

WHO/AFRO Online conference interpreting internship programme

August 2023



World Health
Organization

African Region

WHO/AFRO
Online
conference
interpreting
internship
programme

August 2023



**World Health
Organization**

African Region

WHO/AFRO Online conference interpreting internship programme – August 2023

WHO/AF/GMC/TIP/01, 2023

© WHO African Region, 2023

Some rights reserved. This work is available under the Creative Commons Attribution-NonCommercial-ShareAlike 3.0 IGO licence (CC BY-NC-SA 3.0 IGO; <https://creativecommons.org/licenses/by-nc-sa/3.0/igo>).

Under the terms of this licence, you may copy, redistribute and adapt the work for non-commercial purposes, provided the work is appropriately cited, as indicated below. In any use of this work, there should be no suggestion that WHO endorses any specific organization, products or services. The use of the WHO logo is not permitted. If you adapt the work, then you must license your work under the same or equivalent Creative Commons licence. If you create a translation of this work, you should add the following disclaimer along with the suggested citation: “This translation was not created by the World Health Organization (WHO). WHO is not responsible for the content or accuracy of this translation. The original English edition shall be the binding and authentic edition”.

Any mediation relating to disputes arising under the licence shall be conducted in accordance with the mediation rules of the World Intellectual Property Organization.

Suggested citation. WHO/AFRO Online conference interpreting internship programme – August 2023. Brazzaville: WHO Regional Office for Africa; 2023. Licence: [CC BY-NC-SA 3.0 IGO](https://creativecommons.org/licenses/by-nc-sa/3.0/igo).

Cataloguing-in-Publication (CIP) data. CIP data are available at <http://apps.who.int/iris>.

Sales, rights and licensing. To purchase WHO publications, see <http://apps.who.int/bookorders>. To submit requests for commercial use and queries on rights and licensing, see <http://www.who.int/about/licensing>.

Third-party materials. If you wish to reuse material from this work that is attributed to a third party, such as tables, figures or images, it is your responsibility to determine whether permission is needed for that reuse and to obtain permission from the copyright holder. The risk of claims resulting from infringement of any third-party-owned component in the work rests solely with the user.

General disclaimers. The designations employed and the presentation of the material in this publication do not imply the expression of any opinion whatsoever on the part of WHO concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries. Dotted and dashed lines on maps represent approximate border lines for which there may not yet be full agreement.

The mention of specific companies or of certain manufacturers' products does not imply that they are endorsed or recommended by WHO in preference to others of a similar nature that are not mentioned. Errors and omissions excepted, the names of proprietary products are distinguished by initial capital letters.

All reasonable precautions have been taken by WHO to verify the information contained in this publication. However, the published material is being distributed without warranty of any kind, either expressed or implied. The responsibility for the interpretation and use of the material lies with the reader. In no event shall WHO be liable for damages arising from its use.

Designed in the WHO African Region, Brazzaville, Republic of Congo

Contents

Foreword by the Director GMC	v
1. A sneak peek at the TIP Unit	1
<ul style="list-style-type: none">• Our mission• Our strategy• Our functions• Our Team	
2. AFRO's online conference interpreting internship programme	4
<ul style="list-style-type: none">• Let there be an internship!• Why an online internship?• The journey• Scouting for candidates across Africa• Raising interest among AFRO clusters and technical units• Bridging gaps, building capacities• Key achievements (<i>preparing the next generation</i>)	
3. Insights from the outside	10
<ul style="list-style-type: none">• Feedback from technical units• Feedback from interns	
4. Internship awards	14
<ul style="list-style-type: none">• Screenshots of the award ceremony• Copies of some certificates	
5. Partnership	17



Foreword by the Director GMC



The idea of a WHO/AFRO internship programme for young African interpreters emerged amid turmoil and uncertainty as the entire world was grappling with the COVID-19 pandemic. As the leading coordinating authority on international health, WHO was at the forefront of the response with other UN agencies and partners. One thus understands the initial, less than enthusiastic reception of the internship initiative, since everyone's attention was focused on the response.

It took a lot of discussions and persuasive arguments to convince WHO senior management that this brainchild of the TIP Unit was an integral part of the Organization's response efforts. This publication shines a spotlight on the internship programme and its outcomes, while it also recognizes the pivotal role played by the Unit Manager, Elisabeth, in obtaining overall buy-in and acceptance of the initiative.

After receiving the Organization's clearance at HQ and regional levels, the programme was launched in April 2022 as a pilot project and has now entered its second year. It has generated much interest not only from young African interpreters across the continent, but also from other international organizations and UN agencies that are emulating the concept.

