHO'S WHO IN THE CONFERENCE INTERPRATION UNIT



Joy Cadogan
Chief, Conference Interpretation Unit
Email: cadogan@un.org
Ext: 35171

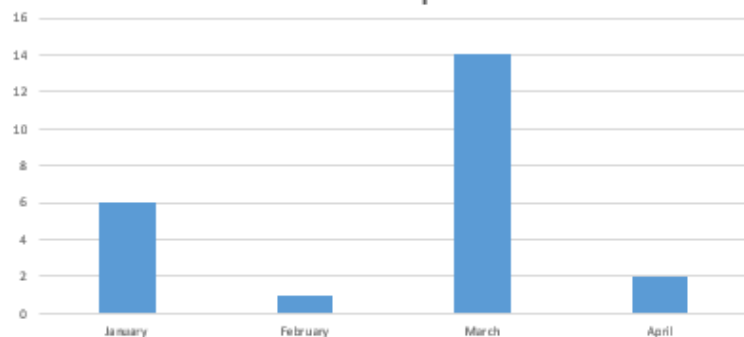


Fisseha Fantu
Meeting Services Assistant
Email: fantu@un.org
Ext. 33913

XV. CONFERENCE INTERPRETATION UNIT AT A GLANCE

INTERPRETATION SERVICE FROM JAN 2017 – APR 2017

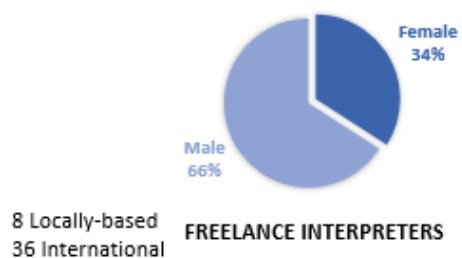
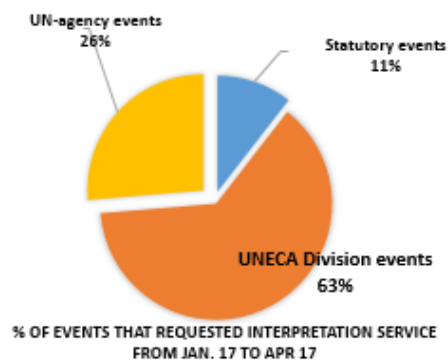
Number of interpretation service meetings days from
Jan. 2017 – Apr. 2017



Total number of interpretation days from Jan 2017 to Apr 2017: 23

Total cost of interpretation service (internal and external events)
from Jan. 2017 to Apr 2017: **US\$ 231,727.8**

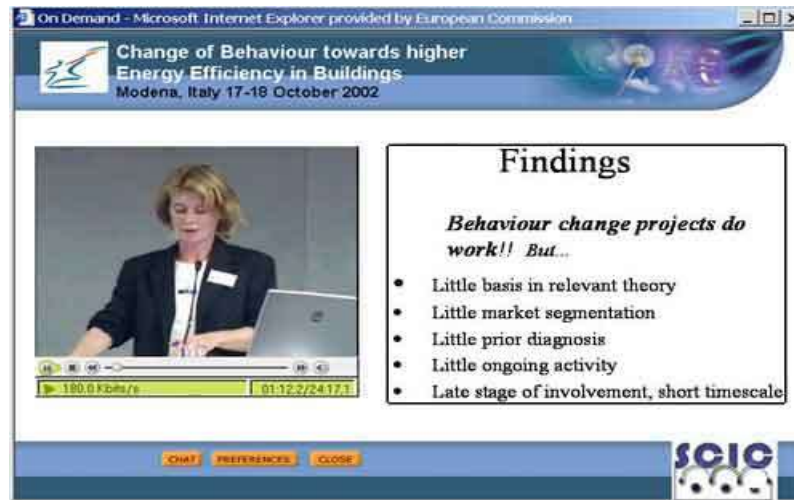
Languages: Service provided in Arabic, English, and French



APPENDIX 1

Guidelines for Speakers in a Webcast Event

Streaming media technologies or webcasting enable people to follow conferences via the Internet from any remote location (office/home). Combining digital audio and video with slide presentations (e.g. PowerPoint) given in the room and Internet chats (IRC) provides a memorable experience for remote participants and allows them to react.



An example of how a speech would appear on the Internet.

Please look through these **general guidelines for speakers using slide presentations in webcasts**; some of the suggestions may not apply to every event because of the specific technology used.

Preparing slides.

Please follow these guidelines carefully when preparing a slide presentation for a conference which is also webcast:

1. Slides are normally shown on the web in a format of about 320 x 240 pixels. This means that the slide will occupy about 1/9 of the total surface of a 17 inch display with a resolution of 1024 x 768 pixels. Make sure your smallest font is readable at this resolution.

