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**PROJECT DOCUMENT FOR THE ESTABLISHMENT  
OF A UNITED NATIONS ARABIC LANGUAGE  
CENTRE AT ESCWA**

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## **Executive summary**

### **A. OVERALL OBJECTIVES**

The proposed ESCWA Arabic language centre (ALC) is designed as a centre of expertise. It intends to make a significant contribution to enhancing the quality of Arabic language services across the United Nations system, by providing upstream quality support services. Such services are currently referred to as “quality at source”: end-product quality can be greatly enhanced if quality checks are implemented throughout the production process, beginning at source and, in particular, at recruitment level, and cover academic and professional training; and the availability of resources and documentation in terms of references, research tools and terminology.

Specifically, ALC will aim to achieve the following: (a) consolidate Arabic terminology databases, with a view to standardizing and harmonizing Arabic terminology throughout the United Nations; (b) improve the quality of Arabic texts as a result of such harmonized terminology, optimized use of information and communications technologies (ICTs), qualified staff, ongoing training efforts and quality evaluation procedures; (c) strengthen Arabic support services for the enhancement of language-related activities performed at various United Nations duty stations; and (d) provide support to United Nations bodies that lack in-house, Arabic language-related capabilities through referrals and a database of experts.

### **B. FUNCTIONS OF ALC**

#### *1. Terminology*

Terminology will be at the core of the products delivered by ALC, especially in light of member country recognition of the potential of terminology to improve quality of United Nations Arabic texts. The Secretary-General has defined terminology as an axis of reform efforts within the integrated global management initiative.

#### *2. Coordination*

Coordination represents the first operational function of the proposed ALC and will feature in all of its activities. ALC will facilitate coordination between those concerned with Arabic as a development language, both regionally and internationally, particularly the Arabic translation and editorial services at United Nations Headquarters in New York, other duty stations and the regional commissions.

#### *3. Training*

In addition to helping new recruits to adapt to the work environment, in-house training will help to upgrade the skills of more experienced staff and promote versatility and variety in the daily tasks of language professionals, thereby fostering personal and organizational growth, pursuant to United Nations policy on human resources management. ALC could also respond to Government requests for Arabic translation training for officials.

#### *4. Outreach*

ALC will undertake outreach activities aimed at fulfilling the future staffing needs of the United Nations and promoting language studies in Arab countries, specifically targeting universities that train language professionals in order to raise awareness of the staffing needs of the United Nations. In so doing, ALC could forge strategic partnerships and cooperation with key Arabic language institutes and translation schools.

### C. PARTNERS

Partners will contribute to the establishment and development of ALC, and progressively expand their contribution commensurate with ALC activities. Partnerships can be categorized according to their function and projected types of cooperation, including coordination activities, exchanges, loans of personnel and products and services development.

### D. ACTIVITIES OF ALC

The activities of ALC can be grouped into the following four categories:

(a) Terminology coordination, which will be achieved through terminology coordination committees. This consultative mechanism for developing terminology lists and databases will bring together translators, experts in the field, terminologists, readers and concerned international organizations;

(b) Training, which will include training of recruits to the United Nations in cooperation with academic institutions; continuous staff training for in-house translators through relevant workshops; training for Government officials and translators; and an internship programme;

(c) Networking, which will be achieved through three vehicles, namely:

(i) An Arabic language translators network that comprises translators from English into Arabic, Arabic into English and specialized translators;

(ii) The Arabic Translation Academic Institutions and Academies (Majamei) Network;

(iii) An international organization Arabic translation network;

(d) Dissemination and exchange of information, which will be achieved through the ALC website and the organization of relevant conferences and meetings.

### E. STAFFING STRUCTURE

Core ALC staff will be responsible for regular work, assisted by supplementary staff as required.

Core staff will include the chief of ALC, who should be a senior professional; a programme officer; and an administrative assistant at a senior general-service level to support the management of the Centre. Supplementary staff would include two professional posts acquired on rotation and secondment from other duty stations through the managed mobility scheme, one research assistant and consultants. All staff will be financed through extrabudgetary funds.

### F. THE BUDGET

ALC partners will contribute in kind or cash towards establishing and operating the Centre. The total three-year budget for the establishment and implementation of activities is estimated at \$4 million.

PROJECT DOCUMENT

**Title of project:** **Establishment of the Arabic Language Centre**

**Objective:** To improve the quality and standard of Arabic translated documents through capacity-building, research and harmonization of Arabic terminology across the United Nations Secretariat, and through the use of new technologies

Geographical coverage: The Arab region

Project location: ESCWA headquarters

Project duration: Three years (1<sup>st</sup> phase)

Proposed starting date: September 2008

Executing agency: The Economic and Social Commission for Western Asia (ESCWA)

Project implementation partner(s): To be identified (depending on funding and support)

Legislative authorities:

- Resolution 239 (XXII) of 17 April 2003 on the establishment of a United Nations Arabic Language Centre based at ESCWA, adopted by ESCWA member countries at the twenty-second regular session of the Commission
- Resolution 2003/9 of 18 July 2003 adopted by the Economic and Social Council at its regular session reaffirming the relevance of the above provisions

Direct beneficiaries:

- Concerned Arab ministries in the field of socio-economic development
- United Nations bodies and international development organizations

Indirect beneficiaries:

- Researchers and academics in Arab countries
- Non-governmental development organizations in Arab countries
- Regional research institutes
- National research institutes
- Universities and academic institutions in Arab countries

Summary budget (the detailed budget breakdown is provided in a separate document)

|   |    |
|---|----|
| Total project cost:   | \$ |
| Contribution from UN ESCWA:                                       | \$ |
| Contribution from local partners:<br><i>(NGO's, CBO's etc...)</i> | \$ |
| Other contributions:<br><i>(Add rows as necessary)</i>            | \$ |
| Amount requested from donor(s):                                   | \$ |

Key partners:

- United Nations Headquarters in New York
- United Nations Office at Geneva (UNOG)
- United Nations Office at Vienna (UNOV)
- United Nations Office at Nairobi (UNON)
- Economic Commission for Africa (ECA)

Strategic partners:

- International Annual Meeting on Language Arrangements, Documentation and Publication (IAMLADP) and Joint Inter-Agency Meeting on Computer-Assisted Translation and Terminology (JAMCATT)
- United Nations specialized agencies, including Food and Agriculture Organization (FAO), International Civil Aviation Organization (ICAO), International Labour Organization (ILO), International Telecommunication Union (ITU), United Nations Educational, Scientific and Cultural Organization (UNESCO), World Health Organization (WHO), International Monetary Fund (IMF) and the World Bank
- League of Arab States

**Partnerships:**

(see definition of partnership categories under section V)

Cooperative partnerships:

- Selected universities with Arabic translation departments representing the Arab region and other international institutions
- Other United Nations secretariats and entities, including the Convention on Biological Diversity and the Multilateral Fund Secretariat for the Implementation of the Montreal Protocol
- Selected Arabic-language academies
- Arab and national associations of translators

## I. BACKGROUND AND JUSTIFICATION

### A. UNITED NATIONS RESOLUTIONS

Several relevant United Nations reports and General Assembly resolutions have repeatedly drawn attention to the needs that will be addressed by the proposed Arabic Language Centre (ALC), particularly in terms of quality and timely dissemination of documents. The historical legislative background for ALC is defined as follows:

(a) General Assembly resolution 3190 (XXVIII) of 18 December 1973, which formally included Arabic among the official and working languages of the United Nations;

(b) Several General Assembly resolutions adopted by Member States of the United Nations since 1999 on the pattern of conferences, which have consistently underscored the need to ensure highest standards of quality in language-related matters;<sup>1</sup>

(c) General Assembly resolution (A/RES/61/236) on the pattern of conferences, which took note of the progress made in integrating information technology, sharing standards, good practices and technological achievements among conference services at all duty stations.

