



Irish Translators' and Interpreters' Association
Cumann Aistritheoirí agus Ateangairí na hÉireann

ITIA Bulletin

2015/4

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Editorial

We are happy to report that with the arrival of summer plus the economic upturn members are noting considerable increase in the demand for their services - at last!

On the positive news front New Island Books have published an anthology of Italian and Irish writers short stories through IILE - Italo-Irish Literature Exchange. The work is entitled 'Lost Between - Writings on Displacement' and appears to form part of the continuing trend for publishing translated works. John Kearn's article in this issue also refers to Italo-Irish literary relations, Books in Italy. Well done to Catherine Dunne and Federica Sgaggio - and the translators!

On the not so positive front is the story of an Afghan stowaway found on the side of a motorway in Ireland having hidden in a truck coming from Calais. As he had no documentation he is being remanded in custody. His mother tongue is Pashto but the state services have only provided him with an interpreter of Farsi. I hope the courts don't rely too heavily on the accuracy of his interpreted statements!

Speaking of interpreters, we understand that the court proceedings, mentioned in the previous editorial, taken by an agency in relation to the Garda interpreting tender were unsuccessful. No winners there.

We would like to thank those who renewed their membership in June and give a warm welcome to new members - and yes - we would really like to hear from you!

Anne Larchet & Adam Brozynski, Co-Editors

MEMBERS' CORNER

Annette Schiller continues to apply her forensic interviewing skills for Members' Corner, this time to PM English/French in-house translator Fanny Gendrau-Kelly.

Q: Describe yourself professionally in a few lines

A: I am French and have been a permanent resident of the Emerald Isle since 2005. I completed my Master's Degree in English in NUI Maynooth in 2006 and learnt so much about myself and the world during my "Erasmus year" that I decided I would stay a little longer, and then a little longer still. Professionally speaking, I have been a full-time, in-house translator in an Accounting Firm specialised in taxation a little too far from Dublin City for the past three years. I also perform freelance work in my free time, to keep my perspective open (article writing, interpretation, revision, translation). My two working language pairs are English into French and French into English.

Q: When and why did you decide on a career in translation/interpreting?

A: Full disclosure, we're among friends: I only realised translation was a possible career as a first year University student, in France. I never knew what I wanted to do for a living until I started considering translation as my vocation, in my mid-twenties. When I was younger, all I wanted to do was break codes (as a seven year old Champollion wannabe, my 'Fun with Hieroglyphs' was an epiphany) and be on holiday (i.e. travelling to other countries where I truly felt free). In time, my interests translated into learning and practising languages; once I mastered the

language well enough, opening a book in English meant I got to wear my second skin. Not knowing what I wanted to study proved to be a recurrent issue: I had to choose major subjects at the end of my years in collège, at 15; then once again in lycée, at 18; as a University student, the dilemma presented itself at the end of every single term. I traced a winding road, picking whatever subject felt most interesting while working for a living, thus gaining self-defining experiences. Through translation, I rely on my entire study curriculum and make use of all the sections on my dilettante's résumé. It feels like I never had to settle for one profession in particular: I keep on studying and broaden my horizons a little more with every translation job I take on.

Q: Name the most important thing you did that helped you launch your career.

A: I think this would have to be moving to Ireland; it was meant as a year studying abroad, at first, but one thing lead to another and I'm still here! Very early on, my family instilled in me a taste for languages – my parents would speak English to each other so I wouldn't eavesdrop on certain conversations – and it grew into a passion. I initially meant to teach English in France; so, after a bureaucratic whirlwind of cover letters, tests, interviews, grant applications, and an epic quest for accommodation on top of it all, my home University (Versailles/Saint-Quentin-en-Yvelines) sent me to its partner institution in Ireland, NUI Maynooth. As unsettling as it was, at first, I became addicted to discovering new things, new words, new people every day. I had left my proverbial comfort zone and it boosted my ambition in a positive way: I learnt to live through English and also, with the help of one especially dear friend, to fly by my own wings.

