



Enhancing Language Services: A Junior Executive Internship Report

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This Report is submitted to the Requirement for the Degree of B. A (Hons) in English

Declaration

I do, herewith, state that the internship report I submitted to the English Department at Daffodil International University for the completion of my course titled Project Paper with Internship (Course Code ENG: 431) in the B.A. (Hons.) in English is entirely my work. The internship report on the responsibilities of a Junior Executive was completed under the guidance of Mrs. Asma Alam, Assistant Professor, Department of English, Daffodil International University.

I am glad to provide my internship report to the English Department at Daffodil International University to complete my project for the B.A. (Hons.) in English degree requirements. This report is only used by me to complete the course's requirement and it does not violate any copyright laws.

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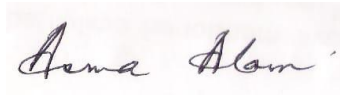
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Certification

To certify that Arinee Anjum, ID: 201-10-634 is a student of the Department of English, Daffodil International University, Ashulia.

I am really glad that she finished the project paper under my supervision and put a lot of effort into writing this report. She has not submitted this report anywhere else, thus the statistics and information she provides in it are all completely authentic. I wish her endless success in both her personal and professional pursuits.



.....
Mrs. Asma Alam

Assistant Professor

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Acknowledgment

Before describing all the things, first I would like to thank the almighty Allah. Then, I would like to sincerely thank my supervisor, Asma Alam, madam, and express my respect and gratitude. I would want to thank her for her consistent support, insightful advice, and careful observation, which helped me prepare my project paper in the allotted time. She provided a lot of beneficial advice and comments that helped me finish this internship.

Then I cordially thank Dr. Ehatasham Ul Haque Eiten Sir, the honorable Deputy Director of the Daffodil Institute of Languages, for giving me the chance to do a six-month internship there. I want to convey my gratitude to everyone who has helped me complete this internship successfully by giving me various resources, support, and advice along this six-month journey.

Abstract

This report offers an overview of my internship as a Junior Executive at the Daffodil Institute of Languages (DIL), focusing on translation, transcription, and editing. It begins by introducing DIL's mission, emphasizing language proficiency's importance in a globalized world, its objectives, and its commitment to language education and communication excellence. The internship's primary responsibilities included the translation of documents and texts from the source language to the target language. This task demanded linguistic expertise and cultural sensitivity to ensure accurate and contextually relevant translations. Additionally, transcription duties required the conversion of spoken languages into written form. The report also delves into the editing component of the internship, which involved paraphrasing, proofreading, and enhancing written materials for clarity, and correctness. Attention to detail and linguistic precision were essential in ensuring the quality of content produced.

In conclusion, the report reflects on the personal and professional growth achieved during the internship, emphasizing the importance of adaptability, effective communication, and a strong work ethic in a language-intensive environment. This internship at the Daffodil Institute of Languages was a transformative experience that allowed me to contribute to the institute's mission while enhancing my languages-related skills.

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Chapter 1

Introduction

Language proficiency holds immense significance in today's globalized world, playing a crucial role in various aspects of our personal, academic, and professional lives. Being multilingual helps people communicate more effectively, which minimizes miscommunication and builds stronger bonds between individuals from different linguistic backgrounds. Language ability is crucial for international trade, negotiations, and teamwork in the global company and economy since it opens doors to new markets and wide networks of partners and clients. It is essential to research and education because it provides access to international intellectual resources and gives academic pursuits a competitive edge. Language ability improves travel experiences by enabling successful local communication and cultural immersion. It is essential to diplomacy for agreements, preserving goodwill, and powerful representation on the international scene. Multinational corporations must serve their worldwide client and collaborate smoothly. Language ability improves online engagement and expands one's worldwide audience reach in the digital era. It's also a tool for developing one's cognitive capacities, promoting an open-minded outlook, and resolving conflicts peacefully.