### B. DEVELOPMENT ISSUES RAISED BY CONCERNED PARTIES<sup>2</sup>

#### 1. *Department of General Assembly and Conference Management*

Within the framework of the integrated global management initiative, reforms are currently being implemented by the Department of General Assembly and Conference Management (DGACM) aimed at reducing bottlenecks and ensuring smoother documentation flow by streamlining procedures and implementing document management information technologies. Other developments of interest within the Secretariat of the United Nations include the human resources management reform. Close coordination will be sought with the office of the Under-Secretary-General of the United Nations for General Assembly and Conference Management.

#### 2. *Member States of the United Nations*

By adopting the above General Assembly resolutions, Member States of the United Nations insisted on the need to:

(a) Continue to improve the quality of translation/quality and proficiency of translation services;

(b) Improve quality control at all duty stations; and to ensure effective linguistic quality control through the final stage of document production and distribution;

(c) Ensure the highest quality of interpretation and translation services in all official languages;

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<sup>1</sup> See General Assembly resolutions on the pattern of conferences under the following symbols: A/RES/53/208, A/RES/54/248, A/RES/55/222, A/RES/56/242, A/RES/57/283B, A/RES/58/250, A/RES/59/265, A/RES/60/236B, A/RES/61/236 and A/RES/62/225.

<sup>2</sup> This section uses liberal adaptations and quotations from General Assembly resolutions adopted by Member States of the United Nations on the pattern of conferences under the following symbols: A/RES/53/208, A/RES/54/248, A/RES/55/222, A/RES/56/242, A/RES/57/283B, A/RES/58/250, A/RES/59/265, A/RES/60/236B, A/RES/61/236 and A/RES/62/225.

(d) Develop further the performance indicators to evaluate the quality of the functions performed by them [language services] to the satisfaction of the Member States;

(e) Continue to improve the accuracy of translation of documents into official languages, giving particular significance to the quality of translation.

While Member States of the United Nations stressed the need to “ensure that translation, in principle, reflects the specificity of each language”, they made a specific mention to the fact that some documents issued in Arabic “tend to follow a pattern of excessively literal translation, by focusing on the vocabulary and not on the content of the original language”.<sup>3</sup> They requested the Secretary-General to rectify that situation and stressed that the reform of the Department should be aimed at improving the quality of documents and their timely production and delivery and the quality of conference services provided to Member States, with a view to meeting their needs as efficiently and cost-effectively as possible.

Terminology is an aspect of language-related activities that has a potential for improving the quality of documentation. Given that they are the main users of United Nations documents, Member States insisted on the necessity “to ensure continuous dialogue between translation staff and interpretation staff, among United Nations headquarters at New York, Geneva, Vienna and Nairobi, and between translation divisions and Member States with regard to the standardization of the terminology used and to ensure that Member States, which are the main users of United Nations documents, are briefed periodically on the terminology used”.<sup>4</sup>

In the area of technology, Member States of the United Nations stated that efforts must aim to introduce new technologies such as machine-assisted translation and common terminology databases. With the advent of personal computers and other information technology (IT) tools, technological developments contributed to the increasing complexity and diversification of what can now be termed the “language professions”. The Arabic language witnessed similar changes. Translation-centred programmes were introduced in the curricula of many universities, and training institutes were created in many Arab countries.

### *3. The Secretary-General of the United Nations*

Under harmonization and standardization of administrative policies, practices and procedures, the Secretary-General of the United Nations identified the following four areas of interest:

(a) Proactive document management, namely, streamlining documents processing in view of timely issuance and control of documentation;

(b) Capacity calculations to estimate translation, interpretation and editing capacity in order to make full use of staff resources and to secure any additional resources in the most economical manners, including by sharing workloads among duty stations;

(c) Common terminology database for language staff;

(d) Computer-assisted translation (CAT) and extending the use of such technology with its potential for accelerating the translation/editing processes and harmonizing translated/edited texts.

Moreover, the Secretary-General stressed the need for the coordination of terminology that “would be achieved via the establishment of a central terminology database and terminology coordination board. Each of the four duty stations would be assigned subject areas in connection with its current areas of specialization

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<sup>3</sup> A/RES/54/248 dated 23 December 1999, Section D, paras. 10 and 11.

<sup>4</sup> Ibid., Section D, paras. 12 and 13.



and language groups over which it would have primary responsibility. Once these areas of specialization had been defined, each duty station would suspend terminology work outside its areas of specialization so as to avoid the creation of conflicting versions of terminology”.<sup>5</sup> ESCWA’s area of specialization covers social and economic terms.

The Secretary-General concluded that the “main goal of integrated global management is harmonizing/standardizing business processes across duty stations for the purposes of streamlining and optimizing operations, better sharing of resources and workload, and achieving economies of scale. In accordance with the General Assembly mandate, integrated global management has to allow for the specificities of the various duty stations, including different sources of funding and funding arrangements”.

#### 4. ESCWA member countries

In ESCWA resolution 239 (XXII) of 17 April 2003, ESCWA member countries identified the need “to raise the technical and linguistic level of the Arabic terminology used in United Nations documents” stating that this endeavour should take place in cooperation with the Secretariat of the United Nations. In the preamble to that resolution, ESCWA member countries referred to the coordinating role of the Commission given its location in the region with respect to strengthening Arabic language services in the United Nations system in close cooperation with Arabic services at Headquarters and under the overall guidance of the Under-Secretary-General of DGACM. In the operative part, they stipulated that the objective would be to facilitate the use of the Arabic language in such documents. In other words, the establishment of a central terminology database alone cannot meet the set objectives of raising the technical and linguistic level of the terminology in use, nor does it facilitate the use of Arabic language in such documents if the grounds are not prepared for an enabling environment.

In order to address the above problems the Centre will tackle several key needs, thereby complementing the overall objective of providing upstream quality support and services. These are as follows:

(a) Coordinating with the four major duty stations and other United Nations entities and offices on issues related to the production of Arabic documentation in the United Nations;

(b) Coordinating Arabic terminological activities within the United Nations in order to increase consistency in terminological use and quality of documentation;

(c) Establishing partnerships and cooperative measures aimed at creating linguistic, expert and resource databases;

(d) Establishing partnerships and cooperative measures aimed at recruiting and retaining the services of the most qualified language professionals.

#### C. OTHER SUPPORTING FACTS

In his report on the pattern of conferences, the Secretary-General described future challenges in providing quality language services as follows:<sup>6</sup>

(a) Demographic changes in the language services whereby half the staff has less than five-years’ service, and 20 per cent of staff at Headquarters are expected to retire between 2006 and 2011;

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<sup>5</sup> United Nations, “Report of the Secretary-General on the pattern of conferences” (A/61/129), para. 6.

<sup>6</sup> United Nations, “Report of the Secretary-General on the pattern of conferences” (A/61/129), para. 83.

- (b) The decline in the number of applicants for the United Nations language examinations;
- (c) The decrease in the number of universities offering courses relevant to the work of the United Nations;
- (d) The decrease in the number of students studying languages in the countries where some of the official languages of the United Nations are used.

The Secretary-General also stressed on the need to enhance the quality of language services and staff training; replenish the ranks of the language services; and, in cooperation with other international organizations, to participate in outreach activities “targeting universities that train language professionals in order to make them aware of the staffing needs of the international organizations and to help develop their curricula to ensure that graduates are equipped properly to function effectively in international organizations”.<sup>7</sup>

## **II. OBJECTIVES OF THE PROJECT**

### **A. OVERALL OBJECTIVES**

The proposed ALC is designed as a centre of expertise. It is set to make significant contributions to enhancing the quality of Arabic language services across the United Nations system by providing upstream quality support services. This is referred to as “quality at source” in the reports of the Task Force on Quality Management of IAMLADP, according to which end-product quality can be greatly enhanced if the quality checks are implemented along the whole chain of production process beginning at the source, especially at the level of recruitment; academic and professional training; and availability of resources and documentation in terms of references, research tools and terminology.