After five successful cohorts, the programme has proven to be a win-win solution. While interns are mentored to improve their skills as conference interpreters, they also help the Organization achieve its objectives of ensuring effective communication during multilingual webinars and delivering its regional programme.

We are proud to celebrate the major achievements of this innovative endeavour:

- To date, over **450 young African interpreters** from **25 Member States** of the WHO African Region have benefited from this opportunity.

- **Thirteen (13) interns** were able to graduate after receiving their internship attestation, which was part of their academic requirement for graduation.
- The internship programme has been endorsed by WHO senior management (HQ and AFRO) as a flagship program with a phased roll-out across the WHO African Region.
- I am particularly proud of the first batch of **28 junior professional interpreters** who successfully went through the internship and the subsequent assessment phase, and who have been included in the AFRO interpreters' roster.

I would like to express my most sincere gratitude to the senior management of the Regional Office for believing in this programme.

My special recognition goes to the clusters and technical units that entrusted some of their meetings to the interns.

Congratulations to Elisabeth and her team for bringing this brilliant idea to fruition.

I hope you enjoy the reading!

A handwritten signature in blue ink, appearing to read 'Mahen Sandrasagren'. The signature is fluid and stylized, with a long horizontal stroke at the end.

Mahen SANDRASAGREN
Director, GMC



BUREAU RÉGIONAL DE L'

Organisation
mondiale de la Santé

Afrique



1. A sneak peek at the TIP Unit

Our mission

The mission of the Translation, Interpretation and Printing (TIP) Unit is to facilitate communication and flow of ideas among Member States of the WHO African Region in order to inform decision-making.

Our strategy

The Unit processes and organizes scientific, technical, medical, biomedical and health-related information and supports technical

units in disseminating it to Member States, United Nations agencies, international organizations, researchers, staff members etc. in all three languages of the African Region, namely English, French and Portuguese.

Our functions

- To carry out text capture, editing, translation, revision, proofing, publication and distribution in English, French and Portuguese.
- To provide interpretation services during in-person, virtual and hybrid meetings organized within and out of the Regional Office to facilitate exchange of information.
- To offer layout and creative graphic design work for publications, brochures, posters, etc. prior to printing.
- To provide printing services to the clusters at the Regional Office and to country offices.



Unit Manager



Administrative Assistant



Head of the English section



Head of the French section



Head of the Portuguese section



Translator, French



Editorial Assistant English



Editorial Assistant French



Editorial Assistant French



Editorial Assistant Portuguese



Editorial Assistant Portuguese



**Text processing
coordinator**



Layout assistant



Graphic designer



**Interpretation
coordinator**



**Senior printing
technician**



Printing technician



Printing technician



Printing technician



Editorial Assistant

Our team

2.

AFRO's online conference interpreting internship programme

• Let there be an internship!

Every cloud has a silver lining! In 2020, the COVID-19 pandemic tipped the entire world into a period of unprecedented uncertainty and hardship. Besides its devastating effects on the lives, health and livelihoods of millions of people, the pandemic also had a major impact on all trades and professions, including conference interpretation. The industry experienced an unprecedented shift, with virtual and hybrid formats supplanting in-person meetings in volume and frequency. It was a transition that came with serious challenges for young African interpreters:

- Disruptions in training curricula. Because of lockdowns, physical distancing and other response measures, trainees could not properly undergo academic internships, which are a requirement for graduation.
- Fewer opportunities for trainees to hone their skills in a professional environment and scarcity of job openings (short term contracts) for young graduates on the continent.

- The need for capacity building to adapt to the new virtual normal. Young African professionals were not fully equipped for a smooth transition from in-person meetings to remote simultaneous interpretation.

Something needed to be done about it, and a beacon of hope was ignited in the WHO Regional Office for Africa. As part of the innovation drive supported by the Director of General Management and Coordination (GMC), the Translation, Interpretation and Printing (TIP) Unit launched an Online conference interpreting internship programme for African budding interpreters and final year students in interpretation schools on the continent.

• Why an online internship?

- To afford final year students and young professionals the opportunity to hone their skills in real-time virtual/ hybrid conditions (in active or dummy booths).

- To equip young African interpreters with the tools that they need to face the demands of the new virtual normal.
- To bridge the gap between older and younger generations of interpreters, and to build a roster of Junior Professional Interpreters who are equipped and available to serve the Organization in the African Region.
- To stay ahead of the growing demand for qualified interpreters as the number of virtual and hybrid meetings increases.
- To provide a setting for experience-sharing and skills development among interns and between the latter and professional interpreters.