Chapter 2

Background and Significance of the Project

The internship project at the Daffodil Institute of Languages as a junior executive with responsibilities in translation, transcription, and editing is a significant opportunity with a rich background in the field of language services. This internship serves several aspects of the organization's operations while offering an invaluable chance to learn. Let's explore the project's background and significance as an internship:

Background

The Daffodil Institute of Languages is an institution that provides language education and services. It provides language support, translation services, and language training. The project involves translation, transcription, and editing. These are vital language services that have a wide range of uses. Translation involves rendering content from one language to another, transcription converts spoken languages into written form, and editing ensures that written materials are accurate, clear, and polished.

Significance

This internship offers a priceless chance to develop and polish translation, transcribing, and editing abilities. Being proficient in these areas is crucial for my personal and professional development as well as the language services sector.

- To work on real projects and activities to obtain practical experience. This entails familiarising yourself with the language services industry's process, standards, and quality expectations.
- To increase one's awareness of language and culture, with a particular emphasis on context, idioms, and subtleties in both the source and target languages.

- Interaction with clients is encouraged during the internship in order to comprehend their needs maintain efficient contact interacting with clients and make certain that their needs are fulfilled.
- Meetings with clients, comments, and adjustments could be part of this.
- Exploring career opportunities in the language services sector is one of the internship's main goals.
- To acquire efficient time management techniques in order to manage projects, adhere to deadlines, and effectively prioritize jobs

Chapter 3

Methodology

- I chose the Daffodil Institute of Languages for my internship.
- At first, I collected the 'Forwarding Letter' from the office of the English Department, DIU.
- I submitted the 'Forwarding Letter' to the authority of DIL and joined on July 2023.
- I joined there as a Junior Executive
- I prepared the internship report based on my experience at DIL.

Chapter 4

Overview of Daffodil Institute of Languages

The Daffodil Institute of Languages was established in 2013. Previously it was situated at Dhanmandi, Dhaka. Now it is at Daffodil Smart City, Birulia. Savar, Dhaka. The institution is well-equipped with modern language learning facilities and it pays special attention to the needs of students. In a cordial and friendly atmosphere, classes are conducted by efficient and experienced teachers

Daffodil Institute of Languages (DIL), associated with Daffodil International University (DIU), is in existence to help students with language proficiency. It offers courses in foreign languages like English, French, Spanish, German, Arabic, Chinese, Korean, and Japanese. It has both short and longer courses. Besides language courses, it offers IELTS preparation courses and basic English grammar courses. Daffodil Institute of Languages (DIL), also offers services like Article reviewing, Translation, Editing, and Transcription.

Mission & Vision Of Daffodil Institute Of Languages (DIL)

Vision:

Daffodil Institute of Languages aspires to be the gold standard in foreign language education in Bangladesh at affordable prices without compromising on quality.

Mission:

Daffodil Institute of Languages aims to offer its participants a friendly but professional environment where they find learning objectives challenging but possible, where they are supported by teaching and administrative staff who are interested in them, and where they get confidence in their ability to learn the languages they need to acquire

Chapter 5

Internship Activities

Support and Mentorship

During my internship, Dr. Ehatasham Ul Hoque Eiten Sir, the Deputy Director of DIL, provided me with assistance and mentorship that greatly enhanced my learning process. Dr. Eiten played a pivotal role in helping me understand the complex aspects of my work and the various projects I was involved in. He was always approachable and willing to answer my questions. His constant inspiration, encouragement, and support gave me the confidence to take on difficult challenges.

Responsibilities

My primary responsibilities as a Junior Executive at the Daffodil Institute of Languages (DIL) were translation, transcription, and editing. These tasks are essential to the institute's goal of promoting linguistic competence and intercultural understanding. Here my works were project-based. I did not have to do regular office.

Duties as a Translator

Document Translation: My responsibilities as a translator included translating a variety of materials and documents from the source language to the target language. I translated from Bengali to English and from English to Bengali. I translated stories, guidelines, and survey reports. This required knowledge of a variety of topics and sectors.

Linguistic expertise: Being proficient in both the source and target languages was essential to my job. Translating language and communicating the underlying meaning was crucial. This required linguistic accuracy and an understanding of idiomatic expressions.

