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## **Use of Language**

### **Report to the Joint European Guide and Scout Conference**

#### **September 2009**

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- 2. Literature Review**
- 3. Methodology**
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### **1. Introduction**

The 12th Guide and Scout Conference in Slovenia, 2007 initiated the work on the language use in Guiding and Scouting in Europe. The Joint Conference recommended that the European Scout Region and the Europe Region WAGGGS continue developing the way languages are used in the joint work and to evaluate the positive and negative effects of having two official languages in the Europe Region WAGGGS and the European Scout Region. In a useful debate, there was a clear preference to maintain the use of two languages. The Conference also acknowledged that one official language is a great challenge because at present no one language is the common language in Europe and more and more Europeans speak more than one language while the most widespread second language is English. For that reason the Regions were given the task to assist in the modernization of how the language is used.<sup>1</sup>

The European Scout Committee and the Europe Committee WAGGGS reflected on the arguments given by the Joint Conference. Various options were discussed to decide on which methodology to use. It was agreed that this issue

<sup>1</sup> Recommendation 12EGSC/02 A Test Period With One Official Language In The European Region

will be dealt internally with consultation and in close dialogue with NSOs and MOs. In addition, the offices in Geneva and Brussels did a thorough analysis of the costs related to translation.

## **2. Literature Review**

### 2.1 Language in the World

In today's world there have been extended debates on the use of languages. Our societies have been built based on our identities and languages. However, from the second part of the 20<sup>th</sup> century, this situation has no longer been sustainable. In the so-called global society, in which we live, the traditional social units and norms, such as countries and languages are changing their shape and purpose. One of the reasons for this is the contemporary trends of globalization and global communications which greatly affect the way we live and communicate. What are the implications for the use languages on culture and identity? It seems that there has been a continuous struggle between how to preserve our diversities and, on the other hand, how to realize our desire to unite and interact with the world outside in the most efficient manner.

English language is used extensively as a second language. It is the language of international business, politics and diplomacy, computers and the Internet. As a major means of global communication, the Internet is bound to have a great impact on language use. While English is not an official language in most countries, it is currently the language most often taught as a second language around the world. English is the language most often studied as a foreign language in the European Union (by 89% of schoolchildren), followed by French (32%), German (18%), Spanish (8%), and Russian; while the perception of the usefulness of foreign languages amongst Europeans is 68% English, 25% French, 22% German, and 16% Spanish.<sup>2</sup>

### 2.2 Language in the EU<sup>3</sup>

*"The European ideal is founded on two inseparable conditions: the universality of shared moral values and the diversity of cultural expression; in particular, linguistic diversity for historical reasons is a major component as well as being ... a wonderful tool at the service of integration and harmonization."*<sup>4</sup>

The term 'multilingualism' refers both to a person's ability to use several languages and the co-existence of different language communities in one geographical area. Linguistic diversity is considered as a core value of the

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<sup>2</sup> Source: [http://en.wikipedia.org/wiki/English\\_language](http://en.wikipedia.org/wiki/English_language)

<sup>3</sup> Source: <http://www.euractiv.com/en/culture/language-use-eu/article-137663>

<sup>4</sup> "A Rewarding Challenge" How the multiplicity of languages could strenghten Europe, Proposals from the Group of Intellectuals for Intercultural Dialogue set up at the initiative of the European Commission, Brussels 2008

European Union. The major principles underpinning the Commission's multilingualism policy<sup>5</sup> are promoting a multilingual economy, giving citizens access to European Union information in their own languages and encouraging linguistic diversity through language learning. Recent programs 'Culture 2007', 'Youth in Action' and 'Lifelong Learning' have continued to promote multilingualism at EU level.

Language is an integral part of a person's identity and culture. Learning foreign languages also necessitates understanding other people and their way of thinking to oppose intolerance, xenophobia and racism. The percentage of primary school pupils learning a foreign language is increasing but the average number of foreign languages taught in secondary schools is still some way from the Barcelona Summit 2002 target of at least two foreign languages taught from a very early age. Half of the EU citizens polled in a recent Eurobarometer survey say they can hold a conversation in at least one language other than their mother tongue. At the top of the class come the Luxembourgish (99%), Latvians and Maltese (93%) and Lithuanians (90%), while Hungarians (71%), citizens in the UK (70%), Spain, Italy and Portugal (64% each) tend to master only their mother tongue.