Q: How important are training and qualifications for a career in translation?

A: Both practise and qualifications are essential components of a translator's background. Studying translation is

obviously what helped me elect my chosen path, but I'll also emphasise what I came to view as two key aspects: first, a translator's career comes in many shapes and forms (conference interpreter, technical translator, freelancer, in-house staff member, a combination of these); then, translating in school is great to test the water and establish whether you actually like translating, reading, writing, but it has nothing to do with the day-to-day activity of a professional translator. It can be difficult to find your place, pace, clients, etc. I don't think there's one universal recipe, a reliable How to Become a Translator in 12 Steps instruction manual. If you love translating then you'll find ways to keep on doing it, hopefully for a living. I try and focus on the pleasure that the act of translating brings me, in whatever task, small or large, that I undertake in my various work environments.

...polish your on-line presence, fine-tune your professional profiles, read and proofread any on-line content you authored and, last but not least, Google yourself (you may be surprised).

Q: Is CPD important?

A: CPD is pivotal: languages evolve, business sectors mutate constantly – the translation business over the past 20 years in particular – and technological advances help improve the condition of professionals across the board. Translators – especially self-reliant freelancers – should keep informed and seek helpful innovations, strategies susceptible to improve efficiency, sources of inspiration. Professional associations (such as the ITIA!) offer a great way to ensure continuous learning and professional development.

Q: Is it of benefit being a member of the local translator/interpreter association?

A: Local associations bring about invaluable opportunities to develop as a translator and grow a business through CPD, networking, professional recommendations (professional associations are many of your potential clients' first port of call), sustained involvement in the industry (email alerts about training opportunities, large-scale selective recruitment by the EU, etc.); they also highlight a freelancer's willingness to have her or his work assessed, since most associations would test their established members.

Q: What type of texts do you translate?

A: I work on varied material depending on which of my two Translator's Hats I have on. On the one hand, I'm a full-time in-house translator at the Technical Department of an Accounting firm specialised in taxation. I work on-site in the Dublin area and translate my colleagues' emails, perform phone or live interpreting, liaise via email and phone with Tax Inspectors or suppliers based across Europe (in French) to then report my findings (in English) to my colleagues, and vice versa. On the other hand, freelance interpreting and translating allows me to widen my perspective. As a Sole Trading Freelancer – to employ Revenue-esque terminology – I have been assigned on various interpretation jobs (e.g. cinema festivals, symposium in the medical field) and get to translate written text for direct clients (e.g. art exhibition brochures, fashion articles, marketing material, short biographies, tourism & travel reviews, etc.). I find this twofold activity salubrious for many reasons: having your fingers in more than one pie means a richer tasting experience in the form of an overview of the translation sector, multiple work environments, opportunities to expand your network, potential career moves, and a chance to grow your business

Q: Do you work in a team or on your own?

A: I'm the only English/French translator in my company and have one translator colleague in charge of English/German

translations. We get on very well and regularly confer to work out efficient ways, tackle our daily missions. There isn't any formal translation process in place, other than the one we implement ourselves, and the two of us are in charge of both production and quality assessment, translation, proofreading, and technical writing. The upside is that we may consult on-site experts whenever issues seem a little too unsurmountable. As a freelancer, I vouch for tip-top output quality: I only ever undertake text types with which I'm relatively familiar, prepare adequately before any assignment through preliminary research, and organise proofreading by a native speaker of the target language before delivery.

Q: How important are CAT tools in your daily work?

A: As an in-house translator, even though I have encouraged my employer to acquire a CAT tool, there is none in place at the moment. My German translator colleague and I make do with MS Word for translation tasks and Excel for terminology management, which I see as capital in any field of technical translation. After I was trained on various types of CAT software as part of my Postgraduate Diploma in Translation in Dublin City University in 2008-2009, I acquired a memoQ license and use it as a freelancer. CAT tools help you ensure consistency throughout repetitive or technical text, efficient term base management, and a growing number of agencies expect translation memories and glossaries to be part of translators' modus operandi.