ALC can contribute to such upstream resources and support to language services at the four major duty stations, relevant regional commissions and other United Nations entities within the organization that require support services related to the Arabic language. This will be achieved through a coordinated monitoring mechanism involving the Executive Secretary of ESCWA and the Under-Secretary-General of the United Nations for General Assembly and Conference Management.

### **B. INTERMEDIATE OBJECTIVES**

The aims of ALC were outlined in ESCWA resolution 239 (XXII) of 17 April 2003 as follows:

- (a) To be a centre of expertise;
- (b) To provide resources and support to all Arabic translation activities in the United Nations;
- (c) To make significant contributions to the maintenance and enhancement of Arabic language standards at the United Nations;
- (d) To respond to the needs and requests of document users;
- (e) To provide value-added services to Arabic language readers in the United Nations system.

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<sup>7</sup> Ibid., paras. 85 and 86.

Moreover, ALC will fulfil the objectives stressed by the Secretary-General in order to enhance the quality of language services and staff training and to replenish the ranks of the language services; and, in cooperation with other international organizations, the Secretariat will participate in outreach activities targeting universities that train language professionals in order to make them aware of the staffing needs of the international organizations, and to help develop their curricula to ensure that graduates are equipped properly to function effectively in international organizations.

### III. FUNCTIONS OF THE CENTRE

The report on the Expert Group Meeting to Consider the Establishment of a United Nations Arabic Language Centre (Beirut, 2-3 May 2007) summarized the envisaged functions of ALC as follows: (a) to consult specialists on the selection of terminology through the proposed coordination mechanism, including the establishment of a network of specialists; (b) to coordinate with United Nations Arabic translations services and sections in the extraction, adoption and use of specialized terminology; (c) to organize continuous training sessions for United Nations translators in their various fields of specialization, and to cooperate with translation schools and universities.<sup>8</sup>

ALC will deliver value-added products and services in cooperation with its partners. There are recurrent themes that the Centre can address in terms of value-added services; these themes, which define the tasks and functions of ALC, are set forth below.

#### A. TERMINOLOGY

Terminology is set to be at the core of the products and services delivered by the proposed ALC, especially in the light of the recognition by Member States of the potential of terminology in improving United Nations documents in terms of quality in general and of the quality of Arabic texts in particular. Within that context, the Secretary-General defined terminology as an axis of the reform efforts within the integrated global management initiative.

Terminology has become a science in its own right, with a set of linguistic, technical and methodological requirements, and is the subject of various ISO standards. Currently, terminological activities at the United Nations are dispersed as witnessed by the existence of various terminological databases. The Secretary-General has already identified the need for cooperation; and a central terminology board has been created to include representatives of all four major duty stations and, more recently, of regional commissions. Given its linguistic specialization and its unique location in the Arab region, the proposed ALC stands to make a useful contribution to wider United Nations terminological efforts. This contribution will be coordinated with those from the four major duty stations and from the central terminology board.

ALC can identify thematic areas of priority for terminological research through annual coordination meetings and meetings of the central terminology board. This will enable the Centre to work proactively with the central terminology board in order to provide Arabic language thematic nomenclatures for authors, translators and editors.

Moreover, ALC can implement ISO standards and procedures in its terminological activities, when appropriate and feasible and in cooperation with the central terminology board, in order to ensure the highest degree of quality and consistency in terminology activities, procedures and deliverables. In this respect, ALC will refer to ISO standards on uniform principles and methods of terminology work, harmonized concepts and terms, terminology standardization and translation-oriented terminography.<sup>9</sup>

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<sup>8</sup> ESCWA, Expert Group Meeting to Consider the Establishment of a United Nations Arabic Language Centre, Beirut, 2-3 May 2007, (E/ESCWA/OES/2007/EGM.1/8).

<sup>9</sup> ISO704, ISO10241, ISO860, ISO15188, ISO12616 and ISO1087.

Terminology activities that will be undertaken by ALC can be divided into such short-term activities as ad hoc research on a given term and text review aimed at ensuring consistency in terminological use; and into long-term activities involving thematic research, terminology mining, term extraction, term forging, standardization, glossary production, maintenance of databases and a host of activities covering all the stages from pre-production to product delivery.

In the area of terminological research, ALC can consult domain specialists, individual or institutional language specialists, translators from all linguistic subregions, and United Nations entities and non-United Nations agencies in order to find the most suitable alternative to new technical and specialized terms with a view to harmonizing terminology and phraseology in United Nations documents. The aim of the Centre is to reach agreement through consultations on the suitability of proposed translations. Additionally, ALC can maintain a database of domain experts who can be readily consulted for the purposes of terminological research.

Translators represent a valuable source of new terminology. The Centre can tap into such resources by encouraging translators to input their findings. Specifically, ALC could establish an easy-to-use streamlined procedure for terminology input by setting minimal standards for terminological records.<sup>10</sup>

In the area of terminological production, ALC can contribute to databases of specialized terminology in various fields of work of the United Nations by drawing upon existing databases and updating them as necessary. In addition to contributing to the standardization of terminology, the Centre can enrich terminological research by including national or regional variants of standardized terms. Equally, exchanges with national, regional and international language institutions could encompass terminological standardization and dissemination by, for example and as appropriate, producing joint glossaries and cross-fertilizing databases. Besides the direct benefits reaped from harmonized terminology in Arabic and the qualitative enhancement of Arabic documentation across the United Nations, such consolidated terminological efforts within the proposed ALC can have a potential for value added to Arab countries at large.

As part of the current integrated global management approach, ALC will, in coordination with DGACM, monitor, research and disseminate current Arabic terminology in collaboration with other translation services and sections, and in accordance with the original mandate as determined by the relevant ESCWA and Economic and Social Council resolutions.<sup>11</sup>

Other value added activities include, among others, the creation of a website hosted at ESCWA for posting such tools as a terminology tutorial, publishing and writing tips for authors of Arabic documents, and linguistic and grammar tips; and the creation of an online discussion forum.

## B. COORDINATION

Coordination represents the first and foremost function of the proposed ALC given that it will feature in all the activities of the Centre. Specifically, ALC will facilitate coordination between the Arabic translation and editorial services at Headquarters and other duty stations and specialized agencies, including the regional commissions, particularly the Economic Commission for Africa (ECA) and the Conference Services Section at ESCWA. At a later stage, coordination activities can be extended to other relevant United Nations entities, especially those that rely solely on external assistance for translation services.

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<sup>10</sup> These standards could be along the lines identified in the Translation Bureau, Canada, *The Pavel, Terminology Tutorial*, which is available at: [www.termiumplus.gc.ca/didacticiel\\_tutorial/english/lesson1/index\\_e.html](http://www.termiumplus.gc.ca/didacticiel_tutorial/english/lesson1/index_e.html).

<sup>11</sup> Op. cit., E/ESCWA/OES/2007/EGM.1/8.

In particular, coordination will aim at the following:

- (a) Hosting periodic coordination meetings to discuss common policy issues;
- (b) Exchanging experiences;
- (c) Determining best practices to be adapted or implemented;
- (d) Discussing findings of IAMLADP and its task forces and JIAMCATT;
- (e) Reviewing overall orientations in Arabic language services;
- (f) Planning activities related to Arabic language;
- (g) Setting training priorities;
- (h) Designating research priorities in Arabic terminology;
- (i) Determining staffing priorities in terms of core competencies in order to plan training and outreach activities;
- (j) Creating and/or updating style guides.

### C. TRAINING

In-house training can help recruits to the United Nations to adapt to their new work environment while helping to upgrade the skills of existing staff. This encourages versatility and allows for greater variety in the daily tasks of language professionals, thereby fostering personal and organizational growth within the framework of the United Nations policy on human resources management and the policies adopted by DGACM.

With the qualitative shift in human resources management policies and the emphasis on qualification, versatility, mobility and career development, it is currently the responsibility of individual staff members to consolidate and expand competencies in partnership with management. As part of lifelong learning, many activities could qualify.