Project Management: I was responsible for managing translation projects, from beginning to end. This required setting project timelines, and ensuring that the translations met the desired quality standards and deadlines.

Quality Assurance: Ensuring the quality of translated content was the most essential thing. It was my responsibility to go through and proofread translations to ensure there were no typos, grammatical mistakes, or omissions. The integrity of the translated information was upheld by an ongoing process of quality assurance.

Technology Utilisation: To help with the translation process and increase its accuracy and efficiency, I frequently used tools and translation software like Dictionarybd for synonyms, ChatGPT Plus, Grammarly, and Google Translate.

My role as a Junior Executive at DIL in the realm of translation required linguistic proficiency, and acute attention to detail. It was a challenging position that contributed to the institute's goal of encouraging linguistic competence and intercultural understanding.

Duties as a Transcriber

Spoken Language to Written Form: My primary responsibility was converting spoken language into written copy, often from discussions and interviews. This required accurate transcription of uttered words and active listening. I transcribed 19 interviews so far. The interviews were taken in Bengali and I had to transcribe it in English.

Accuracy and Attention to Detail: Transcription requires utmost precision. I had to make sure that every word, sentence, and speech was accurately recorded in the transcription. Errors of any size could affect the transcript's overall quality.

Confidentiality: Many of the recordings I worked with contained sensitive or private content. Maintaining the confidentiality and security of these materials was of utmost importance. For Example, I transcribed some interviews on cybercrime. I had to maintain confidentiality as it was a sensitive matter. Most of the interviews were anonymous. Some of them mentioned their names but I was instructed not to disclose those information. In the transcriptions, I used the words interviewer and interviewee instead of names.

Meeting Deadlines: Transcription projects came with deadlines, especially if the transcripts were required for research and reports. Meeting these deadlines was crucial to ensure the timely availability of the transcribed material.

Proofreading and Quality Control: I always proofread a transcription after finishing it. This included going through the transcript to make sure there were no more mistakes, make sure nothing was missing, and make it easier to read.

Technology Utilization: In many cases, I used tools like Google Translate and Google for synonyms and meanings to assist with the transcription process, making it more efficient and accurate.

Overall, my role as a Junior Executive in transcription at DIL required a keen ear for detail, strong language proficiency, a commitment to accuracy, and a respect for confidentiality.

Duties as an Editor

My responsibilities included a wide range of duties, including editing, proofreading, and paraphrasing.

Grammar and languages: I was responsible for identifying and correcting grammatical errors, including improper usage, misspellings, and punctuation. Maintaining linguistic precision was crucial.

Consistency and Clarity: I was also responsible for improving the written materials' clarity. This required rearranging sentences to increase coherence and making sure the tone and style of the document were maintained throughout.

Content Rephrasing: To minimize plagiarism and redundancy, content rephrasing is rewriting sections of the text while maintaining the essential ideas. It also requires utilizing a different language and sentence structure.

Clarity Maintenance: To keep the rewritten language understandable and well organized, I tried to preserve the content's clarity and flow when I paraphrased.

Enhancement of Originality: While expressing the same concepts and details, paraphrasing provided a chance to make the text more distinctive and creative.

Learnings and Skill Development

My internship at the Daffodil Institute of Languages (DIL) was a transformative experience that had a profound impact on my personal and professional growth. It improved my language proficiency and sharpened my communication, adaptability, and work ethic in a setting where language use was prominent.

Adaptability: DIL's work involved a wide range of disciplines and industries, with tasks involving translation, transcribing, and editing. This needed flexibility because I had to become quickly acquainted with a variety of subjects and jargon. It became second nature to adjust to new problems and client-specific requirements. This flexibility also included handling conflicting priorities and short deadlines, giving me useful skills in the fast-paced world of the workplace.

Communication: Clear and effective communication was essential, particularly when working with a diverse client and a team.