Q: Is there a minimum daily output?

A: As a freelancer, it really depends on the text type. While technical material usually requires preparatory reading and terminology research, it's safer to commit to tight deadlines for content of a general or familiar nature. For this reason, I would be uncomfortable giving a word count per day.

As an in-house staff member, because my duties involve following up on tax mysteries with suppliers, European Tax Authorities, etc., translation isn't my only responsibility, and I'm not held to any daily output. I will also mention that in-house translators working in translation agencies are dealt a different hand; again, it depends whether they earn a set monthly income, a rate per source word, or even get a bonus for excess output.

Q: How do you find clients?

A: Everywhere and anywhere. I don't mean that I'm offering my services 24/7, but I do keep an open mind, an attentive ear, and have my business cards within hand's reach. Networking has been a key marketing element in my career so far. Your prospects may contact you via professional associations such as the ITIA, on-line communities such as Proz.com, previous employers, friends and family.

Q: Is it really necessary to specialise?

A: I think it's important to specialise, yes. As an in-house staff member I enjoy touching upon more than one field of expertise. At the moment I try and make the most of insights into the fields of accounting, EU law, finance, and IT. I also work on a variety of source material as a freelancer.

Q: Does it become boring translating the same types of text day in day out?

A: Specialising in one field can become monotonous, but there are ways to avoid it: often, all it takes is shifting your focus and getting organised. My freelancing activity brings me variety and I try and focus on the arts in order not to be restricted to content relating exclusively to tax law and finance. On the other hand, when I deal with the core and fibre of accounting, I cultivate the art of template design. CAT tools and translation memories are especially useful to avoid translating the same thing over and over again, which will save you time and energy. Term base compiling is well worth the effort, it helps me organise data and learn more

efficiently. These day-to-day strategies give me the feeling of a job well done, which is a reward in itself when you work in a team of one. Self-reliance is a laudable goal, but it can also bring about a feeling of isolation.

Q: Is translation a high-pressure job with tight deadlines?

A: It really depends on your work environment: translation agencies constantly seek out new clients and fast turnaround is their selling point. Cheap and fast, however, just like immediate gratification, is a questionable priority. On the translators' side, this means more pressure, lower rates, and tight deadlines. Try and consider each job as it comes and negotiate with your Project Manager or direct client. More negotiation means more communication, conciliation, and ultimately a better knowledge of the needs and priorities of all parties involved.

Q: Very often these days, we never get to see or meet the client, all communication is done by email or phone or skype. Is that a good or a bad thing?

A: Telecommunications are great in that you get to do business all around the world. In order to gain experience in the industry, I worked as a Translation Project Manager for two years, in Waterford at first and then from home in Dublin. I was given the chance to meet and interacted with countless Desktop Publishing professionals, interpreters, translators all over the globe, and now work in partnership with some of them. A friend in San Francisco proofreads my English translations and another in Vancouver proofreads my French output. Actively engaging with people from such distance is physically freeing and allows you to bring your portable office with you anywhere. Be warned: with this business format come new rules, new ways for clients to establish their suppliers' reliability. In my experience, being (very) responsive and regularly reminding clients of my availability is what pays off. As a freelancer, neither your potential nor your

regular clients can see you on a daily basis: find new ways to show commitment, polish your on-line presence, fine-tune your professional profiles, read and proofread any on-line content you authored and, last but not least, Google yourself (you may be surprised).

Q: What is the best / worst thing about being a freelance or staff translator?

A: On my best days, I'm able to focus on the fact that I help make people's own professional tasks easier. In my day job, I cheer up any time my immediate colleagues express gratefulness (at which point I also drill it into them that free on-line translations will cause the end of our species). I feel rewarded when their skills combine to mine and we all reach satisfactory results. As a freelancer, any compliment from my clients is a source of motivation. The worst about being a translator is manifold, and it's easy to get bogged down by frustrating experience which we all share: stubborn CAT tools, having to justify the value of quality translation, agencies asking for lower rates, etc.