In April 2022, the Translation Interpretation and Printing (TIP) Unit sought and obtained approval from HRT, GMC and HQ to launch a pilot virtual internship program in conference interpreting targeting young African interpreters.

• The journey

Translating this creative concept into reality followed a three-step journey. The programme was first advertised to some interpretation schools on the African continent

which recommended their graduates and final year students. Several spontaneous candidacies were also recorded. Then, the initiative was introduced to the technical units of the Regional Office through

short face-to-face meetings, email exchanges, etc. Finally, the first cohort was launched, and the programme experienced continuous improvements as new challenges emerged.

Scouting for candidates across Africa

A roster of potential candidates was established based on the lists of graduates/final year students that were provided by top African interpretation schools (ASTI [Cameroon], Legon [Ghana], ISTIC [Cameroon], Gaston Berger [Senegal], Pan African University [African Union-Cameroon], etc.).

Following extensive dissemination of the news about the programme, individual candidates who heard about this initiative also expressed their interest via email. An online registration form was widely shared to collate the candidates' personal information, academic background, desired period of internship, etc.

with a focus on the following profile: candidates in the final year of their interpretation programme or who had obtained their degree in interpretation within the last three years, and who possess at least two official languages of the WHO African Region (English, French and Portuguese).

Screenshots of the online registration form

The image displays two screenshots of the online registration form for the WHO/AFRO Online conference interpreting internship programme 2023. The left screenshot shows the top portion of the form with the following fields:

- 1. LAST NAME *
- 2. First Name *
- 3. Gender *
 - Female
 - Male
 - Prefer not to say
- 4. Date of Birth *
- 5. Nationality *
- 6. Language A *
- 7. Language B *

The right screenshot shows the bottom portion of the form with the following questions:

- 9. City of professional domicile *
- 10. Do you hold a degree in conference interpreting or are a final year student in a conference interpretation course? *
 - Yes
 - No
- 11. Which university or training institution did you graduate from or are currently attending? *
- 12. Year of obtention of a Conference Interpreting degree (last or estimated) *
- 13. Number of effective working days since the obtention of your degree *
- 14. Desired period of internship *
 - March - May 2023
 - June - August 2023
 - September - November 2023
- 15. Telephone *
- 16. Email Address *

Raising interest among clusters and technical units

AFRO's clusters and technical units are the clients of the TIP Unit. The internship programme would not have seen the light of day without their vital contribution.

Before launching the programme, we embarked on an information campaign to introduce this initiative to as many technical units as possible (we had face-to-face discussions in their offices, we sent out circulars by emails, etc.). We wanted colleagues to allow interns in their webinars to practise in dummy booth (i.e., to interpret without switching on their microphones) and to entrust some of their meetings to these interns in active booth (i.e., interns actually providing real-time active interpretation services).

This initiative came with several benefits for the Organization:

1. Anticipating the increasing need for qualified interpreters as the

number of meetings in virtual and hybrid modes surged during and after the pandemic.

2. Expanding the roster of junior interpreters who are equipped and available to serve the Organization.
3. Helping technical units bridge the language gap during short webinars that are organized at short notice or for online meetings where organizers usually did not request for interpretation services.

• Bridging gaps, Building capacities

Since the beginning of the internship programme, interns have attended hundreds of meetings in dummy booth (i.e., with their microphones switched off). They also had the opportunity to provide real-time interpretation services in active booth on more than 30 webinars

on a wide range of subjects matters, including health, human resources, gender, insurance, IT, finance, etc.

On many occasions, interns helped save the day for meeting organizers:

1. Who had no budget for interpretation services.
2. Who forgot to request for interpretation services or who submitted last-minute requests where there was no time to go through the recruitment process for senior interpreters.
3. Whose meetings far exceeded the three-hour maximum duration for online events.

Below is a table of meetings that the interns have covered in active booths.