Language Proficiency: Through translation, transcription, and editing work at a language institute, I improved my language proficiency while working here. It became clear how important language skills are in today's globalized society. It is essential for efficient communication, understanding people from different cultural backgrounds, and many other facets of both personal and professional life.

Strong Work Ethic: The experience underscored the need to keep professionalism and integrity while achieving deadlines and maintaining high standards.

Skill Development: The work experience greatly strengthened my translation, transcription, and editing skills, equipping me with practical experience.

Industry Knowledge: I gained valuable insights into the DIL industry in which I was working. This entails being aware of best practices, industry trends, and the particular difficulties the industry or organization faces. The Daffodil Institute of Languages handles a variety of operations at once. Regular classes, workshops, and other project-based activities are carried out together there.

Professionalism: This internship taught me the value of reliability and timeliness, as well as effective communication and office decorum.

Problem Solving: Internships often present interns with real-world challenges that require problem-solving skills. Learning to tackle these challenges effectively can be a significant takeaway. For example-

- When I had multiple projects with deadlines I divided and arranged them according to priority.
- While transcribing some words in the audio were unclear so I decreased the playback speed and changed the volume to make it clear.

Feedback and Improvement: Receiving feedback from mentors and supervisors is a great benefit of internships. It is important to learn how to take constructive criticism and apply it to your career and personal development. I received feedback directly from the client about how to make my transcriptions look like professional ones. For example- I did transcriptions of some interviews taken by Mr. Aftab Hossain sir, Assistant Professor and Head, Department of Journalism, Media and Communication, FHSS. Sir suggested adding the timing [H.Min.S] after every few lines. He was pleased with my work as I completed the tasks on time.

These takeaways collectively contributed to my development as a professional, equipped with valuable language-related skills and the ability to navigate the complexities of today's globalized world. It reinforced the importance of adaptability, effective communication, and a strong work ethic, which I carry forward in my future endeavors in language studies and beyond.

Chapter 6

Challenges and Learnings

During my internship at the Daffodil Institute of Languages (DIL), I encountered several challenges, both specific to the translation, transcription, and editing work and related to general workplace experiences:

- 1) Some documents were handwritten. It was really difficult to understand the writeups.
- 2) In some documents the use of standard source languages was not used so it took a lot of work to translate.
- 3) Transcribing content from audio recordings posed challenges when the audio quality was poor. Some of them had background noise and a few pronunciations were unclear
- 4) In a fast-paced environment, balancing quality with the need to meet deadlines was a common challenge.

Overall, these challenges enriched my learning experience during the internship, fostering adaptability, problem-solving skills, and the ability to navigate diverse and dynamic work environments.

Chapter 7

Observations and Findings

Observations

- I'll highlight the main findings from my practical experience as a Junior Executive at the Daffodil Institute of Languages in this part.
- The institute had a well-established procedure for managing translation, transcription, and editing activities when I started my internship.
- There were many various kinds of tasks that needed varying degrees of skill and attention to detail, such as academic content, technical instructions, and legal paperwork.
- The institute had a dedicated team for each aspect of language services. This made it possible to handle different projects with a more specialized and effective approach.
- I observed that teams needed to collaborate and communicate well with one another, holding frequent meetings to make sure everyone understood the objectives and requirements of the projects.

Work Environment Insights

- At the Daffodil Institute of Languages, professionalism and a strong commitment to quality define the workplace.
- The company promoted continuous learning and development while providing us with access to useful tools and resources to help us in our work.

Findings

- I'll describe the main conclusions from my project work and real-world experience during my internship at the Daffodil Institute of Languages in this section. These results provide insights into the work I did and the development I went through.
- Project Results
- I learned through my participation in several translation, transcription, and editing projects that paying close attention to detail is crucial to guaranteeing the accuracy and quality of the finished product.
- Grammar proficiency alone was insufficient. I have to comprehend the tone and meaning.
- I observed that managing one's time well was essential, particularly when handling several assignments that had multiple deadlines.
- During my internship, I gained significant experience in organizing and setting priorities.
- **Self-Assessment**
- My strengths included good listening skills, adaptability to diverse project requirements, and the ability to meet tight deadlines.
- The need for more development in concentrating on one task at a time and a stronger emphasis on preserving work-life balance were noted as weaknesses.
- Opportunities for future development included specializing even more in editing, transcribing, or translation.
- The requirement to stay current with language technologies and industry trends was brought to light by threats.