To that end, the Centre could contribute by organizing formal training courses and making use of the expertise available in the ESCWA region. Equally, the Centre could set up activities that lend themselves to instruction and practical on-the-job experience. In cooperation with universities, ALC could organize such activities as refresher courses or activities that also lend themselves to distance learning. Within that context, seconding staff and exchange programmes could be included in lifelong learning and managed mobility of language services.

Training could cover linguistic aspects, domains of specialty, terminology and technological advances. Strategic partnerships with universities, academies and agencies could prove useful for providing low-cost and high-quality training/learning opportunities. The Centre could aim to identify opportunities for cross-training and exchanges of services; and explore training opportunities within the United Nations system, including, for example, training on “managing quality in translation services” that is offered by the Task Force on Joint Training Ventures of IAMLADP.

In cooperation with other duty stations, ALC could contribute to training activities, taking into account the budget allocated for training, and thematic and other priorities established during coordination meetings. Training activities outside of a staff member’s actual duty station could be undertaken in conjunction with home leave. Moreover, training activities undertaken by staff members could be reported and discussed during service meetings in order to evaluate and disseminate the information, knowledge and best practices among staff members. Furthermore, the Centre could examine various options for training activities and propose them to DGACM.

#### D. OUTREACH

ALC will undertake outreach activities in order to fulfil the future staffing needs of the United Nations and promote language studies in Arab countries. Specifically, these outreach activities could target universities that train language professionals in order to raise awareness of the staffing needs of the United Nations. In so doing, the Centre could identify key Arabic language institutes and translation schools for strategic partnerships and cooperation.

Among other activities, ALC could help to develop curricula, taking into account the needs of international organizations. The Centre could provide universities with the profiles of skills needed for various language professions, including translation, revision, précis-writing, referencing, editing, proof-reading and terminology, by detailing new qualifications sought from language professionals, which could encompass, for example, the ability to use ICT tools and desktop publishing abilities.

The Centre could also provide universities with sample texts and terminological tools aimed at helping them to customize training courses in line with the needs of international organizations. Within that context, ALC could lend its staff for regular or one-off training activities, including, as appropriate and feasible, teaching a graduate class on translation or translation issues in international organizations, and lecturing on relevant issues determined by the Centre in conjunction with the universities. The Centre could organize/host joint seminars on issues of common interest.

Additionally, ALC could target students in order to raise interest in language studies and in international organizations, and to identify the best potential candidates and promote enrolment in United Nations language examinations. Moreover, ALC could organize on-site training activities or on-site work experience for selected students, and promote similar activities at other duty stations in coordination with relevant heads of service. Equally, the Centre could organize visits to its premises and help interested students to access other United Nations translation services in coordination with relevant heads of service.

#### E. QUALITY EVALUATION AND FEEDBACK

Quality evaluation is an integral feature of the proposed ALC, and all activities undertaken by the Centre would be subject to quality evaluation and feedback. Within that context, ALC could set up feedback mechanisms addressed to all its stakeholders, including, for example, evaluation, comments and suggestions from member countries and users of products and services supplied by the Centre.

In order to measure the satisfaction of users related to documents, the Centre could examine the possibility of adding an end-user survey or a quick-spot survey that could appear as a popup window after a reader has consulted a document online.

While terminological activities have been the subject of many standards issued by ISO and various national standards associations, there were very few standard rules for translation products until recently. Translation-related standards were mostly interested in the managerial aspects of translation processes. In 2006, the European Committee for Standardization finally adopted standard EN-15038, entitled “Translation services: service requirements”, thereby constituting “the first European standard to set out the requirements for the provision of quality services by translation service providers (TSPs). It charts the best practice processes involved in providing a translation service through commissioning, translation, review, project management and quality control, to delivery”.<sup>12</sup> ALC will need to set up criteria for evaluating its activities. In so doing, the Centre could review similar practices in institutions or associations of translators.

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<sup>12</sup> More information is available at: <http://www.bsigroup.com/en/Shop/Publication-Detail/?pid=00000000030122045>.

#### IV. PARTNERSHIP

The Under-Secretary-General of the United Nations for General Assembly and Conference Management will have a pivotal role in the operation and monitoring of ALC. Once established, the Centre will implement gradual measures before becoming fully operational. Partnerships could grow gradually to reflect the progressive expansion of the activities of ALC. Several categories of partnerships were identified and classified according to their function and the types of projected cooperation, including coordination activities, exchanges, loan of personnel, and delivery of products and services.

The first and foremost partners of ALC are set to be United Nations entities that incorporate Arabic language translation services, namely:

- (a) United Nations Headquarters in New York;
- (b) United Nations Office at Geneva (UNOG);
- (c) United Nations Office at Vienna (UNOV);
- (d) United Nations Office at Nairobi (UNON);
- (e) Economic Commission for Africa (ECA).

Key partnerships would take the form of closer policy coordination with Arabic translation services, terminological consultations, support products and services, loan of personnel and provision of training services.

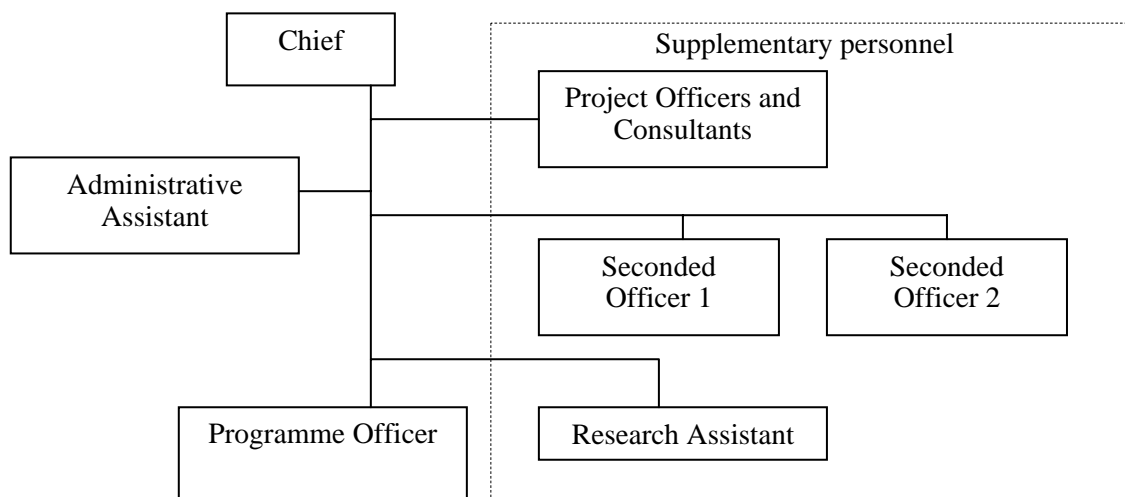
Strategic partnerships with specialized agencies and other international organizations, including the Bretton Woods Institutions and the League of Arab States, could cover the exchange of knowledge and experiences in respective fields of specialty. Partnerships could include such options as common terminological databases or joint content validation systems for specialized terminologies, experts and resource databases.

Cooperative partnerships are created with entities with which ALC could undertake one-off or longer-term activities, including outreach to universities and joint seminars on translation issues. These partnerships also include United Nations bodies and entities other than those appearing above and which do not have their own language services as well as Arabic Language Academies.

#### V. PROJECT NEEDS

##### A. STAFFING

The Centre will carry out most of its functions through coordination and facilitation, and is set to implement its activities through virtual or corporeal networks. The staffing structure of ALC will comprise core staff who will be responsible for the continuous daily work, and a supplementary body of personnel.



Specifically, the core staff will consist of the following:

(a) The chief (P4 level), who is expected to assume the managerial responsibility of the Centre. Reporting to the Chief of Conference Services Section at ESCWA, the chief of ALC will coordinate with the office of the Under-Secretary-General of DGACM on activities related to the provision of Arabic language documentation at the United Nations. Additionally, the chief is expected to undertake representation, promotion and outreach activities on behalf of ALC;

(b) A programme officer (P3 level);

(c) An administrative assistant (GS6 level), who will support the management of the Centre;

These three posts will be financed through extrabudgetary funds, owing to the zero growth budget and the ban on the establishment of new posts.