2. Even if you are going to use PowerPoint (or similar software), please prepare at least one announcement slide in electronic format that will remain online during your presentation. The slide should contain:

- name of speaker,
- name of organization,
- title of speech
- date and time of the conference.

3. Use common fonts such as Arial, Helvetica, Times, etc. and be sure that all images are embedded in the file (and not just links to a file on your hard disk), otherwise they may not be displayed correctly. If you have any specific requirements, for example if you absolutely must use uncommon fonts, then please contact the organizer to check the feasibility of what you need.

4. Name the presentation you provide to the conference organization using your family name; if you provide more than a single file, please number it adequately (i.e. "smith.ppt" or "smith1.ppt, smith2.ppt")

Slide presentations on the web can be made in a number of different ways. The most common are:

1. Slides are streamed at a low frame rate directly from the computer used for your presentation. This technology allows you to make changes up to the very last day and to include fancy **visual** effects (presentation sounds, however, are not broadcast on the web).

2. JPEG or GIF static files created in advance from a PowerPoint (or a similar program) presentation; this is the technology most commonly used: it consumes less bandwidth and provides a better picture quality. Please follow these rules:

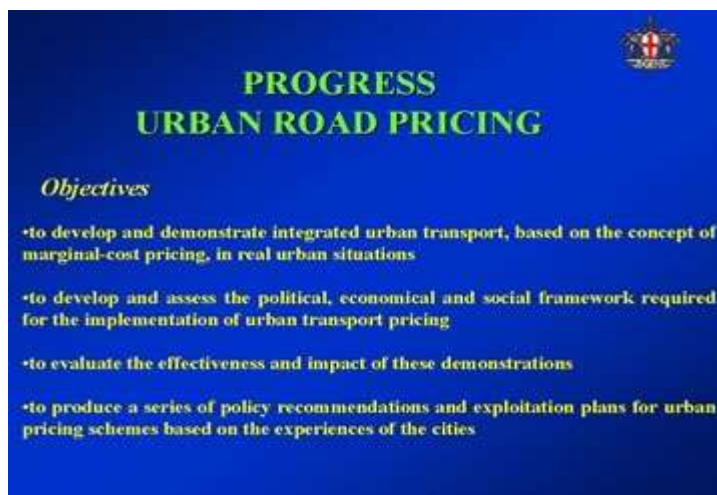
a. Do not use any animation effect or sound;

b. Use different slides to have objects appearing progressively;

c. Simple slide transition effects are possible, but only people in the actual conference room will see them;

d. You may be asked to convert the slides into "JPEG" or "GIF" format, 320 x 240 pixels (normally the organizer takes care of this conversion): from the File menu in PowerPoint, choose "Save as" and then the jpeg format (some versions of PowerPoint let you also set the slide dimensions): a folder containing all slides, named "Slide1", "SlideXX", etc. is then created.

How slides usually appear:



- **Font used in title:** Times New Roman 36pt

- **Font used in text:** Times New Roman 20pt
- **Comment:** this slide will be difficult to read on a screen set at 1024 x 768 (and even in the conference room)



- **Font used in title:** Arial 44pt
- **Font used in text:** Arial 24pt
- **Comment:** sufficiently clear when viewed on the Internet

Giving the presentation

Think of the interpreters!

If simultaneous interpretation is provided during your speech, please follow the caveats in the **Tips for Speakers**.

Please do not forget to **provide an electronic copy of your presentation before the deadline**.

Remember also to send everything you are going to read during your speech to the conference organizer. This material will be forwarded to:

- **the Conference Interpretation Unit** (interpreters need to know the subject in advance to give a better performance during your speech);
- the provider of the streaming on Internet/intranet;
- the PC in the conference room where you will physically perform your presentation.

Follow these simple suggestions in order to make a better webcast:

- **Always look at the audience and do not walk around:** you are on camera; excessive movement dramatically decreases the quality of the image (more pixels to transmit on the Internet, possible loss of frames);
- **Show each slide for at least a couple of minutes:** local and virtual participants should have time to read the text and listen at the same time (unless you wish just to show a photo);
- Even if simultaneous interpretation is provided, **your slides will not be translated**, so please choose an appropriate language for them.

- **Avoid wearing white or light colors:** these cause the video camera to under-expose the image.
- **Wear solid colors:** patterned or striped clothing can cause undesirable visual effects.

APPENDIX 2

Checklist for the Chair

Every team of interpreters is assigned a team leader. He/she will contact you before the start of the meeting to confirm the languages available and outline other relevant information on working conditions/timetable.