Chapter 8

Recommendations

- Based on my findings, I recommend assigning work early.
 - The sooner the tasks are assigned, work can be divided among the team according to skills.
 - Assigning tasks well before the deadline reduces the stress and pressure associated with last-minute assignments.

- To meet the rising demand for specialized language services, the organization can consider extending its offerings into specialized fields.
 - Offering video transcribing and closed captioning services.

 - Translating intricate technical manuals, engineering drawings, and scientific research papers while having a thorough awareness of technical terms unique to the business.

Chapter 9

Conclusion of the Project

In conclusion, the internship at the Daffodil Institute of Languages allowed me to contribute to the institute's mission of providing top-notch language services to clients across industries. The study highlighted how essential it is for anyone working in the language services industry to keep learning and developing. It also emphasized how important it is to modify language to fit industry standards and pay attention to what clients demand.

Chapter 10 References

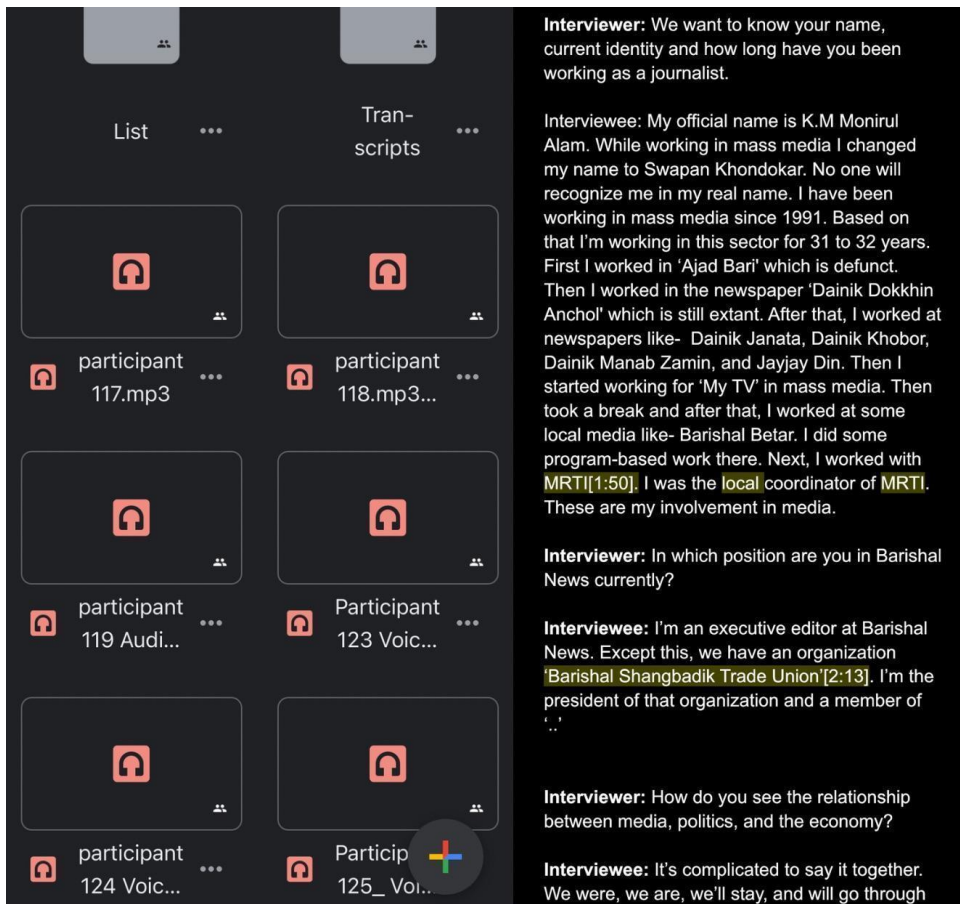
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Book: “*Employability*” (2021) by K.M Hasan Ripon