In the Charter of Fundamental Rights, a legally non-binding text, the EU declares that it respects linguistic diversity (Article 22) and prohibits discrimination on grounds of language (Article 21). Respect for linguistic diversity is a fundamental value of the European Union, in the same way as respect for the person, openness towards other cultures, tolerance and acceptance of other people.

Finally, the official languages in Guiding and Scouting are English and French for both and Spanish additionally for WAGGGS. In some other international organizations e.g. in the United Nations, they use six official languages: Arabic, Chinese, English, French, Russian, and Spanish. Furthermore, the languages of the European Union are the languages used by people within the member states of the European Union. They include the twenty-three official languages of the European Union along with a range of others. The EU asserts that it is in favour of linguistic diversity.

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<sup>5</sup> The Commission's Communication on Multilingualism "A New Framework Strategy for Multilingualism" was adopted in November 2005. The Communication complements the Commission's Action Plan "Promoting Language Learning and Linguistic Diversity". Source: [http://ec.europa.eu/education/languages/eu-language-policy/doc99\\_en.htm](http://ec.europa.eu/education/languages/eu-language-policy/doc99_en.htm)

### **3. Methodology / Research**

The approach used to compile the research for this report was by various methods:

- a. Policies at World Levels
- b. Online survey on the Joint Website
- c. Analysis of the financial implications
- d. Open Dialogue at the Chief Volunteers Event

#### **a. Language Policy in WAGGGS and WOSM**

For **WAGGGS** to be inclusive as a World Organization, it is important that it has effective communication in the carrying out of its goals. Language Review is an important issue for WAGGGS. In the World Board Meeting in 2006, it was agreed that WAGGGS have four working languages, as opposed to official languages, and these would be English, French, Spanish and Arabic. All documents would indicate their language of origin. The World Board, in principle, believes and approved that WAGGGS operates in these mentioned four working languages, subject to thorough investigation of the costs and practicality.

In a prior World Board meeting, it was suggested that a part-time co-ordinator, based in the World Bureau, outsources translations which are carried out by regionally based translators. The responsibility of the co-ordinator was to ensure that quality will be maintained. The Regional staff would determine which non-core documents are required to be translated and will have control of their budgets. World documents are still translated.

Language use of the website is also important and has to be taken into consideration. Areas of the site is available in the four languages to enable translated documents to be located and downloaded more easily, thus reducing the cost of distribution. At the time of this proposal, the difficulty of judging which documents should be translated was recognized, and the costs given in the paper assumed that all documents would be translated. Savings were made by translations being carried out in the Regions. Documents should be short and distribution is made via CD to reduce costs.

(Reference: Language Review Update – World Board 205 & 106<sup>th</sup> World Board Meeting 2006)

In the **WOSM** World Constitution one will find these points regarding language:

#### ***By Law IV***

- *The official languages of the World Organization are English and French.*

- *In the event of a conflict arising out of the interpretation of this Constitution, it's By-Laws or any other official document of the World Organization, the English text shall prevail*

In the WOSM European Regional Scout Organization Constitution you will find these points regarding language:

## **Article VII: Other Provisions**

### **1. Official Languages**

*The official languages of the European Organization are English and French. In the event of a conflict arising out of the interpretation of this Constitution, or any other official document of the European Organization, the English text shall prevail.*

### **2. Amendments**

- This Constitution may be amended by the European Conference at any of its meetings by a simple majority of the members present and voting. Texts of the proposed amendments shall be communicated by the European Office to all member organizations at least four months in advance of the time of the meeting.*
- Amendments to the Constitution, however, require a two-thirds majority vote of those present and voting.*

### **3. Interpretation**

*In conformity with Article XXI of the World Constitution:*

- This Constitution and future amendments must be approved by the World Committee before entering into force.*

*In the event of a conflict between obligations resulting from the World Constitution of the Scout Movement and obligations resulting from this Constitution, the obligations resulting from the World Constitution shall prevail. This Constitution was approved by the European Scout Conference at Killarney, Ireland, on 18th April 1977; it was approved by the World Scout Committee on 14/15<sup>th</sup> July 1979 and was amended and approved by the European Scout Conference at Prague, Czech Republic, on 12 July 2001.*

WOSM has two official languages, English and French and has three additional working languages, Spanish, Arabic and Russian.