A few meetings where interns worked as interpreters (active booths)				
N°	Dates		Title of the meeting	Cluster/Unit
	Start	End		
	2022			
1	12-Apr	12-Apr	Sharing Burkina Faso HHFA results on abortion availability and readiness with TWG	ULC/RMH
2	13-Apr	13-Apr	Follow-up with NFP on their SPAR submission and troubleshoot	EPR/EMP
3	13-Apr	13-Apr	The 6th COVID-19 WCO IMs Forum	EPR/EMP
4	27-May	27-May	Update on the COVID 19 response KPI data collection process	EPR/EMP
5	31-May	31-May	Réunion des OOs/PAOs - Meeting of the OOs/PAOs	GMC/HRT
6	2-Jun	2-Jun	Session OSS Portes ouvertes à l'attention du personnel AFRO	GMC/OSS
7	3-Jun	3-Jun	CIFF Self-Care Interventions Initiative: Monthly meeting	ULC/RMH
8	8-Jun	8-Jun	[AFSM AFRICA] ASSEMBLEE GENERALE AOMS/ GENERAL ASSEMBLY AFSM	ORD
9	15-Jun	16-Jun	EPI managers' meeting preparation and implementation	UCN/VPD
10	16-Jun	16-Jun	Preparatory meeting for PSC members	ORD/EPG
11	16-Jun	16-Jun	Formation HRT Data Tracking – SSA Module	GMC/RHT

12	17-Jun	17-Jun	Farewell to Dr Norbert Ngendabanyikwa / Aurevoir au Dr Norbert Ngendabanyikwa	ORD/PEP
13	23-Jun	23-Jun	SHI _ Open house	GMC/AFM
14	27-Jun	27-Jun	Session de briefing sur Zoom de All staff AFRO animée par un Consultant de IOS	GMC/PRSEAH
15	28-Jun	28-Jun	Meeting of OOs/OAs and PAOs	GMC/HRT
16	1-Jul	1-Jul	CIFF Self-Care Interventions Initiative: Monthly meeting	ULC/RMH
17	5-Aug	5-Aug	CIFF Self-Care Interventions Initiative: Monthly meeting	ULC/RMH
18	2-Sep	2-Sep	CIFF Self-Care Interventions Initiative: Monthly meeting	ULC/RMH
19	4-Oct	7-Oct	Programme de l'induction virtuelle	GMC/HRT
20	7-Nov	7-Nov	Reunião presencial e virtual com o Ombudsman (Mediador) e todo o staff da OMS	ACO/SRC/AGO/AO1
21	2-Dec	2-Dec	CIFF Self-Care Interventions Initiative: Monthly meeting	ULC/RMH
22			2023	
23	31-Jan	31-Jan	Waste management during outbreak field investigations	EPR/EMP
24	3-Feb	3-Feb	CIFF Self-Care Interventions Initiative: Monthly meeting	ULC/RMH
25	3-Mar	3-Mar	CIFF Self-Care Interventions Initiative: Monthly meeting	ULC/RMH
26	8-Mar	8-Mar	The International Women's Day Celebration	DPM/GER
27	31-Mar	31-Mar	Meeting with UCN Staff	UCN/VPD
28	5-May	5-May	CIFF Self-Care Interventions Initiative: Monthly meeting	ULC/RMH
29	16-May	16-May	Avaref facilitated Joint Review of Novartis CTA ADPT13A12201	UCN/VPD
30	17-May	17-May	AFRO New Staff Virtual Induction Program	GMC/HRT
31	2-Jun	2-Jun	CIFF Self-Care Interventions Initiative: Monthly meeting	ULC/RMH
32	6-Jun	6-Jun	Research Agenda Setting for Emergency Preparedness and Response	EPR/EMP
33	29-Jun	30-Jun	Experts meeting to review and finalize the ear and hearing care (EHC) WHO package of essential noncommunicable (PEN) disease interventions for primary health care in the African region	UCN/NCD
34	7-Jul	7-Jul	CIFF Self-Care Interventions Initiative: Monthly meeting	ULC/RMH
35	18-Jul	18-Jul	WHO Representatives in the Africa Region on Responding to Emergencies: Essentials of Emergency Response Framework and Emergency Resources Mechanisms	EPR/EMP
36	24-Aug	24-Aug	Bi-weekly meeting with PRSEAH coordinators	GMC/PRSEAH
37	24-Aug	24-Aug	Briefing of national NCD focal points on NCD CCS 2023	UCN/NCD

- **Key achievements (preparing the next generation of talents: succession planning)**

1

So far, the programme has successfully managed five cohorts of interns who registered from over 25 Member States of the WHO African Region¹, and with language combinations spanning all three official languages of the Region and a few more.



Cohort 1: 13 shortlisted interns out of 41 candidates.

Cohort 2: 80 shortlisted interns out of 132 candidates.

Cohort 3: 54 shortlisted interns out of 99 candidates.