Q: Is it possible to have a good standard of living as a freelance/staff translator/interpreter?

A: I wouldn't be an authority on this, but I hear the average income fluctuates immensely. At this stage, I'm not freelancing full-time because I need a guaranteed income, and yet I regularly browse the Internet for personal stories by sole trading translators as a source of motivation. I find these articles useful; they help me find direction in the wide field of professional translation before I go solo again. For now, I'm electing areas of speciality and keep working on my approach to business negotiation.

Q: What are the most important characteristics of a good translator?

A: Open-mindedness and curiosity are key: everything you learn, see and talk about can be put to use. It's also capital to practise and

find ways to remain functional under pressure. Time and stress management are of the essence in order to maintain a professional attitude towards clients and keep deadlines.

Q: What advice would you give to someone thinking of becoming a translator?

A: Aspiring translators may ask themselves whether they want to dedicate their time and energy to life-long language learning; whether they are willing to patiently engage in educating clients when it comes to the importance of text quality as the key to value for money (low cost and rushed jobs don't pay off in the long run); and whether they will accept multiple responsibilities in addition to their chosen vocation (bookkeeping, general business management, marketing, public relations, time-keeping, etc.). If you feel you can commit, then trust yourself and enjoy!

John Kearns, Editor Translation Ireland, headed to Milan in June to report back, first hand, on activities at the CEATL AGM

CEATL AGM, Milan

June 3rd-6th 2015

The European Council of Literary Translators' Associations (known as CEATL, the acronym of its name in French – Conseil Européen des Associations de Traducteurs Littéraires) was created in 1993 to represent different translators' associations in Europe and, while the ITIA does not exclusively represent literary translators, we have been represented on the council for several years by Giuliana Zeuli (now an honorary member of CEATL), Máire Nic Mhaoláin and, as of this year, John Kearns. Each year the council hosts an AGM as an opportunity to share the experiences of literary translation in different countries as well as to co-ordinate and provide updates on the Council's activities. This year the meeting was held in the Lattuada Auditorium in Milan and was

organised by the Italian translators' associations STradE and AITI.

The morning of June 4th began with a welcome from outgoing CEATL President, the Catalan writer and translator Bel Olid. There was approval of the minutes of last year's meeting in Berlin (for a report by Máire Nic Mhaoláin, see the November 2014 edition of the ITIA Bulletin), as well as an update on the activities of the board in the past year, and a report on CEATL's finances from Treasurer, Shaun Whiteside. Former CEATL President and outgoing member of the board Martin de Haan provided an overview of the Council's activities over the past ten years. Perhaps one of the biggest achievements during this period was the completion of a report on working conditions for translators in Europe in 2008, focussing in particular on comparative incomes and still available on the CEATL website. It had been decided that, to cater for the increasing workload, the number of board members was to be increased from five to six, so in the elections that followed, de Haan and Olid were replaced by Cécile Deniard, Morten Visby, and Lara Höbbling Matković, who will now act as CEATL Vice-Presidents. They join returning board members, Treasurer Shaun Whiteside, Secretary Ildikó Lőrinszky, and the new Chairperson Holger Fock.

Following lunch in the Futurist-themed Lacerba restaurant, there was a presentation from one of the sponsors of the event BooksInItaly, a body carrying out work not dissimilar to our own Ireland Literature Exchange in its encouragement of the translation and dissemination of Italian literature throughout the world. They have also prepared a very useful online resource on grants for literary translation, which will be of interest to literary translators throughout Europe, not just in Italy. Then came a very interesting account of CEATL's external communications and cooperation with other bodies such as Access to Culture, the Civil Society Platform on Multilingualism, and the

International Authors' Forum. This was followed by a brainstorming session for attendees to contribute their thoughts on many of the most pressing issues facing CEATL stemming from the outcomes of last year's Berlin meeting – communications, funding, engagement etc. Thursday's activities concluded with a dinner in Milan's Refettorio restaurant, over which talk of translation matters continued.