Supplementary personnel will comprise the following:

(a) Two professional posts (P3) acquired on rotation and secondment from other duty stations through the managed mobility concept, thereby helping the Centre to discharge its responsibilities, broadening their knowledge of language-related activities, increasing their professional versatility, and operationalizing partnerships between their home duty stations and the Centre;

(b) One research assistant post, which will be financed through extrabudgetary funds, which will support the substantive, coordination and networking functions of the Centre;

(c) Consultants and project personnel on time-limited assignments.

## B. TECHNOLOGY

With the expansion of ICT, tools have been developed aimed at enhancing the quality of language production and the productivity of language specialists. The proposed ALC will integrate such proven new technologies as computer-assisted translation (CAT). When properly implemented, these cost-efficient tools are beneficial in further standardizing text production and accelerating translation processes while avoiding duplication.

Moreover, the Centre can monitor new technology for compatibility with the Arabic language and interoperability among Arabic language service providers. ALC could be in charge of testing and selecting computer tools that are best suited to the needs of Arabic language professionals, while taking into account similar efforts undertaken by United Nations language services other than Arabic. For example, the Centre could liaise with JIAMCATT, which has created two working groups, namely, on the interoperability of CAT and terminology systems, and on terminology coordination among international organizations. Such coordination is necessary to avoid overlap in research and duplication of efforts.

Locally, ALC could work with IT specialists for the purposes of maintaining relevant databases and hosting Web pages, discussion forums and mailing lists. With the help of its IT services, the Centre could provide assessments of technological tools offered to Arabic language specialists and provide a useful contribution to overall United Nations efforts regarding language-related technologies.



### C. SPACE, FURNITURE, EQUIPMENT AND SUPPLIES

These inputs are proposed to be provided by the host organization, and will be considered contributions towards the establishment and running of the Centre.

## VI. EXPECTED ACCOMPLISHMENTS

The functions performed by the proposed ALC as outlined above will yield the following short- and long-term results:

- (a) Consolidating the Arabic support services for the enhancement of language-related activities performed at various United Nations duty stations;
- (b) Standardizing and harmonizing terminology throughout the United Nations and consolidating terminology databases;
- (c) Increasing productivity and efficiency through the use of ICTs and streamlining of procedures;
- (d) Improving the quality of Arabic texts as a result of harmonized terminology, optimized use of ICTs, qualified staff, ongoing training efforts and quality evaluation procedures;
- (e) Providing services to bodies lacking in-house, language-related capabilities through referrals and the database of experts;
- (f) Contribute to enhancing the quality of the participation and negotiation efforts of Member States of the United Nations at the global arena, particularly the General Assembly and the Economic and Social Council.

## VII. ACTIVITIES OF THE CENTRE

Activities of ALC are grouped under four categories, namely: (a) terminology coordination; (b) training; (c) networking; and (d) dissemination and exchange of information. These are set forth below.

### A. TERMINOLOGY COORDINATION

The Centre will institute a coordination mechanism for developing terminology lists and databases in a consultative manner that brings together translators, experts in the field, terminologists, readers and concerned international organizations.

In the first three years, ALC will focus on coordinating social and economic terms through terminology committees whose task will cover such specific fields as labour and migration, fiscal and financial issues, statistics, gender issues, and natural resources. These committees are projected to comprise the following:

- (a) Senior translator;
- (b) Specialized expert in the field;
- (c) Terminologist;
- (d) Language staff member or expert proficient in Arabic from the relevant specialized organization or agency;
- (e) Representative of an Arabic language academy.

Committee members will be contracted for periods of three or six person-months in order to conduct a specific and defined task. Regular consultation with the key partners will be necessary to reach consensus over chosen terms. The final product will be discussed in working meetings, bringing together representatives of key partners.

## B. TRAINING

### 1. *Supporting the training of future translators*

In cooperation with academic institutions and in direct consultation with DGACM, the following activities are projected:

(a) Establish a cooperation programme with selected schools of Arabic translation for academic training of potential candidates for employment by conference services departments across the United Nations and other international organizations;

(b) Identify competent educational institutions;

(c) Negotiate and sign relevant agreements;

(d) Devise required curricula;

(e) Follow up and cooperate on implementing curricula;

(f) Provide qualified expert translators to assist in training.

This training will entail the provision of senior language staff members who will share their expertise in developing training material and/or conduct the training.

### 2. *Continuous staff training for in-house translators*

This training will be given in the form of workshops on topics in translation and other writing skills required by international organizations. In the first three years, ALC will conduct three thematic workshops. Each workshop will require funds to cover the cost of the trainer and travel of staff to the training venue. The Centre will undertake the following:

(a) Identify competent training experts and institutions;

(b) Negotiate and sign relevant agreements;

(c) Devise required training curricula;

(d) Follow up and cooperate on implementing curricula.

### 3. *Training for Government officials and translators*

This is set to include two types, namely:

(a) Training on translation at international organizations for qualified Government translators;

(b) Training for Government officials on substantive terminology and that of international agreements and conventions, including, for example, WTO agreements and terminology. This training will be organized on a needs basis upon the request of Governments and taking into consideration their requirements. Expenses are to be covered by requesting Governments.

#### 4. *Internship programme*

In the area of training junior Arabic language translators, ALC will contribute to the existing internship programme that exists across the United Nations system. The programme will abide by the United Nations rules and regulations guiding internships and will be coordinated with DGACM and academic partners.

### C. NETWORKING

#### 1. *Arabic Language Translators Network*

This will include translators from English into Arabic and from Arabic into English and specialized translators in the various fields of work of international organizations. The following steps will be taken:

- (a) Establish the criteria for membership;
- (b) List Arabic translator organizations and syndicates;
- (c) Research and list qualified Arabic translators and translators specialized in certain fields;
- (d) Rate translators according to their previous work;
- (e) Electronic activation of the network.

#### 2. *Arabic Translation Academic Institutions and other Academies Network*

This will aim to facilitate and liaise between ALC, academic institutions and academies concerned with Arabic language and Arabic translation. The following steps will be taken:

- (a) Research and list relevant institutions;
- (b) Enlist interested institutions as network members;
- (c) Electronic activation of the network.

#### 3. *Arabic Translation Network of International Organizations*

This will include key partners, namely, the United Nations Arabic translation services in New York, Geneva, Vienna, Nairobi, Addis Ababa and Beirut, in addition to other international organizations involved in Arabic language translation, including, for example, UNESCO, ILO, WHO, FAO, the World Bank, IMF, UNDP, WIPO.

### D. DISSEMINATION AND EXCHANGE OF INFORMATION

#### 1. *ALC website*

In addition to being the official electronic gate for the Centre, the website will facilitate interaction between users and ALC, host terminology databases and host forums on focused issues. The following steps will be taken:

- (a) Design the website;
- (b) Collect and process the website content;
- (c) Allocate a server for ALC;
- (d) Launch, maintain and manage the website.

#### 2. *Conferences and meetings*

These will include three types, namely:

(a) The launching conference for the Centre, which will be attended by all key partners and other cooperating international organizations, in addition to representatives of academic institutions teaching translation, representatives of Arabic language academies, language experts and ALC focal points in Arab countries. The conference will discuss and approve the work plan and activities of ALC and include thematic discussions;

(b) Annual meeting of heads of Arabic translation services and sections at United Nations Headquarters in New York and other duty stations at Geneva, Vienna, Nairobi, Addis Ababa and Beirut, for discussions and coordination;

(c) One thematic conference at the end of the three-year period to be attended by all partners.