Cohort 4: 45 interns

Cohort 5: 27 interns

2

To date, WHO AFRO has provided this internship opportunity to over **450 young Africans** who have the potential to be included in the roster of Junior Professional Interpreters (JPIs).

3

The interns have provided interpretation support to more than **10 technical units** in over **35 multilingual meetings**, thus contributing to the delivery of the regional programme.

4

The programme ensures succession planning as it builds interpretation skills on the continent and prepares the next generation of qualified African interpreters who are readily recruitable locally in the Member States of the Region. As such, of the four cohorts taken in so far, **28 junior interpreters (15 female and 13 male)** from **nine (9) countries** have been added to the AFRO interpreters' roster in the three languages of the Organization.

5

The recruitment of Junior Professional Interpreters (JPIs) has value-for-money implications for the Organization. The cost of recruiting a JPI is 34% less than that of recruiting a senior. Although the use of junior interpreters is strictly governed by the UN-AIIC agreement, it is a win-win initiative because it contributes to the **value-for-money effort**, while mentoring younger professionals, building their capacities as they work alongside seasoned interpreters and preparing succession as they get better equipped to provide top-notch services to the Organization.

¹ Angola, Benin, Burkina Faso, Cabo Verde, Cameroon, Comoros, Congo, Cote d'Ivoire, Djibouti, DRC, Egypt, Gabon, The Gambia, Ghana, Guinea-Bissau, Guinea Conakry, Kenya, Lesotho, Mali, Mozambique, Niger, Nigeria, Senegal, Togo, Tunisia.

6

The AFRO online conference interpretation internship programme is an innovative and creative concept that has been commended by WHO colleagues across the Organization and was declared a **flagship programme of the African Region** by AFRO senior management.

7

During the first cohort, **13 final year students** at the University of Ghana – Legon Campus attended the programme as part of their university’s requirement for an academic internship. At the end of the cohort, their internship reports were signed by the TIP Unit Manager (see a sample below).



INTERNSHIP REPORT / WHO AFRO

Date: 25 October 2022

To whom it may concern,

Ms. Akouavi De SOUZA, an M.A. Conference Interpreting Student of the University of Ghana undertook a virtual internship with the World Health Organization Regional Office for Africa Translation Interpreting and Printing (TIP) Unit from July to October of 2022. During this period, the aforementioned intern worked on 42 online meetings organized by WHO for an average of 126 hours with the following language combinations:

English into French

French into English, with French as A language and English as B language.

We would like to report that the candidate was hardworking, punctual and professional. She performed quite well during this internship. We therefore report that the intern has satisfactorily fulfilled the requirements of the internship.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'Elisabeth Kouaovi'.

Elisabeth KOUAOVI
Unit Manager
Translation, Interpretation and Printing (TIP)
General Management and Coordination (GMC) Cluster
World Health Organization Regional office for Africa
Brazzaville, Congo

3.

Insights from the outside

• Feedback from technical units

C'est avec beaucoup d'enthousiasme que j'ai appris qu'un programme de stage en interprétation de conférence a été lancé au sein du Bureau régional. Je m'en suis d'autant plus réjoui que ce programme est réservé aux jeunes interprètes du continent africain. Pour moi ce programme de stage offre une opportunité unique aux jeunes interprètes africains de développer leurs compétences professionnelles dans un domaine très spécialisé, tout en leur permettant de participer à des événements internationaux et de rencontrer des interprètes et des organisateurs de conférence de renommée mondiale. Je soutiens cette initiative et encourage des initiatives similaires pour les jeunes professionnels dans la Région africaine.

La disponibilité et l'efficacité des stagiaires ont permis au groupe organique HRT en général, et en particulier à l'unité SDL d'atteindre ses objectifs à bien des égards. Je n'ai pas observé de différence

notables entre le service fourni par les stagiaires et les prestations des interprètes professionnels. Les stagiaires ont rendu un service professionnel. Ils étaient à l'heure, impliqués et leur interprétation était parfaite. La coordination de leur travail était impeccable.

Afin de pérenniser cette excellente initiative, je voudrais formuler les recommandations ci-après à l'attention des organisateurs :

- assigner un mentor aux stagiaires qui pourra les guider tout au long de leur stage ; et
- offrir aux stagiaires plus d'opportunités d'apprentissage (conférence, ateliers, etc.) pour qu'ils puissent acquérir des compétences supplémentaires.

