

FROM FRAGMENTATION TO FIELD-READY: How MSF Scaled Language Readiness Across Two Operational Centers

*A Partnership between NaTakallam and
MSF Operational Centre Geneva (OCG) & MSF Netherlands*



Partnership Overview

NaTakallam provides a standardized, scalable language and assessment solution for **MSF Operational Centre Geneva (OCG)** and **MSF Netherlands**,

By delivering approximately **2,150+ hours** of specialized training for **90+ staff** since 2023, NaTakallam has successfully integrated into MSF's workforce development pipeline.

This partnership ensures personnel are linguistically vetted and certified prior to deployment, meeting the rigorous compliance and security standards of a premier international NGO via a flexible, digital-first model.



The Challenge

Before centralizing services with NaTakallam, MSF's ad-hoc language preparation created several logistical hurdles:



Rigidity

Traditional tutoring could not accommodate the irregular hours or remote locations of field staff.



Fragmentation

Inconsistent training across different offices made it difficult to maintain a unified proficiency standard for the global workforce.



Verification Gaps

The lack of standardized assessments made it difficult for HR to objectively confirm "mission readiness" before deployment.



Administrative Burden

Managing multiple local vendors increased overhead for MSF coordinators.



Our Solution

NaTakallam's framework bridges the gap between headquarters and the field, merging flexible learning with rigorous data tracking to achieve:



Scalable 1-1 Learning

30-hour online "bundles" designed for humanitarian schedules and demanding field conditions



Standardized Language Assessments

Provide HR and logistics teams with verifiable data to certify personnel for specific mission zones



Documented Proficiency Advancement

Enable personnel to successfully advance from A1/B1 to B2/C1 in language proficiency



Value-Aligned Social Impact

Provide sustainable, dignified livelihoods for displaced Language Partners, allowing MSF's staff development to empower displaced communities worldwide simultaneously.



Partnership Outcomes

90+ STAFF MEMBERS
TRAINED

20+ DISPLACED INDIVIDUALS
SUPPORTED

2,150+ HOURS OF INSTRUCTION IN ENGLISH,
FRENCH, & ARABIC

84% COMPLETION RATE
**Out of 56 staff assigned 30-hour tracks, 47
completed their hours or are currently active/on track*

92 ASSESSMENTS
DELIVERED

18 PERSONNEL ADVANCED
FROM A1/B1 TO B2/C1 IN
LANGUAGE PROFICIENCY

My experience with my language partner was exceptional. He was patient, flexible, professional, and highly attentive to my learning needs. The sessions were conversational and practical, which made the learning directly relevant to real-world situations and helped me develop listening, speaking, reading, and writing skills. Beyond grammar and vocabulary, there was genuine cultural exchange, which made the process both intellectually enriching and personally motivating. I felt comfortable making mistakes, and that freedom was essential to building confidence and fluency.

John Asema- Project Coordinator, MSF





Language Readiness is Mission Readiness

If your organization operates across multilingual environments, **NaTakallam** helps you build language and cultural competency that strengthens collaboration, improves engagement, and supports mission delivery.

Explore how NaTakallam can support your team:
enterprise@natakallam.com

At NaTakallam, Language Is Life-Saving

LANGUAGE LESSONS | CULTURAL TRAINING | TRANSLATION & INTERPRETATION