### **VIII. DELIVERABLES**

ALC deliverables can be related and categorized according to the above activities. These are listed as follows:

(a) Proceedings of the terminology coordination committees;

(b) Agreements and cooperation programmes with academic institutions to conduct training for future translators;

(c) Trained future translators;

(d) Agreements and cooperation programmes with academic institutions aimed at conducting training for United Nations staff translators;

(e) Three thematic training workshops for United Nations translators;

(f) Upgraded skills of United Nations translators through continuous training;

(g) Translation training workshops for Government officials;

(h) Trained Government officials on translation matters;

(i) Upgraded skills of junior translators through internships;

(j) Network of Arabic language translators;

(k) Network of Arabic Language Institutions and Academies (Majamei);

(l) Arabic translation network of international organizations;

(m) ALC website;

(n) Proceedings and/or final report of the launching conference;

(o) Reports of the annual meetings of heads of United Nations Arabic translation services;

(p) Proceedings and/or final report of the thematic conference.

## **IX. EVALUATION**

### **A. MEASURING PERFORMANCE**

Service improvement and performance indicators development have become keywords in the reform programme of DGACM. Member countries have institutionalized biannual meetings with representatives from DGACM on improving language services, use of terminology and quality of services rendered, whereby evaluations are regarded “as a key performance indicator”.

Timeliness, quality, financial performance and organizational learning and growth will be key factors in terms of measuring the performance indicators for ALC, and of assessing efficiency, cost-effectiveness and quality of services.

Once established, ALC will work towards identifying measurable indicators that will be used to evaluate the Centre’s performance.

### **B. INDICATORS**

The indicators of success can be summarized as follows:

- (a) The timely delivery of the deliverables enumerated above;
- (b) Improved Arabic language translations of United Nations documents;
- (c) Harmonized Arabic terminology used in United Nations documents;
- (d) Improved coordination among United Nations language services departments;

### **C. DEPENDENCIES AND SUSTAINABILITY**

The establishment of the Centre and timely and qualitative delivery of its products will depend on the following factors:

- (a) Securing sufficient financial support;
- (b) Delivery of in-kind pledged support;
- (c) Cooperation of partners in the project.

Once established, continuity and sustainability of the Centre can be achieved through the following:

- (a) Fees charged for training services to Member States of the United Nations;
- (b) Fees charged for training services to United Nations organizations;
- (c) Financial and in-kind support from partners.

## **X. DETAILED BUDGET (THREE YEARS)**

A detailed budget needs to foresee the regular administrative expenses of ALC for fulfilling its assigned programme of work and must, in addition, take into account the products and services that could be provided on a charge-back or cost-recovery basis.

The three-year time frame is necessary in order to allow ALC to gain momentum and to start providing measurable results, especially regarding terminology coordination and training, and proactive policies aimed at attracting and retaining qualified language staff.

| First Partner: <b>ESCWA</b>                                  |  | Contribution    |              |
|--|--|-----------------|--------------|
| <b>Item</b>  |  | In kind<br>(\$) | Cash<br>(\$) |
| 1.   |  |                 |              |
| 2.   |  |                 |              |
| 3.   |  |                 |              |
| 4.   |  |                 |              |
| 5.   |  |                 |              |
| 6.   |  |                 |              |
| <i>Subtotal:</i>   |  |                 |              |
| Second Partner: <b>[Click here and type name of partner]</b> |  | Contribution    |              |
| <b>Item</b>  |  | In kind<br>(\$) | Cash<br>(\$) |
| 1.   |  |                 |              |
| 2.   |  |                 |              |
| 3.   |  |                 |              |
| 4.   |  |                 |              |
| <i>Subtotal:</i>   |  |                 |              |
| Third Partner: <b>[Click here and type name of partner]</b>  |  | Contribution    |              |
| <b>Item</b>  |  | In kind<br>(\$) | Cash<br>(\$) |
| 1.   |  |                 |              |
| 2.   |  |                 |              |
| 3.   |  |                 |              |
| 4.   |  |                 |              |
| <i>Subtotal:</i>   |  |                 |              |
| <b>Total matching funds</b>                                  |  |                 |              |

| Proposed Partner: <b>[Click here and type name of partner approached by this document]</b> |  |                           |  |
|--|--|---------------------------|--|
| <b>Item</b>  |  | Cash contribution<br>(\$) |  |
| 1.   |  |                           |  |
| 2.   |  |                           |  |
| 3.   |  |                           |  |
| 4.   |  |                           |  |
|  |  | <i>Subtotal:</i>          |  |

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**GRAND TOTAL:**

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**DETAILED BUDGET FOR THE ESTABLISHMENT AND OPERATIONAL EXPENSES  
FOR THE PERIOD SEPTEMBER 2008 – AUGUST 2011**

*1. Terminology coordination*

| <b>Terminology Coordination Committee</b> |  |                                   |                 |                  |
|---|--|-----------------------------------|-----------------|------------------|
|   | Item   | Person-month                      | Rate in \$      | Cost in \$       |
| 1   | Senior translator  | 180<br>(5 persons for<br>3 years) | 6 000           | 1 080 000        |
| 2   | Specialized expert in the field  |                                   |                 |                  |
| 3   | Terminologist  |                                   |                 |                  |
| 4   | Language staff member or expert in Arabic from the relevant specialized agency |                                   |                 |                  |
| 5   | Representative of an Arabic language academy                                   |                                   |                 |                  |
| 6   | Administrative support   | 36                                | 3 000           | 108 000          |
|   |  |                                   | <b>Subtotal</b> | <b>1 188 000</b> |

*2. Training*

|          |   |              |                 |               |
|----------|---|--------------|-----------------|---------------|
| <b>A</b> | <b>Training of potential United Nations recruits</b> in cooperation with academic institutions (one-month course) academic institutions will contribute to the expenses     |              |                 |               |
|          | Item  | Person-month | Rate in \$      | Cost in \$    |
| 1        | Senior language staff member  | 3            | 10 000          | 30 000        |
| <b>B</b> | <b>Three continuous staff training workshops</b> in cooperation with academic institutions (one week per workshop; institution will charge fees from sending organizations) |              |                 |               |
|          | Item  | Person-month | Rate in \$      | Cost in \$    |
| 1        | Senior language staff member  | 3            | 10 000          | 30 000        |
| <b>C</b> | <b>Training for Government officials and translators</b>  |              |                 |               |
|          | Item  | Person-month | Rate in \$      | Cost in \$    |
| 1        | Training on translation at international organizations for qualified Government translators   |              |                 |               |
| 2        | Training on terminology used in international agreements and conventions  |              |                 |               |
|          |   |              |                 |               |
| X        | Administrative support for training activities  | 6            | 3 000           | 18 000        |
|          | Miscellaneous   |              |                 | 4 000         |
|          |   |              | <b>Subtotal</b> | <b>82 000</b> |

*3. Networking*

|          |  |              |            |            |
|----------|--|--------------|------------|------------|
| <b>A</b> | <b>Arabic Language Translators Network</b>   |              |            |            |
|          | Item   | Person-month | Rate in \$ | Cost in \$ |
| 1        | Consultant to devise the criteria for membership, research and listing of qualified experts, research and listing of qualified Arabic translators and rating of translators according to their previous work | 3            | Lump sum   | 10 000     |
| 2        | Design and activation of electronic package for Internet networking  | 3            | Lump sum   | 3 000      |



| <b>B Arabic Translation Academic Institutions and other Network</b> |   |              |            |               |
|---|---|--------------|------------|---------------|
|   | Item  | Person-month | Rate in \$ | Cost in \$    |
| 1   | Consultant to research and list relevant institutions and enlist interested institutions as network members | 3            | Lump sum   | 4 000         |
| 2   | Design and activation of electronic package for institutional Internet networking                           | 3            | Lump sum   | 3 000         |
| <b>C Arabic Translation Network of International Organizations</b>  |   |              |            |               |
|   | This activity will be implemented through other activities, including meetings and the ALC website          |              |            |               |
| X   | Administrative support  | 12           | 3 000      | 36 000        |
|   | Miscellaneous   |              |            | 3 000         |
| <b>Subtotal</b>   |   |              |            | <b>59 000</b> |