From the Regional perspective decisions taken or suggested by the Regional conferences on language policy/use of languages will need to be approved by the World Board or World Scout Committee and ratified by the World Conference of both WAGGGS and WOSM separately as language use is a world matter and not a regional one.

## **b. Online Survey**

An on-line survey on the Joint Website [www.europak-online.net](http://www.europak-online.net) was conducted by the Regions from April 6<sup>th</sup> to May 6<sup>th</sup>, 2009. Out of 120 Guide and Scout organizations, 14 shared their views. These were from the from the following 11 countries: Germany, Denmark, Spain, Netherlands, Czech Republic, Austria, Switzerland, Ukraine, Norway, Hungary and Finland. The number of the countries represented is 26.09% of the total number of countries<sup>6</sup>. However, the results can help us to gain some understanding and develop our argumentation for the future actions. Hence, they are presented in the coming pages.

The question here is "Shall we choose one of the languages to be our official language?" Alternatively, we can adopt the EU standard, where all languages are official. We can also keep English and French as two official languages, or find other creative solutions for the language use in the service of the growth of Guiding and Scouting in Europe. Keeping in mind the cultural diversities and the provision of adequate facilitation and learning, the Regions have to remember also the costs of such an action and also the constitutional positions. One language in Europe would be highly unlikely as it would require a change in the World Constitutions with approvals from the World Scout Committee and WAGGGS World Board respectively.

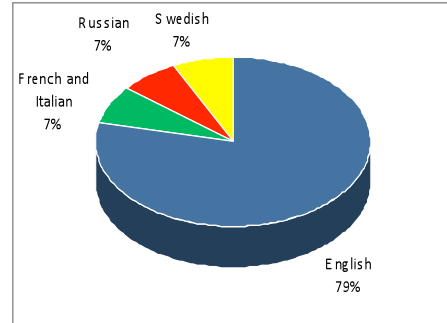
### **Language in Guiding and Scouting**

The results from the survey on the language use in European Scout Region and European Region WAGGGS show that 100% of respondents believe that our operations will be more effective if we used English only. Below are the findings of the on-line survey:

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<sup>6</sup> There are 46 countries in Europe where Guiding and/or Scouting are active

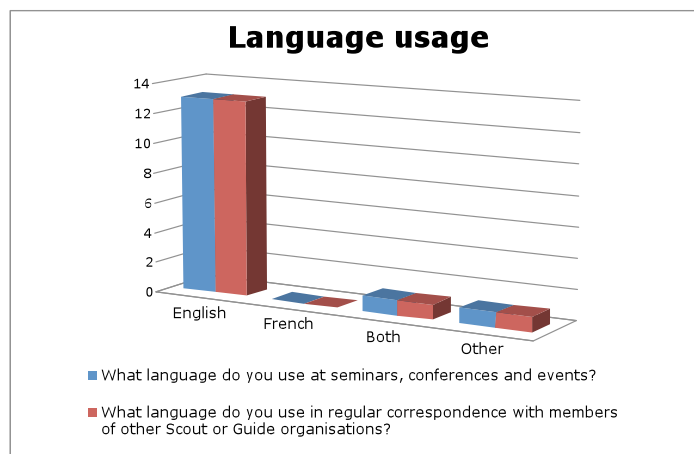
1. The official language used in NSO/MO who responded to the survey are: German, Danish, Spanish, Dutch, Greenlandic and Danish, Czech, German-French-Italian, Ukrainian, Norwegian, Hungarian and Finnish. As for the most commonly used second language 11 respondents indicated English, only one of them French and Italian, Russian and Swedish.



