



# INCLUSIVE COMMUNICATION SERVICES CASE STUDY



## AT A GLANCE

### Event Name

Raven and Aviation Training

### Location

Multiple locations including Ecuador and Poland

### Dates

- 03/04/23 - 03/28/23
- 03/06/23 - 04/14/23
- 10/01/23 - 11/04/23

## SERVICES PROVIDED

- **Onsite Spoken Language Services:** ICS seamlessly addressed both **English-Spanish (EN-ES)** and **English-Ukrainian (EN-UK)** language requirements. In a 2023 initiative, we deployed two exceptionally skilled travel interpreters to facilitate consecutive interpreting services for specialized raven and aviation training sessions, catering to non-English speaking students.
- **Language Translation Services:** ICS meticulously translated technical manuals and supplemental learning materials, ensuring accuracy in **English-Ukrainian (EN-UK)** to cultivate mastery of subject matter.

## OBJECTIVE

Our team of providers adeptly facilitated communication between instructors and students in dual languages, employing simultaneous or consecutive services based on specific communication requirements. This, in turn, empowered students to confidently navigate aviation aircraft and successfully complete their training with flying colors.

## CHALLENGES

Our interpreters encountered extended shifts, lengthy commutes to the training base, and occasional flight delays. Despite these challenges, proactive communication with our client allowed ICS to successfully improve conditions for our interpreters. Establishing effective dialogue with our clients played a pivotal role in accommodating the needs of our providers.



*Trusting our ICS professionals with your words and voices is a responsibility I do not take lightly. Coordinating AV's custom language requirements felt like solving a rewarding puzzle, strategically matching the right team to compose a truly **inclusive** picture.*

**Aitana**  
ICS Spoken Language Coordinator





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*Inclusive Communication Services provided great interpreter services while also providing ample flexibility and adjusting to our dynamic schedule.*

**Nate Clutch**



## BENEFITS

### Benefit One - Preparation

Interpreters underwent rigorous training in intricate raven and aviation terminology, ensuring their mastery of nuanced concepts. This preparatory phase equipped them to accurately bridge language gaps.

### Benefit Two - Highly Technical Training

Training sessions required a granular understanding of technical jargon and complex subject matter. Our ICS professional interpreters were tasked not only with translation but also conveying the essence of the message comprehensively.

### Benefit Three - Conducive Learning Environment

Interpreters ensured a seamless transfer of knowledge, minimizing potential misunderstandings that could arise due to language barriers. This effort empowered students to effectively grasp teachings and created a conducive learning environment.

### Benefit Four - Subject Matter Expertise in Translation

Our team of translators included a former pilot with extensive military experience, specializing in aviation. This expertise, coupled with an intensive quality assurance process, guaranteed the delivery of technical materials that met the highest standards of accuracy and relevance.