4. Dissemination and exchange of information

| <b>A ALC website</b>              |  |              |            |                |
|-----------------------------------|--|--------------|------------|----------------|
|                                   | Item   | Person-month | Rate in \$ | Cost in \$     |
| 1                                 | Website design   |              | Lump sum   | 7 000          |
| 2                                 | Website content preparation and processing   |              | Lump sum   | 3 000          |
| 3                                 | Allocation of a server for ALC   |              | Lump sum   | 10 000         |
| 4                                 | Launching, maintaining and managing the website over the three-year period                                     | 36           | 1 500      | 54 000         |
| 5                                 | Database hosting and administration  | 36           | 2 000      | 72 000         |
| <b>Subtotal</b>                   |  |              |            | <b>146 000</b> |
| <b>B Conferences and meetings</b> |  |              |            |                |
|                                   | Item   | Duration     | Rate in \$ | Cost in \$     |
| 1                                 | ALC launching conference   |              |            |                |
|                                   | (a) Travel of 22 national focal points.  |              | 700        | 15 400         |
|                                   | (b) DSA for four days for 22 national focal points (Beirut)  |              | 190        | 16 720         |
|                                   | (c) Terminal expenses for 22 national focal points (Beirut)  |              | 152        | 3 344          |
|                                   | (d) Travel of 13 United Nations representatives of duty stations and specialized agencies to the meeting       |              |            | 15 000         |
|                                   | (e) DSA for four days for 13 persons (Beirut)  |              | 190        | 9 880          |
|                                   | (f) Terminal expenses for the above United Nations representatives   |              | 152        | 7 904          |
|                                   | (g) Consultancy for preparing the agenda, information note, list of participants, invitations and final report | 3 months     | 5 000      | 15 000         |
|                                   | (h) Consultancy for preparing and presenting a keynote paper   |              | Lump sum   | 10 000         |
|                                   | (i) Consultancy for preparing and presenting a thematic paper  |              | Lump sum   | 6 000          |

|    |   |          |                 |                |
|----|---|----------|-----------------|----------------|
|    | (j) Travel of two consultants to the conference venue (Beirut)  |          | 700             | 1 400          |
|    | (k) DSA for four days for two consultants (Beirut)  |          | 190             | 1 520          |
|    | (l) Terminal expenses for two consultants   |          | 152             | 304            |
|    | (m) Conference rooms rental   | 3 days   | Lump sum        | 6 000          |
|    | (n) Conference hall operational cost  | 3 days   | 400             | 1 200          |
|    | (o) Simultaneous interpreters   | 3 days   | 537             | 15 111         |
|    | (p) Interpretation booths rental  | 3 days   | 250             | 750            |
|    | (q) Audiovisual system (30 microphones and headsets)  | 3 days   | 250             | 750            |
|    | (r) Conference floor support before and during meeting  |          | Lump sum        | 3 000          |
|    | (s) Administrative support  | 3 months | 3 000           | 9 000          |
|    | (t) Miscellaneous and hospitality   |          |                 | 4 000          |
|    |   |          | <b>Subtotal</b> | <b>127 483</b> |
|    |   |          |                 |                |
| 2a | First annual meeting of heads of Arabic translation services and sections at United Nations Headquarters in New York and duty stations at Geneva, Vienna, Nairobi, Addis Ababa and Beirut for discussions and coordination  |          |                 |                |
|    | (a) Travel of five persons to the meeting   |          |                 | 10 000         |
|    | (b) DSA for three days of five persons  |          | 190             | 2 850          |
|    | (c) Terminal expenses for five persons  |          | 152             | 760            |
|    | (d) Conference floor support to the meeting   |          | Lump sum        | 500            |
|    | (e) Miscellaneous and hospitality   |          |                 | 500            |
|    |   |          | <b>Subtotal</b> | <b>20 910</b>  |
|    |   |          |                 |                |
| 2b | Second annual meeting of heads of Arabic translation services and sections at United Nations Headquarters in New York and duty stations at Geneva, Vienna, Nairobi, Addis Ababa and Beirut for discussions and coordination |          |                 |                |
|    | (a) Travel of five persons to the meeting   |          |                 | 10 000         |
|    | (b) DSA for three days of five persons  |          | 190             | 2 850          |
|    | (c) Terminal expenses for five persons  |          | 152             | 760            |
|    | (d) Conference floor support to the meeting   |          | Lump sum        | 500            |
|    | (e) Miscellaneous and hospitality   |          |                 | 500            |
|    |   |          | <b>Subtotal</b> | <b>20 910</b>  |
|    |   |          |                 |                |
| 2c | Third annual meeting of heads of Arabic translation services and sections at United Nations Headquarters in New York and duty stations at Geneva, Vienna, Nairobi, Addis Ababa and Beirut for discussions and coordination  |          |                 |                |

|   |  |          |                 |                |
|---|--|----------|-----------------|----------------|
|   | (a) Travel of five persons to the meeting  |          |                 | 10 000         |
|   | (b) DSA for three days of five persons   |          | 190             | 2 850          |
|   | (c) Terminal expenses for five persons   |          | 152             | 760            |
|   | (d) Conference floor support to the meeting  |          | Lump sum        | 500            |
|   | (e) Miscellaneous and hospitality  |          |                 | 500            |
|   |  |          | <b>Subtotal</b> | <b>20 910</b>  |
| 3 | Thematic conference at end of three-year period  |          |                 |                |
|   | (a) Consultancy for preparing thematic paper 1   |          | Lump sum        | 6 000          |
|   | (b) Consultancy for preparing thematic paper 2   |          | Lump sum        | 6 000          |
|   | (c) Consultancy for preparing thematic paper 3   |          | Lump sum        | 6 000          |
|   | (d) Consultancy for resource person to support the conference  |          | Lump sum        | 6 000          |
|   | (e) Travel of three consultants to the meeting   |          |                 | 3 000          |
|   | (f) DSA for four days for three consultants (Beirut)   |          | 190             | 2 280          |
|   | (g) Terminal expenses for three consultants  |          | 152             | 456            |
|   | (h) Travel of 22 national focal points to the meeting  |          | 700 average     | 15 400         |
|   | (i) DSA for four days for 22 national focal points (Beirut)  |          | 190             | 16 720         |
|   | (j) Terminal expenses for 22 national focal points (Beirut)  |          | 152             | 3 344          |
|   | (k) Travel of 13 persons to the meeting  |          |                 | 15 000         |
|   | (l) DSA for four days for 13 United Nations representatives of duty stations and specialized agencies (Beirut) |          | 190             | 9 880          |
|   | (m) Terminal expenses for the above United Nations representatives   |          | 152             | 7 904          |
|   | (n) Conference rooms rental  | 3 days   | Lump sum        | 6 000          |
|   | (o) Conference hall operational cost   | 3 days   | 400             | 1 200          |
|   | (p) Simultaneous interpreters  | 3 days   | 537             | 15 111         |
|   | (q) Interpretation booths rental   | 3 days   | 250             | 750            |
|   | (r) Audiovisual system (30 microphones and headsets)   | 3 days   | 250             | 750            |
|   | (s) Conference floor support before and during the meeting   |          | Lump sum        | 3 000          |
|   | (t) Administrative support   | 3 months | 3 000           | 9 000          |
|   | (u) Miscellaneous and hospitality  |          |                 | 4 000          |
|   |  |          | <b>Subtotal</b> | <b>147 795</b> |