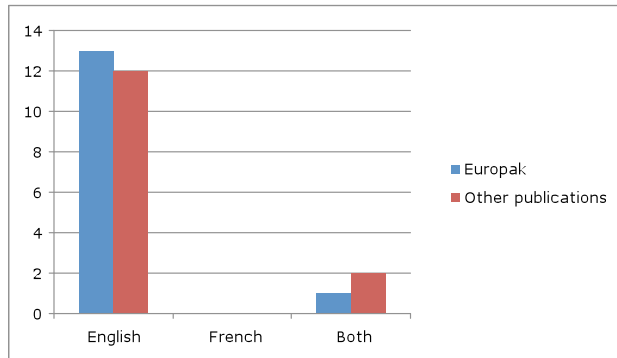
2. In terms of the capacity of the organizations as a result of language only 28.6% respondents considers themselves having full capacity to participate in regional seminars, conferences and events; 35.7% to use the regional publications and newsletters; 42.86% to use the regional websites and the same figure of those who have the full capacity to develop co-operation with another country.

3. According to the responses English language is the most commonly used (92.86%) at seminars, conferences and other events as well as in regular correspondence with members of other Scout or Guide organisations. Other languages specified are German, Danish, French and Italian.  
[http://en.wikipedia.org/wiki/Languages\\_of\\_the\\_European\\_Union](http://en.wikipedia.org/wiki/Languages_of_the_European_Union)

There is an interesting difference between the answers in question 2 which deals with estimations of capacity which are low, and the answers to the practical capacity at events which are relatively high.

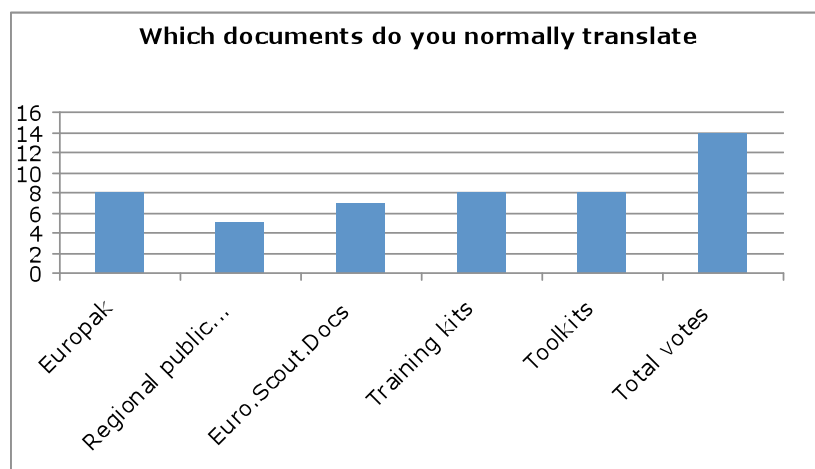


4. Furthermore, 92.96% of organizations use English only to understand the publications of the regions, e.g. *Europak*. The rest of the respondents use both English and French. Similar to this, 85.71% use English only to understand other publications of the Regions.



5. The translation is mostly done by volunteers. It is roughly estimated that hundreds of volunteers are involved in translation services which has an impact to thousands of members. It is difficult to measure the time and resources allocated due to the fact that translation has been considered as a “side” activity and often not recognised and awarded adequately. It is also often time consuming for the same reason. Apparently, only 14.28% of the respondents said that they have a translation service for their members.

6. Documents being normally translated are in the following order: Europak, training kits and toolkits (57.14%), Euro.Scout.Docs (50%), other regional publications –(35.71%).



7. The list below are the advantages and disadvantages of having two official languages in Scouting and Guiding. One might agree or disagree with some of them. However, one should reflect on these positions and reach one’s own perspectives and conclusions.



## **Advantages and Disadvantages of having two official languages in Scouting and Guiding**

### **Advantages:**

Some people within the association speak French only, which is the second official language in our country. This is a tiny minority of the association. The major second language is English or German. The same as everybody active in international co-operation in Scouting.

More people will find the information required on a language they understand well, the message that different languages might spread.

More people can have direct access to information and the work is generally more accessible to more people.

Some might find that more people will feel at home since more people can use their mother tongue.

More people can speak in their native tongue, which of course is a disadvantage for small countries/languages. An alternative solution can be adopting the EU standard, where all languages are official. This will be very time consuming and expensive!

There is no advantage of having two official languages.

Encourages the diversity of languages; we can at least use the French toolkits and material without having to translate it.

Opportunity to choose from two languages - bigger chance to find a language you understand.

### **Disadvantages:**

Extra costs for the Regions e.g. translation of documents, interpreters, etc, particularly from English to French. The money used for translation could be used for other things at conferences the part of the participants could be lost.