Nene BAH, HR Officer (Learning and Staff Development) – GMC/HRT/SDL

The launch of the interpretation internship initiative at the Regional Office for young interpreters from the African continent is an exciting and commendable initiative. It presents a valuable opportunity for aspiring interpreters to gain practical experience and enhance their skills in the field of conference interpretation.

The interns have supported several of the virtual meetings and some of the physical meetings organized by the training unit (EPR/EMP). Most recently the interns supported **the research agenda-setting webinar** that was held last month (*in June 2023*), they were present in the breakout rooms helping to ease the conversations between diverse sets of colleagues.

This initiative provides additional support to the training unit by increasing the workforce and helping to optimize our operations and improve overall efficiency during our physical and virtual meetings.

The support of this initiative to the training unit has created a collaborative environment between both units (*TIP and EMP*) and has contributed to achieving the training unit's goals as it regards the multifaceted strategies of implementing capacity-building sessions in the EPR unit.

I believe that this practical exposure helps the interns develop and refine their skills related to interpreting, organization, and communication. They can learn how to adapt to the different meeting formats that we employ, handle time constraints, and enhance their overall performance. This experience can be instrumental in their professional growth and preparation for future careers in interpretation or related fields.

In conclusion, this is an encouraging initiative that fosters professional growth, cultural exchange, and language diversity. It is a commendable effort that I support and should be celebrated.

RECOMMENDATIONS

1. I would advise that the interns support meetings with updated devices to allow for technological ease of adaptation to the various tools and technology we employ during meetings.
2. Optimal internet connection should also be considered an asset, for efficiency purposes.

Dr. Boukare BONKOUNGOU,
Training Officer – EPR/EMP

Nous avons accueilli la nouvelle du lancement du programme de stage au moment où nous sollicitons l'appui de TIP pour fournir des services d'interprétation lors de nos réunions mensuelles CIFI (*CIFF Self-Care Interventions Initiative: Monthly meeting*). Alors que nous n'avions pas de ligne budgétaire pour appuyer cette activité, l'équipe TIP nous a proposé de mettre à disposition des stagiaires. Nous en profitons pour exprimer toute notre gratitude.

Cette initiative est bénéfique non seulement pour les stagiaires eux-mêmes, car ils ont l'opportunité de mettre en pratique les théories apprises dans le cadre de leurs formations, de créer un réseau dans une organisation très respectée comme l'OMS et de donner de la valeur à leurs CV, ce qui présentera un avantage considérable pour leur insertion professionnelle. L'initiative est aussi bénéfique pour les unités/projets qui appuient des pays parlant des langues différentes et qui tiennent des réunions

simultanées avec ces pays. En outre, certains projets ne disposent pas des ressources financières nécessaires ou oublient de planifier une ligne budgétaire pour l'interprétation malgré le besoin on ne peut plus criard pour ce service. Les stagiaires apparaissent dans ces circonstances comme la réponse d'urgence la plus appropriée.

Les stagiaires en interprétation ont appuyé les réunions de suivi mensuelles du projet financé par CIFI pendant plusieurs mois (**10 séances à ce jour**). Leurs contributions ont permis d'une part d'établir et de maintenir le dialogue entre tous les participants issus des pays francophones et anglophones et, d'autre part, de gagner suffisamment de temps qui aurait été perdu si un membre de l'équipe devait se prêter au jeu en écoutant de bout en bout un participant avant de retranscrire l'information reçue, évidemment avec le risque lié au manque de précision et de cohérence.

Sur une échelle de 10, nous pouvons affirmer que notre niveau de satisfaction vis-à-vis de la prestation des stagiaires se situe à 9. Nous avons remarqué quelques rares fois des « blancs », c'est-à-dire des silences pendant certaines parties des présentations, ce qui pourrait être dû à une défaillance de la connexion Internet. Nous reconnaissons également que la documentation nécessaire n'a pas toujours été transmise à temps pour permettre aux stagiaires de se préparer convenablement. Mais en général, l'interprétation pendant les réunions CIFF ont répondu aux attentes des utilisateurs. Ils n'ont pas

remarqué que le travail était fait par des stagiaires. Toutes nos félicitations à cette équipe de stagiaires une fois de plus pour leurs efforts et nos meilleurs vœux pour leur vie professionnelle.

Nous voudrions proposer aux initiateurs de ce programme d'offrir également les services des stagiaires pour la traduction si tel n'est pas encore le cas.

Elodia CHEUTOU, ULC/RMH

• Feedback from interns

Je m'appelle WAKEP Adeline, interprète de langue française avec retour vers l'anglais. J'ai participé à 2 cohortes du stage d'interprétation : la cohorte 2 (juillet – septembre 2022) et la cohorte 4 (mars - mai 2023).

