# TWB Nigeria: Service Overview

**Expertise: Accountability to Affected Populations, Protection, Community Engagement**
**And backgrounds in: journalism, radio, teaching, public health**

# Translators without Borders/CLEAR Global

Have deep expertise in languages and communication preferences of communities in Northeast Nigeria

- Translation
- Transcription
- Audio recording and editing
- Plain language editing

# Translators without Borders/CLEAR Global

Provide 9 languages "in-house" for translation and audio services

- Hausa
- Kanuri
- Fulfulde
- Shuwa Arabic
- Marghi
- Mandara
- Bura-Pabir
- Waha
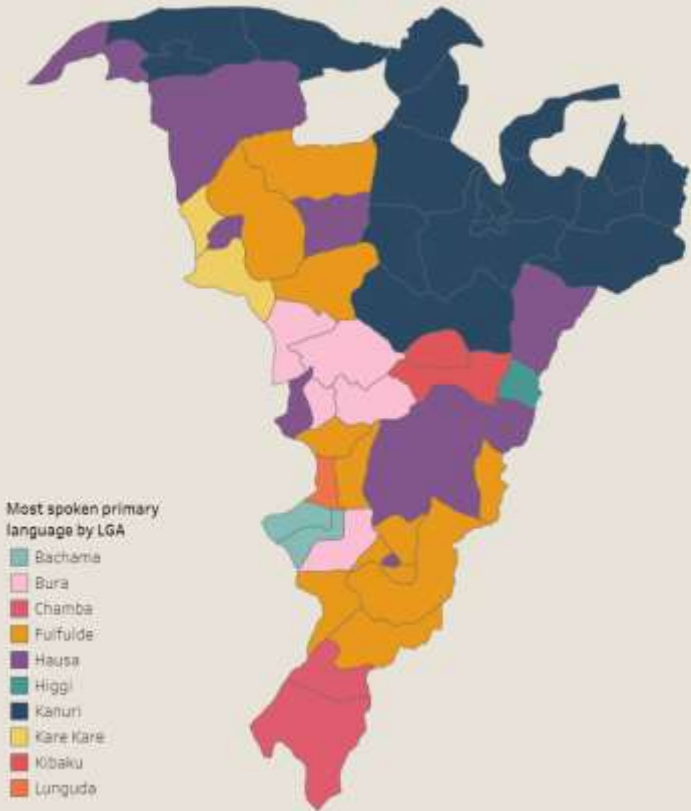- Kibaku

# Translators without Borders/CLEAR Global

- Create pictorials to support key messages
- Develop and maintain glossaries of relevant terms for accurate and consistent communication
- Gather, analyze and map language data
- Research language use and preferences
- Engage in capacity building for community translators, project officers and case managers
- Build language technology solutions

# Translators without Borders/CLEAR Global

- Supported 40 organizations
- Translated 3,000 products
- Totaling nearly 2 million words, and more than 3,000 pieces of content

# Language Maps



Northeast Nigeria Language Map

**Primary language**
(% of households)

| | |
|---|---|
| Hausa | 31% |
| Kanuri | 28% |
| Fulfulde | 11% |
| Other | 7% |
| Bura | 5% |
| Shuwa Arabic | 4% |
| Marghi | 2% |
| Kare Kare | 2% |
| Bachama | 2% |
| Mandara | 1% |
| Higgi | 1% |
| Kilba | 1% |
| Kibaku | 1% |
| English | 1% |
| Mafa | 1% |
| Glavda | 0% |
| Jukun | 0% |
| Waha | 0% |
| Gamargu | 0% |
| Tiv | 0% |

Most spoken primary
language by LGA

- Bachama
- Bura
- Chamba
- Fulfulde
- Hausa
- Higgi
- Kanuri
- Kare Kare
- Kibaku
- Lunguda

# Pictorial Communication

- Created **close to 200 pictorials** for partners across sectors

- Developed and **field-tested multilingual low text signages and pictorials** for humanitarian services in camps and host communities

- Provided research evidence about **the importance and effectiveness of visual messaging**

# Audio Communication

- Nearly **300 audio recordings** for partners from the protection, WaSH, and Health sectors

- **PSEA audio podcast** in 9 local languages and 12 international languages, in partnership with our global team members

- Emergency communication that includes flood mitigation, cholera prevention, mine risk education

- Worked with child protection partners to produce an audio book for children on Covid-19

- Radio jingles for humanitarian programming

# Training, Practical Guidance and Tools

**Training**
- Webinars on Humanitarian Interpreting, Language Awareness, Kanuri/Hausa Language and Glossary Training on COVID-19
- Trainings built for community volunteers, project officers and case managers
- Webinars designed for health, WASH, protection communicators & frontline staff

**Practical guides**
- Interpretation tip sheets
- Language-specific fact sheets
- Covid-19 language brief

**Tools and other resources**
- Glossary app
- Pictorial and audio communication
- TWB Library

# Language Technology

- Conversational AI: Nigeria's bot, Shehu, speaks Hausa, Kanuri, and Shuwa Arabic. Accessed by over 4000 people

- Interactive Voice Response (IVR) and Automated Speech Recognition (ASR): TWB in collaboration with HGC are developing automated speech recognition to support transcription of interviews in Hausa and Kanuri

- Support to hotlines and call centers: automated centers, USSD auto responses

- All multilingual, of course

# What is Covered under NHF Grants?

- Content and activities under

  - WaSH – granted through 14.09.2022

  - Protection & AAP – granted through 14.01.2023

# Who can Access?

- All sector working group members

# What is Eligible?

- Only content that complies with TWB's eligibility criteria will get serviced
- If in doubt about a piece of content, please reach out and ask
- <u>Eligibility Criteria</u>

# How to Access our Services

- Contact [nigeria@translatorswithoutborders.org](mailto:nigeria@translatorswithoutborders.org) with your needs and desired timelines
- Team will follow up to clarify specifications and confirm timelines
- All content that is handed off to us needs to be in editable formats (.pdf and .jpg are NOT editable formats)