For members not having English or French as a first language, it's confusing that there is more than one second language.

On regional level a lot of money is being spend on translating all materials to both English and French.

In both formal and informal gatherings the use of two languages divide the participants into small groups. More and more countries use English as their second language.

When two languages are used simultaneously it sometimes creates confusion.

The number of French speaking organisations is low.

One language will save cost, speed up processes and align informal meetings (where everybody speak English) with the formal decision making. We must admit that French is no longer a dominant language for Scouting in Europe.

### **c. Analysis of Financial Implications (Offices Costs)**

The translation of the material, interpretations, and allocating WOSM and WAGGGS staff in the translation work is the major argument in favour of having only one official language. The translation is also a big challenge for the associations. There have been hundreds of volunteers engaged into translating and interpreting, the costs we cannot even measure due to its volunteer nature. This office cost analysis showed that in 2008 both WAGGGS and WOSM offices spend just 1% of our total budget. It is an insignificant cost and it is impossible not to have any translation cost. For example, for WOSM the legal entities in Geneva require everything in French. So this is an example of an impracticality in having one language.

#### **WOSM office translation - English to French**

*01.10.2007 till 30.09.2008*

Europak items and Euro.Scout.Info monthly newsletters and website articles translated from English to French	18,064.65
Translation of the Training Systems Renewal Toolkit	7,601.72
<b>Total</b>	<b>CHF 25,666.37</b>
	<b>Approximately € 17,000</b>

*01.10.2008 till 14.07.2009*

Europak items and Euro.Scout.Info monthly newsletters and website articles translated	12,929.25
Euro.Scout.Doc - Managing Adult Resources	1,154.86
Supporting documentation during events	212.75
2 interpreters at Forum for Youth Program & Adult Resources	1,211.36
<b>Total</b>	<b>15,508.22</b>
	<b>Approximately € 10,300</b>

#### **WAGGGS office list of documents translated into French**

(types of documents/ Distribution methods)

Europak mailing

- Events: Invitation/Application Form/Visa Form/Travel Form/Reports
- Annual overview of Seminar & Events and updates
- Miscellaneous Information letters to MOs: Various "Special Calls for": (nominations, elections, results and news external bodies....)
- Roverway Newsflash
- Updates from Europe Region
- Chairman's letters
- Financial reports

1. Euromails
2. Website
3. European Conferences documentation
4. Miscellaneous letters/emails
5. Publications
6. Special Assignments (e.g. Tool Kits, surveys,)

The costing of translation is calculated in relation to one of the Staff's salary costs. As she does everything related to translation in house and all interpretation has been recently done by volunteers, it is difficult to cost otherwise. She estimated the amount of time she spends translating and we calculated the gross costs of it for WAGGGS. **Total estimated costs - €14 590 per year**

Calculating the total real cost of translation is not possible as part of it is done on a voluntary basis during international events.

#### **d. Chief Volunteers Event**

During the **Netorking** Forum for Chief Volunteers, held in Zurich Switzerland in November 2008, the topic on Languages was discussed in an open dialogue. By consensus, participants present agreed that this is not an issue with much of priority in the region.

One has to consider what are the priorities of the Regions. Our ways of work are important and it is also important to keep in mind that we are seeking to meet, in the most effective way, the needs of the MOs and NSOs. The committee found this to be an interesting exercise though, with hindsight, it is not a huge priority. This feeling was also substantiated by the low level of responses on the online survey and the opinions expressed at the Chief Volunteers' event.

Globalization of the world has increased the need for effective communication and many people around the world still have to develop their language competencies in order to fit better to what is going on in terms of their wellbeing. English is the most commonly used language in the world. Most people will not disagree that the English language is taking the lead among other languages. However, there are other aspects that need to be considered when debating and deciding on the language use, some of which arose in the online survey: there are the issues of our identities and how our unity is based on our diversities. The Regions will surely continue to develop the way languages are used to maximize the use of all resources possible and available.

The "common language" of Guiding and Scouting is not merely only the language we speak or read but the language of our actions and of how to achieve our missions. This should be our main focus. It is understandable that participants in different events need to be fully capable of participating effectively, hence a common language will be established of necessity. We do not believe that it the responsibility of the Regions to specify this language.

