



EU-WEBPSI

General Assembly, launching the web portal and training materials

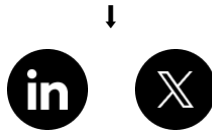
Newsletter #2



Athens, September 2024

Two years into the project, the team members met again for its annual General Assembly. METAdrasi hosted the meeting at its headquarters in Athens and offered the partners an insight into its local context. After having dealt with many consortium and project-related issues, an insightful meeting was held with the Director of Support of the Asylum Service to delve into the operations of and interpreting services in the Asylum Service in Greece. This was followed by a visit to the Reception and Identification Centre in Malakasa (a village to the north of Athens), where the local camp manager provided information on the reception and registration procedure of refugees and the role played by interpreters. This unique opportunity of gathering in real life, sharing expertise and getting acquainted with the situation on the ground, energised the team to dive into the final project year!

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Web portal

We have very exciting news to share: our web portal has gone LIVE!

The portal offers different functionalities such as learning materials for trainers of (future) public service interpreters and a built-in platform for meetings via videomediated interpreting. During this pilot phase, the platform will be used to access the learning materials and provide practice opportunities for our current project trainees. Once the trainees have been certified, they will be added to the interpreters register. The ultimate goal is to facilitate long-term use of the web portal by gradually adding new qualified public service interpreters to the register, making the tool widely available and operational across European borders. The web portal and corresponding register will be a valuable source for a diverse range of actors in the field of PSI to request interpreters via video-mediated interpreting, especially for languages of lesser diffusion. We are working hard to meet the current needs, and the launch of our web portal is a first big step in the right direction.

Important note: For the duration of the project, the web portal is in a pilot phase, so an account can currently not be applied for. However, in the meantime, it is possible to access the learning materials. For more information see below.

Development of training materials

In order to facilitate the training in France, Greece and Belgium, eight online training modules have been developed as a tool for trainers to work on a train-the-trainer basis. The materials cover all the key skills and knowledge a certified public service interpreter should acquire. The different modules contain pdf documents and PowerPoint presentations as well as videos and ready-to-use materials and activities. In some cases, country-specific information is included but the trainers are nonetheless supposed to localise the content in order to respond to the needs of every training group.

Do you work in the field of PSI and would you like to gain access to these materials? Click [HERE](#) to request access.

What sort of content can be expected?

By the trainees:

- ▶ Basic interpreting techniques
- ▶ Ethics
- ▶ The public service domain
- ▶ Specificities of video-mediated interpreting

By the trainers (*limited access*):

- ▶ Entrance assessment
- ▶ The organisation of certification tests
- ▶ Specificities of training interpreters in LLD

By all stakeholders:

- ▶ Interprofessional training

ENPSIT survey

The ENPSIT Board would like to invite you to participate in a survey which aims to gather insights into the organisation and regulation of public service interpreting across various European countries. Your feedback will contribute to the collection of crucial information for the continuation of the portal currently being developed and tested as part of the EU WEBPSI project, in which ENPSIT is a key partner.

This survey consists of both closed and open questions, allowing you to provide detailed responses. The survey is anonymous and should take approximately 10 minutes to complete. Do not hesitate to forward it to other actors active in the field of PSI. The goal is to reach as many stakeholders in as many countries as possible.

[Take the survey](#)



France's recruitment process explained

Interview with

Noémie Griot & Yves Henry

Entraide Pierre Valdo (EPV) / ISM CORUM

Hello Noémie and Yves! Could you tell us something on *Entraide Pierre Valdo's (EPV)* and *ISM CORUM's* mission?

Noémie: EPV is an association with over 50 years' history. Its main mission is to welcome and support vulnerable individuals or those in need of protection, so that they can be integrated in the best possible way in French society. In this context, EPV focuses on the integration of refugees and support for asylum seekers, social and professional inclusion for people in need through housing and initiatives aimed at combating social exclusion, and leisure activities centres for children between the ages of 3 and 15 from diverse social backgrounds (which also includes specialised actions for Foreign Unaccompanied Minors).

Yves: ISM CORUM is a non-profit organisation dedicated to ensuring that migrant populations in France have equal access to essential services, particularly in the areas of health, social support, education, and asylum law. We do this by providing

professional interpreting and translation services. Our activities include written translation and in-person interpreting, but also remote interpreting, which we've been offering by phone for nearly 20 years and by video conferencing for over five years. To meet urgent needs, we also offer ad hoc interpreting services. Each month, *ISM CORUM* performs around 6,000 hours of interpreting, serving over a thousand organisations that support migrants in exercising their rights. We cover more than 100 languages, with special attention to languages of limited diffusion (LLDs), to make sure that even those who speak less common languages are able to access vital services.