Chapter 11

Appendices



The image shows a mobile application interface with a dark theme. On the left, there is a 'List' view showing six audio files, each with a red padlock icon and a speaker icon. The files are labeled 'participant 117.mp3', 'participant 118.mp3...', 'participant 119 Audi...', 'Participant 123 Voic...', 'participant 124 Voic...', and 'Particip 125_ Voi...'. On the right, there is a 'Transcripts' view showing a transcript of an interview. The transcript is divided into sections for the interviewer and interviewee.

Interviewer: We want to know your name, current identity and how long have you been working as a journalist.

Interviewee: My official name is K.M Monirul Alam. While working in mass media I changed my name to Swapan Khondokar. No one will recognize me in my real name. I have been working in mass media since 1991. Based on that I'm working in this sector for 31 to 32 years. First I worked in 'Ajad Bari' which is defunct. Then I worked in the newspaper 'Dainik Dokkhin Anchol' which is still extant. After that, I worked at newspapers like- Dainik Janata, Dainik Khobor, Dainik Manab Zamin, and Jayjay Din. Then I started working for 'My TV' in mass media. Then took a break and after that, I worked at some local media like- Barishal Betar. I did some program-based work there. Next, I worked with MRTI[1:50]. I was the local coordinator of MRTI. These are my involvement in media.

Interviewer: In which position are you in Barishal News currently?

Interviewee: I'm an executive editor at Barishal News. Except this, we have an organization 'Barishal Shangbadik Trade Union'[2:13]. I'm the president of that organization and a member of ..

Interviewer: How do you see the relationship between media, politics, and the economy?

Interviewee: It's complicated to say it together. We were, we are, we'll stay, and will go through

গণপ্রজাতন্ত্রী বাংলাদেশ সরকার
মাধ্যমিক ও উচ্চ শিক্ষা অধিদপ্তর
বাংলাদেশ, ঢাকা



মহামান্য হাইকোর্টের রিট পিটিশন নং ৫৯১৬/২০০৮ এর আদেশ এবং বিদ্যমান অন্যান্য আইনের আলোকে মাধ্যমিক ও উচ্চ শিক্ষা অধিদপ্তর, এর আওতাধীন সকল অফিস ও সরকারি/বেসরকারি শিক্ষা প্রতিষ্ঠানে যৌন হয়রানি প্রতিরোধ সংক্রান্ত নির্দেশিকা

মাধ্যমিক ও উচ্চ শিক্ষা অধিদপ্তর, এর আওতাধীন সকল অফিস ও সরকারি/বেসরকারি শিক্ষা প্রতিষ্ঠানে যৌন হয়রানি প্রতিরোধ সংক্রান্ত নির্দেশিকা

১.১ প্রেক্ষাপট:

মহামান্য হাইকোর্টের রিট পিটিশন নং ৫৯১৬/২০০৮ এর আদেশের পরিপ্রেক্ষিতে মাধ্যমিক ও উচ্চ শিক্ষা অধিদপ্তর, এর আওতাধীন সকল অফিস ও সরকারি/বেসরকারি শিক্ষা প্রতিষ্ঠানে যৌন হয়রানি প্রতিরোধ সংক্রান্ত নির্দেশিকা বাস্তবায়নে প্রয়োজনীয় ব্যবস্থা গ্রহণের জন্য নিম্নরূপ নির্দেশনা প্রদান করা হলো :-

এই নির্দেশনায় মাধ্যমিক ও উচ্চ শিক্ষা অধিদপ্তর, এর আওতাধীন সকল অফিস, সরকারি/বেসরকারি শিক্ষা প্রতিষ্ঠানে অধ্যয়নরত শিক্ষার্থী এবং অফিসসমূহে কর্মরত নারী ও শিশুদের জন্য প্রযোজ্য।