Language and its correlation to our identities is an emotive issue. The parameters of our constitutions were set in the last century and it would be easy to drop aspects which are difficult. Guiding and Scouting are renowned as organisations which promote non-formal education, learning by doing. As educational movements we aim to maximise the range of opportunities available to our members.

In the spirit of this, it is the strong recommendation of the Joint Committees that the current language provision and support is maintained and economies are sought where possible. Additionally, where it is possible, translation will be sought for important documents which have an impact on the Regions.

## **6 Special Thanks**

- Verband Christlicher Pfadfinderinnen und Pfadfinder,
- Danske Baptisters Spejderkorps,
- Federacion Espanola de Guidismo,
- Danske Baptisters Spejderkorps, Scouting Nederland,
- Groenlands Spejderkorps,
- Junák- Svaz Skautu a Skautek,
- Fællesrådet for Danmarks Drengespejdere,
- Pfadfinder und Pfadfinderinnen Österreichs,
- Mouvement Scout de Suisse,
- Association of Ukrainian Guides,
- KFUK-KFUM Spejderne I Norge / YWCA-YMCA Guides & Scouts of Norway,
- Magyar Cserkészleány Szövetség,
- Finlands Scouter,
- WAGGGS and WOSM office staff

## **7 Reference**

- Recommendation 12EGSC/02 A Test Period With One Official Language In The European Region
- Source: [http://en.wikipedia.org/wiki/English\\_language](http://en.wikipedia.org/wiki/English_language)
- Source: <http://www.euractiv.com/en/culture/language-use-eu/article-137663>
- "A Rewarding Challenge" How the multiplicity of languages could strengthen Europe, Proposals from the Group of Intellectuals for Intercultural Dialogue set up at the initiative of the European Commission, Brussels 2008
- The Commission's Communication on Multilingualism "A New Framework Strategy for Multilingualism" was adopted in November 2005. The Communication complements the Commission's Action Plan "Promoting Language Learning and Linguistic Diversity". Source: [http://ec.europa.eu/education/languages/eu-language-policy/doc99\\_en.htm](http://ec.europa.eu/education/languages/eu-language-policy/doc99_en.htm)
- WAGGGS World Board Meeting Minutes, 2004
- WAGGGS World Board Language Preview Proposal, 2005
- WAGGGS Language Review update 106<sup>th</sup> World Board Meeting, September 2006
- WOSM World Constitution: [http://www.scout.org/en/information\\_events/resource\\_centre/institutional\\_documents/constitution\\_of\\_w\\_o\\_s\\_m](http://www.scout.org/en/information_events/resource_centre/institutional_documents/constitution_of_w_o_s_m)
- WOSM European Regional Scout Organization Constitution: [http://www.scout.org/en/around\\_the\\_world/europe/information\\_events/events/archives\\_2004\\_2008/2007/report\\_of\\_the\\_19th\\_european\\_scout\\_conference/19th\\_esc\\_documents/constitution\\_and\\_additional\\_rules\\_of\\_procedure](http://www.scout.org/en/around_the_world/europe/information_events/events/archives_2004_2008/2007/report_of_the_19th_european_scout_conference/19th_esc_documents/constitution_and_additional_rules_of_procedure)

*The Joint Conference of the European Regions of WAGGGS and WOSM accepted a recommendation put to the conference.*

**Language in the European Region**

*The conference:*

*Recommends that the European Scout Region and The Europe Region WAGGGS:*

- *Continue to develop the way that languages are used in the joint work in the Europe Region WAGGGS and the European Scout Region;*
- *The Europe Committee WAGGGS and the European Scout Committee evaluate the positive and negative effects of having two official languages in the Europe Region WAGGGS and the European Scout Region. This work must be done in an open dialogue with Member Organisations and National Scout Organisations and be presented in a report one year in advance of the Next European Guide and Scout Conference.*

*This survey is one of the methods of collecting information to complete this recommendation.*

**The survey will be open until 30 April 2009.**

**Survey:**

1. Country – drop down menu
2. NSO – MO Name
3. Official Language used in NSO/MO
4. Most commonly used second language –
5. What is your organisations capacity as a result of language –  
(Please give a rating 1 – 5 where 1 is “not at all” and 5 is “full capacity”)
  - To participate in regional seminars, conferences and events
  - To use the regional publications and newsletters
  - To use the regional websites
  - To develop cooperation with another country
6. What language do you use at seminars, conferences and events –
  - English French Both Other (please specify)
7. What language do you use in regular correspondence with members of other Scout or Guide organisations –
  - English French Both Other (please specify)
8. What language do you use to understand the publications of the regions –