Friday's schedule began with a sharing of the outcomes of the previous day's brainstorming sessions. The remainder of the day was mostly taken up with reports from the various CEATL working groups. These are the sub-committees which do much of CEATL's more focussed activities. There are working groups for working conditions, best practices, copyright, the EU digital agenda, visibility and training and education. Some of these groups have been particularly enterprising in taking on projects to improve the lot of literary translators in Europe. In particular, the Copyright Working Group – particularly through the efforts of Morten Visby and Cécile Deniard – has been very active. The presentation given by the Working Group on Training and Education provided details of the recently completed 'Training and Education Report' currently available only in French, but soon to be translated into English by board member Shaun Whiteside. Following a break, there was more on training with a presentation on the PETRA E project which aims to set up a European infrastructure for the education and training of literary translators. This is a groundbreaking project in an area that up to now has received little attention and we await with anticipation the training framework which the project aims to have prepared by July 2016.

Friday evening provided what for this representative was one of the highlights of the three days – a translation slam moderated by Shaun Whiteside, in which renowned translators Clarissa Botsford and

Frederika Randall compared their translations of an excerpt of an as-yet-unpublished novel by Giuseppe Lupo. The evening also featured the award ceremony for the third international CEATL 'Spot the Translator' video contest. This is a competition which CEATL runs "to help make translators more visible by creating sparky and clever short films highlighting the existence and importance of literary translators, the challenges they face and their role in literature." This year the €1000 prize was awarded to the film 'Words Travel Worlds' by Alessandra Maldina and Cristina Savelli, with Anna Rusconi, which you can watch here: <http://tinyurl.com/q49buzv>.

Saturday morning was devoted to matters such as funding for working groups and the management of news and the CEATL website. The AGM concluded with a tour de table and the mandates for the board and representatives. All in all the meeting gave a picture of a highly active and engaged Council working assiduously to improve the lot of literary translators in Europe.

John Kearns
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Irish Council for Civil Liberties Human Rights Film Awards 2015

The ITIA were invited to attend the Gala Screening of the six shortlisted films for this year's festival, all of which opened a window on different perspectives in different cultures - the African immigrant's experiences in Ireland and Spain, reconciliation of two sides of a genocidal conflict in Rwanda, and the harassment and discrimination of a journalist and a transgender person in their own cultures. The winning film, *Listen*, tells the story of a Muslim woman from an Arabic speaking country in a Copenhagen police station seeking help from her abusive husband. Alarming, not only does her

interpreter not interpret what the desperate woman is trying to explain in relation to her domestic situation, but she also appears to deliberately misinterpret, distort, alter, edit and add to what the police man and woman are saying. All this takes place in a darkly lit windowless police room, with the victim's whole body and face covered, adding to the sense of entrapment, claustrophobia and panic. The police officers can clearly see that all is not well on the interpreting front and that a lot of the interview appears to be getting 'lost in translation'. They query the interpreter on her interpreting but, as the only person in the room with knowledge of both languages, she explains away any apparent discrepancies. She appears to consider herself qualified to take on the role of judge, jury, marriage guidance counsellor and social worker.

I would strongly recommend the short film be used in interpreter training courses as the perfect example of how NOT to interpret

Thousands of vulnerable people in Europe face similar difficulties in their interactions with offices and officers of EU states, with their legitimate needs being thwarted due to language barriers, isolation and inadequate interpreting and translation services. ITIA Bulletin readers will be familiar with this ongoing problem.

The film was directed by a Finnish-Iranian, Hamy Ramezan and British-Zambian Rungano Nyoni even though neither of them speak either Danish or Arabic. They say that this further helped them to understand the issue portrayed in the film - communication. The film was premiered at Cannes last year.

I would strongly recommend the short film be used in interpreter training courses as the perfect example of how NOT to interpret, being in total breach of any code of conduct,

ethics and practice. Most worryingly, the film is based on two true stories.