What is your organisation's role in the EU-WEBPSI project?

Noémie: As a frequent user of interpretation services across different areas of intervention, we can provide our partners in the project with unique perspectives from the field. Our role involves highlighting the ongoing needs and challenges in interpretation services. Our experience in the field gives an in-practice view of current situations where interpretation is needed, and we share insights into the French asylum and integration systems. We also focus on project dissemination within our organisation and across our partners at a local and broader level. We presented candidates to *ISM CORUM* (from our own structures as well as from our partners') who match the profile required for the training. In a later stage of the project, we will also be users of the platform, and we will be asking our teams to use the candidate's new skills in interpretation to train them.

Yves: In the EU-WEBPSI project, our role is multifaceted. We are responsible for selecting candidates who meet the necessary profile, training them, and then evaluating them at the end of the programme. Additionally, we will host the internships for trainees within our own Interpreting and Translation Service. It's also important to bring our field expertise as a PSI provider to the project, ensuring that it stays grounded in the practical realities of the profession.

For the past months, trainees have been recruited in three of our partner countries. In France, *Entraide Pierre Valdo* and *ISM CORUM* joined forces. How did you approach this recruitment phase?

Noémie: To begin the recruitment process, we first presented the project to *EPV's* directors and programme managers so that they could share this information with their multidisciplinary teams, who are in direct contact with asylum seekers and refugees. We had many discussions, both in person and over the phone, with professionals who had individuals in their care who might be interested in the training.

We created various means of communication to share with staff and beneficiaries in order to reach suitable candidates. These included flyers and information sheets, or documents providing answers to potential questions from interested parties. We also set up an online application form available in both French and English. When a social

worker identified a potential candidate, they would arrange a meeting to present the project. Afterwards, the candidates completed the application form, either independently or with their social worker's assistance. Once submitted, we would follow up with each candidate to confirm receipt and offer additional explanations when necessary. We regularly updated *ISM CORUM*, sending it candidate profiles for further interviews and selection. Since we began recruiting over the summer, we encountered challenges in getting as many applications as previously anticipated. To address these challenges, we broadened our communication efforts, reaching out to a wider range of stakeholders and expanding our search to more regions in France. During this recruitment phase, we collaborated closely with *ISM CORUM*, and leveraging its network increased the number of applications. We really appreciate cooperating with *ISM CORUM* as we felt supported and on the same wavelength.

Yves: *ISM CORUM* has been working closely with *EPV* for many years. Since our creation in 1978, our interpreters have worked in many of the *EPV* reception centers. This long-standing relationship made it easy to collaborate on the EU-WEBPSI project, and since we share common values, it is a smooth and rewarding partnership. It is truly a pleasure to work together.

We developed communication materials for the recruitment such as flyers and information sheets that were distributed across France, especially to organisations working in refugee support and employment services. It was a large-scale effort to find people who speak LLDs and are interested in becoming public service interpreters. *EPV* took the lead on much of the communication and outreach work and we're very grateful for the impressive job it did.

The recruitment process was a lot of work but went smoothly overall, mostly because it was not too different from how we recruit interpreters for our own services. In total, we received around 80 applications and conducted 65 individual interviews via video conferencing to assess the candidates. We mainly focused on their language skills, both in French and their LLDs. Evaluating LLDs can be tricky since there aren't many standard tools around, but we were fortunate to have the support of our university partners in the project. They provided us with some very helpful tools in this phase, and we really appreciate their contribution.

How many trainees did *ISM CORUM* finally recruit and could you give an example of some of the languages they speak?

Yves: We have selected 27 trainees in total, with an almost even gender distribution, 13 men and 14 women. Together, they speak over 30 different languages. These include languages spoken in West Africa such as Bambara, Mandinka, Pular and Susu, as well as languages spoken in Afghanistan such as Dari and Pashto.

Thank you so much for you answers. We wish them all the best in completing the training!

ENPSIT Webinar

Training Approaches to Public Service Interpreting in Refugee Contexts With Languages of Lesser Diffusion

The next instalment of the **ENPSIT Webinar series** will be devoted to the results of two Erasmus+ projects. ReTrans, coordinated by the University of Vienna, produced innovative, open-source training resources for interpreters in transborder migration contexts. Dialogos, coordinated by the University of Alcalá, developed a training module and materials for heritage and bilingual migrant speakers of languages of lesser diffusion who can become Public Service Interpreters and Translators.

The two projects will be presented by Sonja Pöllabauer (University of Vienna) and Carmen Pena (University of Alcalá), followed by Q&A and discussion, moderated by Lieven Buysse (ENPSIT & KU Leuven). The webinar takes place on Wednesday 27 November 2024 (12.30 – 1.30 p.m. CET) on [Zoom](#).

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