### 5. Staffing structure

| A | Core staff                  |       |                    |                     |                 |
|---|-----------------------------|-------|--------------------|---------------------|-----------------|
|   | Position                    | Grade | Duration in months | Annual gross salary | Three-year cost |
|   | 1. Chief of ALC             | P4    | 36                 | 120 000             | 360 000         |
|   | 2. Programme officer        | P3    | 36                 | 93 000              | 279 000         |
|   | 3. Administrative assistant | GS6   | 36                 | 65 000              | 195 000         |
|   |                             |       |                    |                     |                 |

| <b>B Supporting staff</b> |                                      |  |                    |                     |                  |
|---------------------------|--------------------------------------|--|--------------------|---------------------|------------------|
|                           | Position                             | Grade  | Duration in months | Annual Gross Salary | Three-year cost  |
|                           | 1. Programme officer                 | P3   | 36                 | 93 000              | 279 000          |
|                           | 2. Programme officer                 | P3   | 36                 | 93 000              | 279 000          |
|                           | 3. Research assistant                | GS5  | 36                 | 54 000              | 162 000          |
|                           | 4. Consultants and project personnel | To be budgeted through corresponding activities and projects |                    |                     |                  |
|                           |                                      |  |                    |                     |                  |
| <b>C</b>                  | Staff mission cost                   |  |                    |                     | 100 000          |
|                           |                                      |  |                    | <b>Subtotal</b>     | <b>1 604 000</b> |

*6. Space, equipment and furniture*

| <b>A Office space</b>            |   |             |                    |                 |                 |
|----------------------------------|---|-------------|--------------------|-----------------|-----------------|
|                                  | Item  | Description | Duration in months | Monthly cost    | Three-year cost |
|                                  | 1. Office of the chief                            |             | 36                 | 3 500           | 126 000         |
|                                  | 2. Offices for three professionals                |             | 36                 |                 |                 |
|                                  | 3. Office of the administrative assistant         |             | 36                 |                 |                 |
|                                  | 4. Office for the research assistant              |             | 36                 |                 |                 |
|                                  | 5. Office for consultants                         |             | 12                 |                 |                 |
|                                  |   |             |                    |                 |                 |
| <b>B Equipment and furniture</b> |   |             |                    |                 |                 |
|                                  | Item  | Description |                    | Rate            |                 |
|                                  | 1. For the office of the chief                    |             |                    | Lump sum        | 55 000          |
|                                  | 2. For the offices of three professionals         |             |                    |                 |                 |
|                                  | 3. For the office of the administrative assistant |             |                    |                 |                 |
|                                  | 4. For the office of the research assistant       |             |                    |                 |                 |
|                                  | 5. For the office of the consultants              |             |                    |                 |                 |
|                                  |   |             |                    | <b>Subtotal</b> | <b>181 000</b>  |

|  |                               |                  |
|--|-------------------------------|------------------|
|  | Miscellaneous and contingency | 10 000           |
|  | Total                         | 3 648 008        |
|  | Overhead at 13 per cent       | 474 241          |
|  | <b>Grand total</b>            | <b>4 122 249</b> |

Annex

**LOGICAL FRAMEWORK**

|     |  |    |                             |
|-----|--|----|-----------------------------|
| 1.  | Project title: <b>Establishing the ESCWA Arabic Language Centre (ALC)</b>  |    |                             |
| 2.  | Implementation division: Administrative Services Division/Conference Services Section  |    |                             |
| 3.  | Partners: United Nations bodies, League of Arab States, Arab-language academies, selected universities   |    |                             |
| 4.  | Duration: 36 months (1 <sup>st</sup> cycle)  | 5. | New or ongoing project: New |
| 6.  | <p><b>Overall objective:</b></p> <p>The proposed ESCWA Arabic language centre (ALC) is designed as a centre of expertise. It intends to make a significant contribution to enhancing the quality of Arabic language services across the United Nations system, by providing upstream quality support services. Such services are currently referred to as “quality at source”: end-product quality can be greatly enhanced if quality checks are implemented throughout the production process, beginning at source and, in particular, at recruitment level, and cover academic and professional training; and the availability of resources and documentation in terms of references, research tools and terminology.</p> <p>Specifically, ALC will aim to achieve the following: (a) consolidate Arabic terminology databases, with a view to standardizing and harmonizing Arabic terminology throughout the United Nations; (b) improve the quality of Arabic texts as a result of such harmonized terminology, optimized use of information and communications technologies (ICTs), qualified staff, ongoing training efforts and quality evaluation procedures; (c) strengthen Arabic support services for the enhancement of language-related activities performed at various United Nations duty stations; and (d) provide support to United Nations bodies that lack in-house, Arabic language-related capabilities through referrals and a database of experts.</p> |    |                             |
| 7.  | Location of project: ESCWA, Beirut   |    |                             |
| 8.  | Beneficiaries: (a) Concerned Arab ministries in the field of socio-economic development;<br>(b) United Nations bodies and international development organizations.   |    |                             |
| 9.  | <p>Relationship to the strategic framework: The establishment of ALC will result in the following gains:</p> <ul style="list-style-type: none"> <li>(a) Consolidating Arabic language support services at various United Nations duty stations;</li> <li>(b) Harmonizing Arabic terminology throughout the United Nations and consolidating terminology databases;</li> <li>(c) Increasing productivity and efficiency through the use of ICTs, and streamlining procedures;</li> <li>(d) Improving the quality of Arabic texts as a result of harmonized terminology, optimized use of ICTs and ongoing training efforts;</li> <li>(e) Enhancing the quality of the participation and negotiation efforts of Member States of the United Nations at the global arena, particularly the General Assembly and the Economic and Social Council;</li> <li>(f) Providing services to bodies lacking in-house, language-related capabilities through referrals and the database of experts.</li> </ul>  |    |                             |
| 10. | Comparative advantage of ESCWA: ESCWA is the largest United Nations organization located in the Arab region. It is also a development commission mandated to serve its member countries, which all use Arabic as their official language. Consequently, ESCWA is very close to the linguistic resources that will be needed by ALC, and makes it the most direct beneficiary of the Centre’s activities. Moreover, the establishment of the Centre was requested by ESCWA member countries, as mandated by ESCWA resolution 239 (XXII) of 17 April 2003.   |    |                             |

| 11. Expected outcomes  | 12. Achievement indicators                                    | 13. Main activities   |
|--|---|---|
| (a) Consolidating the Arabic support services aimed at enhancing language-related activities performed at various United Nations duty stations | Periodic reports on network activities                        | <u>Establishing an Arabic Translation Network of International Organizations.</u> This will include key partners, namely, United Nations Arabic translation services in New York, Geneva, Vienna, Beirut, Addis Ababa and Nairobi, as well as other international organizations involved in Arabic language translation, including UNESCO, ILO, WHO, FAO, the World Bank, UNDP, WIPO, WHO |
|  | Adoption of decisions to enhance coordination                 | <u>Annual meetings</u> of heads of Arabic translation services and sections at United Nations Headquarters in New York and other duty stations at Geneva, Vienna, Nairobi, Addis Ababa and Beirut for discussions and coordination  |
| (b) Standardizing and harmonizing terminology throughout the United Nations and consolidating terminology databases                            | Harmonize 15 per cent of existing ESCWA compiled terms yearly | <u>Establishing a mechanism for terminology coordination:</u> ALC will institute a coordination mechanism for developing terminology lists and databases in a consultative manner through committees that brings together translators, experts in the field, terminologists, readers and concerned international organizations  |
|  | Number of network members                                     | <u>Establishing an Arabic Language Translators Network</u>  |
|  | Reports on network activities                                 | <u>Establishing an Arabic Translation Academic Institutions and other Academies Network</u>   |
| (c) Improving the quality of Arabic documentation in the United Nations through ICT, training and streamlining procedures                      | Increase in number of staff trained                           | <u>Providing continuous training</u> for in-house translators. This training will be given in the form of workshops on topics in translation, writing skills and use of ICTs in translation   |

|  |  |   |
|--|--|---|
|  | Feedback from member countries on quality        | <u>Cooperating with academic institutions</u> and in direct consultation with DGACM to support the training of future translators   |
| (d) Enhancing the quality of the participation and negotiation efforts of Member States of the United Nations at the global arena, particularly the General Assembly and the Economic and Social Council | Number of requests for training from Governments | <u>Providing training for Government officials</u> , which will include two types, namely:<br><br>(a) Training on translation at international organizations for Government officials |
|  | Number of Government officials trained           | (b) Training for Government officials on substantive terminology related to international agreements and conventions  |

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