The film ends with the woman being sent out of the police station with her young son waiting for her in the corridor and returned to her abusive husband who will be informed by the boy where the woman has been. We are left contemplating the appalling consequences.

Anne Larchet |

Lost in translation? This Irish language-tech startup is here to help

Dublin-based Iconic Translation Machines is growing fast.

By Peter Bodkin. 23 July 2015

IN A WORLD that is becoming more connected by the day, languages are big business.

Language-learning app Duolingo recently completed a funding round that valued the company at a healthy \$470 million (€428 million), while the machine translation industry is expected to be worth nearly \$1 billion by 2022.

Dublin startup Iconic Translation Machines is joining the push into the market for business customers, offering cloud-based automatic translation software.

Today the company announced it has raised €400,000 in seed funding from investors including Enterprise Ireland and the privately-run Bloom Equity and Boole through the Halo Business Angel Network (HBAN).

The startup, which was spun out of DCU in 2013, plans to expand its workforce from 10 to 25 staff as part of its growth plans.

Iconic's CEO, Dr John Tinsley, said the company had already achieved strong growth delivering translation technology to the "very complex intellectual property and

financial services sectors".

Our team of experts has created machine translation solutions for content which had been considered too technical and challenging for automated translation," he said.

Its clients already include one of the world's biggest language service firms, Welocalize, which does everything from translating gadget manuals to legal documents.

Iconic's main product automatically translates intellectual property papers in nine languages including Chinese and Russian.

This article originally appeared on TheJournal.ie
Original source: <http://tinyurl.com/q6yhax5> |

Our Chairperson, Mary Phelan, has forwarded this report and it contains many sound recommendations specifically in relation to interpreters working in the asylum process.

Working Group to Report to Government Working Group on the Protection Process on Improvements to the Protection Process, including Direct Provision and Supports to Asylum Seekers Final Report June 2015

<http://tinyurl.com/ol3q6th>

USE OF INTERPRETERS

3.269 The Refugee Act 1996 provides that the initial interview (which is conducted at the time an application is lodged) and the substantive first instance interview "where necessary and possible, be conducted with the assistance of an interpreter". The Act further specifies that the RAT shall "where necessary for the purpose of ensuring appropriate communication during the

hearing, provide the applicant with the services of an interpreter”. Regulations also require ORAC to select an interpreter who is able to ensure appropriate communication between the applicant and the person who conducts the interview so that the applicant may present the grounds for his/her application in a comprehensive manner.

3.270 In the case of both ORAC and the RAT, considerable efforts are made to ensure that appropriate and competent interpreters are engaged to ensure effective communication. UNHCR trains both decision-makers and interpreters in respect of both ORAC and the RAT on the essential aspects of practice in the use of interpreters in the protection process. Both agencies require interpreters to attend such training before working in the area, and to attend occasional refresher training.

3.271 It must be acknowledged, however, that there is no legislation regulating translators or interpreters in Ireland, nor is there any national professional qualification on foot of statute, or a practice direction from the Courts. This lack of regulation means essentially that anyone who speaks English and another language can call themselves a translator or an interpreter. Ireland is a small country with a limited pool of persons available who speak the vast number of languages required in administering the protection process. It is therefore not surprising that many stakeholders, including 197 Regulation 3, S.I. No. 52 of 2011. 123 Working Group on the Protection Process applicants themselves and NGOs, report that they have concerns regarding the quality of interpreting in some instances.¹⁹⁸

3.272 The Irish Translators' and Interpreters' Association submitted a paper to the Working Group. It makes the point that a lack of regulation is a problem not only for the protection process but also for other areas,

particularly police interviews and the Courts. It believes that, if a solution is to be found, this issue needs to be approached holistically and the solution must involve both training and testing for interpreters who work in all of these areas. It also makes the point that there is no longer a properly accredited training course in Ireland, although one ran from 2004 to 2009 in Dublin City University. The fact that graduates were not prioritised for work and were paid the same rates as interpreters who had no qualifications undermined the value of the course.