- শিশু বলতে ১৮ বছর পর্যন্ত শিক্ষার্থী (ছাত্র ও ছাত্রী উভয়কে বোঝাবে)
- নারী বলতে শিক্ষাপ্রতিষ্ঠানে অধ্যয়নরত শিক্ষার্থী এবং শিক্ষা প্রতিষ্ঠান ও অফিসে কর্মরত নারীগণকে বোঝাবে।

২.০ লক্ষ্য ও উদ্দেশ্য:

মাধ্যমিক ও উচ্চ শিক্ষা অধিদপ্তর, এর আওতাধীন সকল শিক্ষা প্রতিষ্ঠান অধ্যয়নরত শিক্ষার্থীদের এবং শিক্ষা প্রতিষ্ঠান ও অফিসে কর্মরত নারীদের জন্য যৌন হয়রানি মুক্ত পরিবেশ নিশ্চিত করা। এছাড়াও-

- ক) যৌন হয়রানি এবং এর নেতিবাচক প্রভাব সম্পর্কে সচেতনতা সৃষ্টি
- খ) যৌন হয়রানি একটি শাস্তিযোগ্য অপরাধ- এ বিষয়ে সচেতনতা সৃষ্টি

৩.০ যৌন হয়রানিমূলক আচরণ :-

যৌন হয়রানি বলতে শারীরিক ও মানসিক যেকোনো ধরনের যৌন নির্ধাতনকে বুঝাবে। এক্ষেত্রে নিম্নবর্ণিত আচরণসমূহ যৌন হয়রানিমূলক আচরণ হিসেবে বিবেচিত হবে:

- অনাকাঙ্ক্ষিত যৌন আবেদনমূলক আচরণ যেমন-শারীরিক স্পর্শ বা এ ধরনের প্রচেষ্টা
- প্রাতিষ্ঠানিক এবং পেশাগত ক্ষমতা ব্যবহার করে কারো সাথে যৌন সম্পর্ক স্থাপনের চেষ্টা করা
- যৌন ইঙ্গিতবাহী কোনো কিছু উপস্থাপন যা হয়রানি বা নিপীড়নমূলক উক্তি
- যৌন সুযোগ লাভের জন্য অবৈধ প্রস্তাব
- পর্নোগ্রাফি প্রদর্শন
- যৌন আবেদনমূলক মন্তব্য বা অঙ্গভঙ্গি
- অশালীন ভাষা বা মন্তব্যের দ্বারা উত্ত্যক্ত করা বা অশালীন উদ্দেশ্য পূরণে কোন ব্যক্তির অলক্ষ্যে নিকটবর্তী হওয়া বা অনুসরণ করা বা যৌন ইঙ্গিতপূর্ণ ঠাট্টা বা উপহাস করা

Government of the People's Republic of
Bangladesh
Directorate of Secondary and Higher Education
Bangladesh, Dhaka

Guidelines regarding Prevention of Sexual Harassment in the Directorate of Secondary and Higher Education, all offices under it, and Government/Private Educational Institutions in the light of the Hon'ble High Court's Writ Petition No. 5916/2008 order and other existing laws

Guidelines on Prevention of Sexual Harassment in the Directorate of Secondary and Higher Education, all offices under it, and Government/Private Educational Institutions.

1.1 Background:

In view of the order of the Hon'ble High Court in Writ Petition No. 5916/2008, the Directorate of

Guidelines for the implementation of existing laws and regulations aimed at protecting from sexual harassment.