Ce programme de stage en ligne est une aubaine, car il immerge le stagiaire dans un environnement de travail professionnel, avec des réunions réelles qui nous changent des morceaux choisis utilisés dans les écoles de formation. Les stagiaires s'imprègnent des méthodes de travail virtuelles (Zoom, Internet, collaboration à distance, etc.), qui sont devenues la norme depuis l'apparition de la pandémie de Covid-19. Le stage m'a permis de renforcer mes aptitudes en matière de préparation des réunions, notamment de séances techniques. Au fil du temps,

je me suis approprié la terminologie et la structure des réunions, et j'ai eu l'occasion d'interpréter des intervenants ayant des accents et des débits divers.

Mes meilleurs souvenirs concernent les moments où j'ai réussi à puiser dans l'expérience et les ressources accumulées en cabine muette pour obtenir des résultats satisfaisants en cabine active. J'ai compris que j'avais retrouvé mes capacités d'antan et qu'il s'agissait désormais pour moi de trouver des mécanismes pour les développer, afin de rouler à pleine vitesse. J'ai également beaucoup apprécié la disponibilité et la réactivité des coordonnateurs dans les groupes WhatsApp créés pour chaque cohorte

Adeline WAKEP

My name is Mbang Israel, English A - French B. I was part of the second Cohort from July to September 2022. I got the news of the internship from a WhatsApp group of Cameroonian interpreters. I must say that in Cameroon, the news of the internship spread like wildfire.

Indeed, this internship is an applaudable initiative. As a young African interpreter, this was a unique opportunity to garner real-time experience in

interpreting almost every working day for a major international organization. This enabled me to learn and sharpen my interpretation skills:

- Mastery the Zoom platform and overcoming the challenges of remote interpreting (internet connection, hardware, difficulties listening, etc.).
- Booth manners and teamwork for remote interpreting.

- Preparing technical meetings and coping with speed.
- Resilience and stamina throughout the working day.

I mostly liked the real-life experience. During the internship and the fact that the programme lasted three months, which gave us enough time to learn, practice, exercise, improve and sharpen our skills.

My final comment is a suggestion touching on the technical aspect. The organisers of the internship could consider using other platforms like Interpretify. This would be a significant contribution to preparing interns for the job market.

Israel MBANG

4.

Internship awards

Let's take a closer look at one of the major achievements of the internship programme.

In all, **41 shortlisted interns** took a final test to be included on the AFRO Regional Roster of Junior interpreters. A panel made up of AFRO in-house interpreters rated their performance based on three criteria:

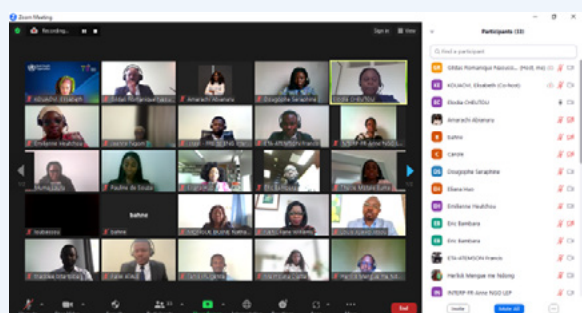
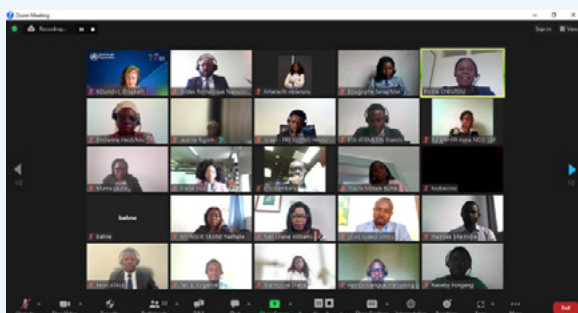
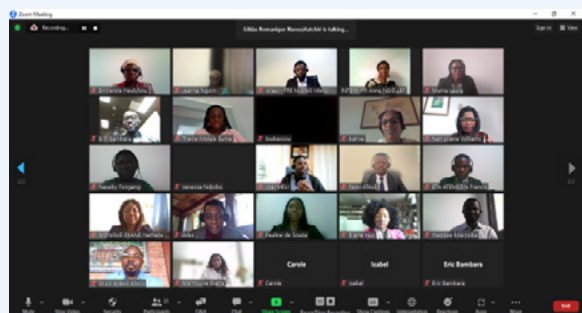
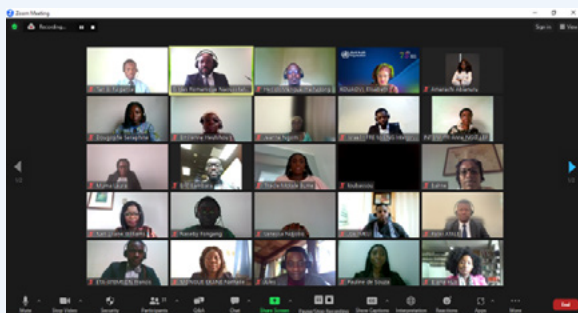
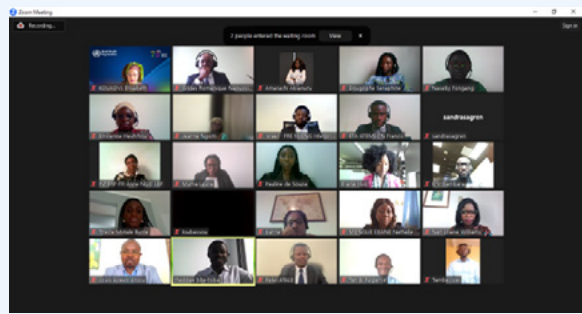
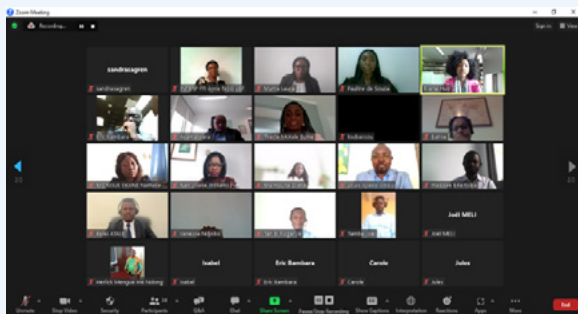
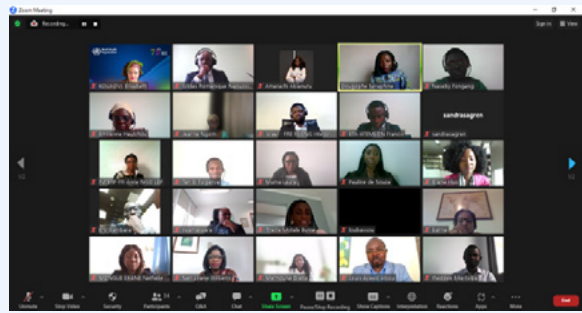
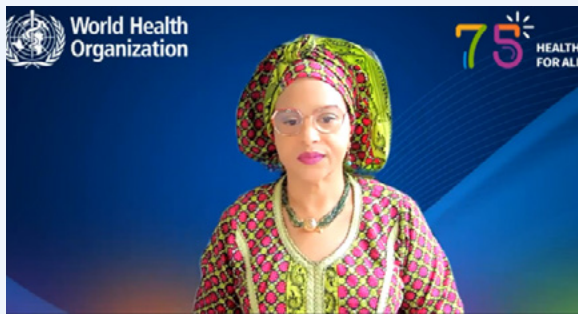
- Attendance in the programme (an average of two recordings per week during the three-month cohort period).

- Feedback provided by AFRO's in-house interpreters and some seasoned consultants on the recordings posted by the interns on the SharePoint during their respective cohorts.
- Feedback on the final assessment organized on 26 January 2023. The assessment was conducted during the press conference with the Regional Director. The candidates were given access into the press conference as attendees, and they shared a 15-minute sequence of their dummy booth performance. The in-house

panel reviewed the recordings in detail and provided feedback to the shortlisted candidates.

Twenty-eight (28) interns passed the test and were invited to attend a certificate award ceremony on Friday 28 July 2023, to be officially welcomed in the WHO family by the Director of General Management and Coordination (GMC), the Senior Human Resources Officer and the TIP Unit Manager.

- Screenshots of the award ceremony



- Copies of some certificates



5.

Partnership and value for money

- **Partnership**

As part of the next steps of this initiative, the TIP Unit Manager intends to broaden the scope of the internship programme to include translation/editing in the three official languages of the African Region. A partnership between the internship programme of the TIP Unit and the UNV programme can facilitate the invitation of interns to the Regional Office for a three-month coaching and mentoring experience.





**World Health
Organization**

African Region