3.273 Participants in the consultation process undertaken by the Working Group revealed similar concerns:

“Some interpreters used by the State don't have proper language skills therefore sentiment of the interpreter is not necessarily the sentiment of the applicant. They don't know what is being presented on their behalf.”

“LGBT friendly interpreters should be available: Some participants found that interpreters would sometimes chastise the person for being LGBT; they also experienced people using derogatory terms to describe their sexual orientation or gender identity.”

3.274 It is clear from the consultation process that the provision of good-quality interpretation is essential to safeguard the interests of protection applicants.

Recommendations

3.275 The Working Group recommends that:

- More formal procedures be introduced to ensure appropriate training is provided to all interpreters and a register be maintained to indicate who has completed this training in order to be eligible to work.

- A coordinated system of reforms be implemented on a phased basis to move to a system where all interpreters in the protection process have appropriately accredited qualifications.
- A system of accreditation to be established and maintained.
- The tendering process and terms of contracts for interpreting and translation firms should require them to prioritise or incentivise more those who have recognised accredited qualifications. Once the process of reform has been completed, accreditation to be a necessary requirement.
- All parties should ensure in the selection of an interpreter that there is no potential conflict of interests or potential breaches of confidentiality.
- Mechanisms should be put in place to carry out randomised independent assessments of the standards of interpreting to ensure they meet appropriate standards. Implications including costs

3.276 The costs of implementing these recommendations would be minimal during the initial phases, amounting to some minor administrative costs in the maintaining of a register and the cost of providing training. The benefits would be a more transparent and formalised system of regulation in the absence of more formal accreditation structures. Prioritising or incentivising those who have recognised accredited qualifications through the tendering process would give recognition to and reward persons who take the time to up-skill and would increase the commercial value for academic institutions of courses on interpretation, which are currently very limited.

3.277 In the longer term it is to be expected that the introduction of a suitable system of accreditation will result in increased costs in procuring interpreting services. Such services are currently procured by way of public tender. Accordingly it cannot

accurately be assessed how much that would be likely to change were these recommendations implemented, as the availability of interpreting services and competition in the industry will determine the costs agreed through the tendering process. Although it is expected that the provision of higher quality interpreting services will come at a cost, it is so central to the process of protection determination that the Working Group considers it a high priority.

3.278 Ensuring that no conflicts of interest occur with the use of interpreters is a basic standard to safeguard the integrity of the protection process. Doing so will eliminate the need for applicants to challenge any such cases by judicial review.

3.279 Randomised independent assessments of the standards of interpreting would need to be carried out in conjunction with the audio recording. The Working Group is not in a position to cost such introduction of recording facilities and has recommended below that this be explored further. Engaging an independent interpreting service to assess randomised samples would have financial implications. It is the only way to accurately assess the quality of the service provided.

3.280 Adequate communication between applicants and decision-makers is essential to the determination process – implementing these recommendations would have enormous utility in ensuring the quality of the process.

5.98 Having regard to the challenges that residents face including language barriers, the Working Group considers that specific health promotion initiatives should be undertaken to alert them to public health initiatives that are available free of charge, including breast and cervical screening etc. In addition, as identified elsewhere in this

report, quality interpreting services are essential to ensure that residents are facilitated in disclosing their health needs to service providers including their General Practitioner. Again sensitivity training for such interpreters would be important. General Practitioners and others providing care should be encouraged to engage interpreting services where required. (page 223)

Recommends that an adequately trained and resourced interpreting service be put in place where demand exists. Interpreters dealing with persons in the system should be sensitivity trained, especially when interpreting the disclosure of needs, experiences and values of vulnerable groups. General Practitioners should be encouraged to offer interpreting services to this client group. (page 224)

Recommendations

5.186 The Working Group:

- Recommends that the Irish Human Rights and Equality Commission (IHREC) should consider, in the preparation of its Strategic Plan, the inclusion of education and training on equality and diversity issues for public bodies engaged in the provision of supports to persons in the system.
- Recommends that – persons who provide health and other services to persons in the system should receive on-going training in cultural competency and sensitivity; – training should be provided for accredited interpreters and for staff working with interpreters, who provide interpreting services either in person or over the phone; – training should include skill development for dealing with people who do not have English as a first language; – these programmes should be evaluated to ensure relevance and effectiveness. (page 242)

Worth-a-click

Disruption in interpreting: it's history repeating

<http://ht.ly/QdokY>

Is Proz Dead or Alive?