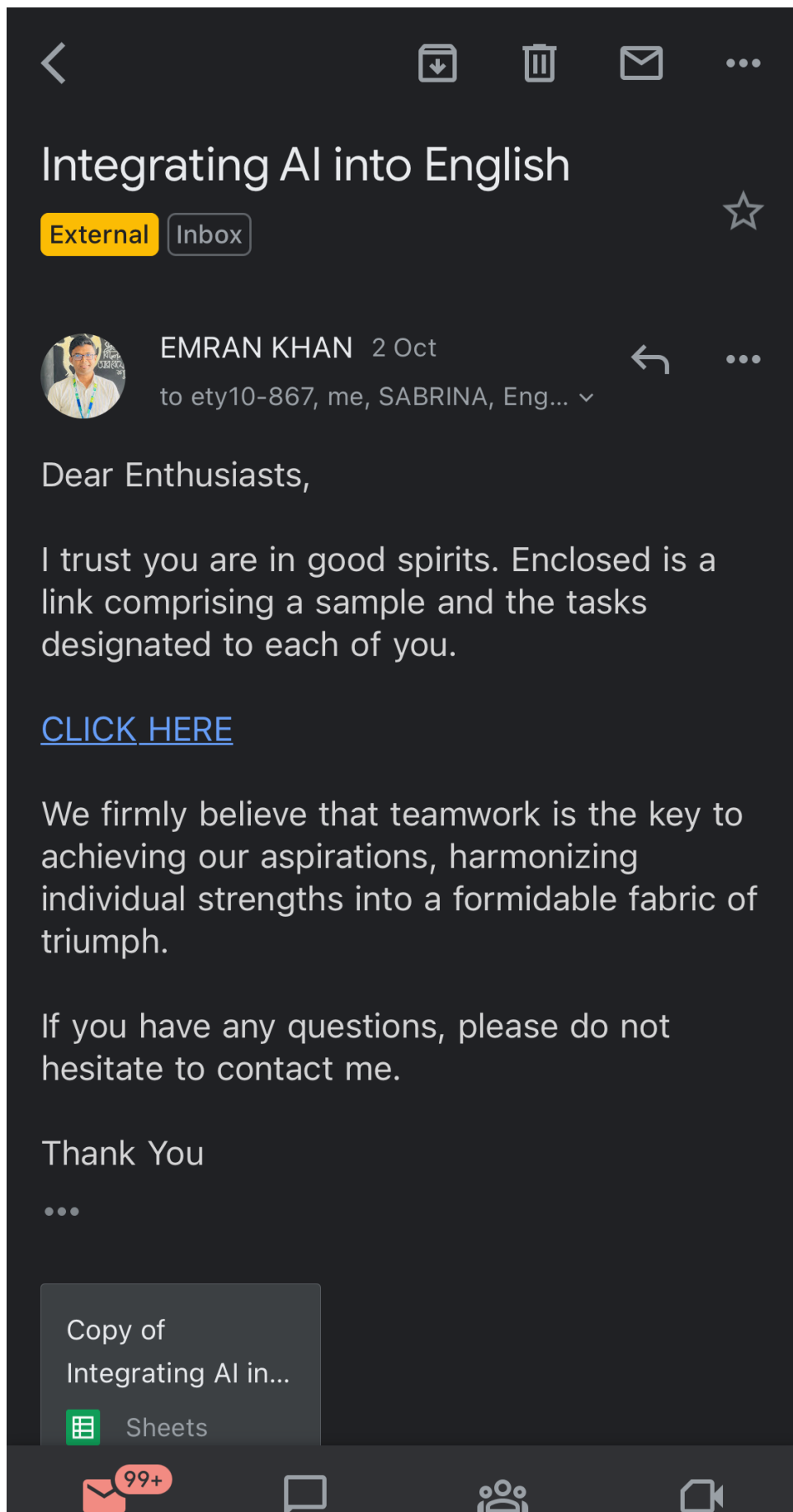
These guidelines have been prepared to prevent, mitigate and take further action against sexual harassment in educational institutions in Bangladesh. In the context of the present situations and circumstances, the said guidelines are inevitable.

Objectives of the Guidelines:

The Guidelines aim to create awareness about educational institution-based sexual harassment as well as to create and assist concerned institutions in taking necessary steps to prevent harassment so that it is possible to eradicate gender discrimination existing at different levels of society. Because of that, one of the objectives of the Directive is to eliminate gender discrimination from various social and environmental conditions. The guidelines also aim to create awareness about the negative impact of sexual harassment and that sexual harassment is a punishable offense.

Use of Guidelines:

School administrators, educators, school boards,



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