- When you open proceedings, please announce which languages delegates may speak and those to which they may listen. Try to give some indication of your estimated timetable for the day and outline your plans for the agenda.
- In some cases, you may find it useful to give a very brief background summary at the beginning of each point and summing up at the end will also help clarifying conclusions and save time later.
- After each speaker, pause briefly before giving the floor to the next delegate, as there may be a slight delay for some language versions, especially in meetings with a large number of languages.
- The documents/agenda are usually provided in the interpreters' booths but if any new documents are presented in the course of the meeting, please try to ensure that interpreters have received a copy before you discuss them.
- Please remember to ask delegates to switch off their mobile phones and to keep earphones away from microphones when they take the floor in order to avoid interference with the sound system.
- Kindly refer to the Tips for Speakers (Appendix I) and inform them of the content accordingly.

For reasons of good staff management, quality of service and individual well-being there must be rules. With the number of meetings involved there has to be a cut-off point for the vast majority of meetings, but if given advance notice, CIU can provide interpreters for late meetings.

The basics on working hours:

- The morning session must not exceed 4 hours from the official starting time. (Please note: if your meeting is foreseen to last only through the morning, you may not be able to run on beyond 13.00, as the interpreters for your half day meeting may be expected to work at another one at 14.30.)
- The lunch break must be at least 90 minutes long. (Interpreters have to eat, get a breath of fresh air if possible and often change location if assigned to a different afternoon meeting).
- All meetings must finish at 18.30 unless CIU has been notified in advance.
- In any event no team of interpreters is supposed to work for more than 10 hours a day.

Finally, feedback of whatever kind is usually much appreciated. Please do not hesitate to contact the team leader or your interpreters if you have any questions or wish to help the interpreters use the right specialist terms. CIU hopes the indications outlined above will help to make your meeting run smoothly.

APPENDIX 3

CLIENT SATISFACTION SURVEY

To continue improving the interpretation service that UNECA offers, kindly provide your feedback and recommendation on the service provided for this event.

For each of the following categories, please mark the response that best reflects your opinion.

1= very positive; 2= somewhat positive; 3=neutral; 4= somewhat negative; 5= very negative

Arabic	1	2	3	4	5
Accuracy					
Cohesiveness and ability to understand					
Correct grammatical usage					
Correct terminological reference					
Completeness of interpretation					
Fluency of delivery					
Pleasant voice					
Recommendation for improvement					
English	1	2	3	4	5
Accuracy					
Cohesiveness and ability to understand					
Correct grammatical usage					
Correct terminological reference					
Completeness of interpretation					
Fluency of delivery					
Pleasant voice					
Recommendation for improvement					
French	1	2	3	4	5
Accuracy					
Cohesiveness and ability to understand					
Correct grammatical usage					
Correct terminological reference					
Completeness of interpretation					
Fluency of delivery					
Pleasant voice					
Recommendation for improvement					

APPENDIX 4

PRE-EQUIPPED SIMULTANEOUS INTERPRETATION CONFERENCE ROOMS

Conference Room 1	Large conference hall with gallery; capacity of 800, with 6-language simultaneous interpretation facility and the latest technology for multimedia presentations
Conference Room 2	Medium-sized conference hall with gallery; capacity of 474, with 6-language simultaneous interpretation facility
Conference Rooms 3, 4, 5 & 6	Smaller conference halls; capacity of 115 each, with 3-language simultaneous interpretation facility

CAUCUS ROOMS THAT ARE NOT PRE-EQUIPPED FOR SIMULTANEOUS INTERPRETATION

UNCC-AA's caucus rooms are not pre-equipped for simultaneous interpretation since they are normally used as breakout rooms and for small meetings. Their capacity is for 20-40 persons, maximum.

Caucus Room 2	Located on the 1 st floor
Caucus Room 3	
Caucus Room 4	
Caucus Room 5	
Caucus Room 6	
Caucus Room 7	Located on the 2 nd floor
Caucus Room 8	
Caucus Room 9	
Caucus Room 10	

CAUCUS ROOM AND OTHER SPACES THAT CAN BE EQUIPPED FOR SIMULTANEOUS INTERPRETATION

Given its larger size, portable interpretation booths and simultaneous interpretation equipment can be installed in the following caucus room, upon request.

Caucus Room 11	Capacity of 50, located on the 2 nd floor
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Portable interpretation booths and equipment can also be installed in the following spaces and rooms, should the need arise:

The Banquet Hall	Located on the 2 nd floor
The Delegates' Lounge	Located on the 2 nd floor
E-128	Capacity of 20, located on the 1 st floor
W-24	Capacity of 20, located on the ground floor

VTC-READY ROOMS PRE-EQUIPPED FOR SIMULTANEOUS INTERPRETATION

Conference Room 1	Located on the 1 st floor
Conference Room 2	Located on the 1 st floor
Conference Room 3	Located on the 1 st floor
Large Briefing Room	U-shaped seating style with a capacity of 60, located on the 1 st floor