Europak: English French Both  
Other publications: English French Both

9. Do you have a translation service for your members? Yes No

10. What language do you translate from?

11. Can you estimate the approximate

- cost required to translate
- time required to translate
- number of volunteers who benefit

12. Which documents do you normally translate –

- Europak
- Regional publications
- Euro.Scout.Docs
- Training kits
- Toolkits

13. Please list the advantages of having two official languages –

14. Please list the disadvantages of having two official languages –

15. In your opinion, would our operations be more effective if we used:

- Both official languages – English and French
- English only
  - French only
  - More languages – please specify

16. Please list the reasons for your choice –

17. We welcome your additional comments –

La Conférence conjointe des deux Régions européennes, la Région Europe AMGE et la Région européenne du Scoutisme, approuva une recommandation proposée lors de cette conférence.

### **Langue officielle dans la Région européenne**

La conférence:

Recommande que la Région européenne du Scoutisme et la Région Europe AMGE:

- Continue à développer la manière dont sont utilisées les langues dans le travail conjoint au sein de la région Europe AMGE et de la Région européenne du Scoutisme;
- Le Comité Europe AMGE et le Comité européen du Scoutisme évaluent les effets positifs et négatifs d'avoir deux langues officielles au sein de la Région Europe AMGE et de la Région européenne du Scoutisme. Ce travail doit être fait sous forme de dialogue ouvert avec les Organisations Membres et les Organisations Scoutes Nationales et doit être présenté dans un rapport une année précédant la prochaine conférence européenne du Guidisme et du Scoutisme.

L'enquête est une des méthodes utilisées pour recueillir des informations afin de répondre à cette recommandation.

### **L'enquête débutera le 30 avril 2009.**

1. Pays

2. Nom de votre OSN – OM

3. Langue officielle utilisée au sein de votre OSN/MO

4. Seconde langue utilisée le plus fréquemment –

5. Mesurez la capacité de votre organisation eu égard de la langue –

(Veuillez évaluer vos réponses de 0 à 5, 0 étant "aucune " et 5 étant "pleine capacité")

- Participer aux séminaires régionaux, conférences et événements
- Faire usage des publications régionales et bulletins d'informations
- Utiliser les sites Internet régionaux
- Développer une collaboration avec un autre pays

6. Quelle langue utilisez-vous lors des séminaires, conférences et événements -

- Anglais Français Les deux Autre (veuillez spécifier)

7. Quelle langue utilisez-vous généralement dans votre correspondance avec les membres des autres organisations Scoutes ou Guides -

- Anglais Français Les deux Autre (veuillez spécifier)

8. Quelle langue utilisez-vous pour lire et connaître les publications des régions -

Europak: Anglais Français Les deux

Autres publications: Anglais Français Les deux

9. Disposez-vous d'un service de traduction pour vos membres? Oui Non



10. Quelle langue traduisez-vous vers votre langue d'origine –

11. Pouvez-vous estimer approximativement

- le coût
- le temps nécessaire pour la traduction
- le nombre de volontaires qui en bénéficient

12. Quels documents traduisez-vous habituellement –

- Europak
- Publications régionales
- Documents Euro.Scout
- Kits de formation
- Kits d'outils

13. Veuillez établir une liste reprenant les avantages d'avoir deux langues officielles –

14. Veuillez établir une liste reprenant les désavantages d'avoir deux langues officielles –

15. A votre avis, fonctionneriez-vous de manière plus efficace si nous utilisions:

- Les deux langues officielles
- Anglais et Français
  - Anglais uniquement
  - Français uniquement
  - Plus de langues

Veuillez spécifier –

16. Veuillez établir une liste explicitant les raisons de votre choix –

17. Vos commentaires additionnels sont les bienvenus -

Nous vous remercions d'avoir participé à cette enquête. Les résultats seront communiqués dans un rapport conjoint qui paraîtra antérieurement à la Conférence régionale de Bruxelles en 2010.