<http://tinyurl.com/nzvqkba>

Why translation is the fastest-growing career in the country

<http://tinyurl.com/pees2nn>

What's hot, what's not

What's HOT...

Russian poet and translator Grigory Kruzhkov, who has translated works of WB Yeats and selections from James Joyce and Seamus Heaney into Russian was awarded an Honorary Doctorate in Letters (LittD) from Trinity College Dublin. Yet another example of translation placing Irish culture on the world stage.

...What's NOT

The Danish Parliament repealed the 1966 law on authorized translators and interpreters in May of this year. This move from state regulation to market deregulation purports to form part of the Danish 'growth' plan. Funny kind of growing!

Obituary

HARRY ROWOHLT March 1945 - June 2015

Harry Rowohlt was considered one of Ireland's greatest ambassadors through his translations into German of many Irish authors including James Joyce, Ken Bruen, Flann O'Brien and Frank McCourt. Coming from a family publishing background he began translating English language fiction in 1971 reaching over a 100 titles - from Ernest Hemingway to AA Milne's Winnie the Pooh. By all accounts a gregarious character, his public readings, well lubricated with Irish whiskey, were legendary.

Joining the ITIA

The *Irish Translators' & Interpreters' Association* is pleased to welcome new members to the association. We currently have the following categories of membership:

- Professional
- Associate
- Affiliate
- Institutional
- Student
- Honorary

Professional Membership is awarded to translators or interpreters who meet the strict criteria of the ITIA based on qualification and level of experience.

Applicants must also achieve a PASS in the annual Professional Membership Examination (translator or interpreter) set by the ITIA.

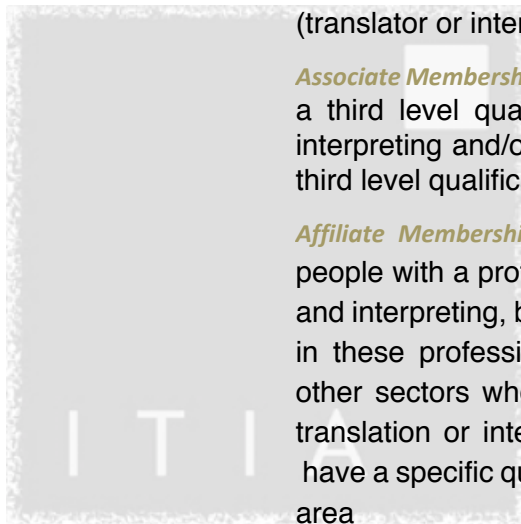
Associate Membership may be granted to holders of a third level qualification in translation and/or interpreting and/or languages or to holders of a third level qualification with relevant experience.

Affiliate Membership is generally availed of by people with a professional interest in translation and interpreting, by those with a general interest in these professions or by professionals from other sectors who wish to work in the area of translation or interpreting and do not currently have a specific qualification or experience in the area

Institutional Membership is available to bodies that do not function as commercial agencies, for example university centres for translation and interpreting studies or cultural institutes. Application documents for Institutional membership are currently being prepared.

Student Membership is available to persons undertaking undergraduate studies in any discipline or those undertaking postgraduate studies in translation or interpreting.

Honorary Membership is awarded by the ITIA AGM to persons in Ireland or abroad who have distinguished themselves in the field of translation or interpreting.



Contacting the ITIA

Irish Translators' & Interpreters' Association

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