



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

ITIA Bulletin

June 2013

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Editorial

With this third bulletin of 2013 we hope to still continue to offer something of interest for everyone in our articles, book reviews and first hand reports of happenings in the world of translating and interpreting - and also still look forward to hearing from any of our readers! Your input helps us to be in touch with current situation in the field.

Speaking of what's happening in the field and in particular on the ground of court interpreters, just like the situation in the UK, the low rate of pay for interpreters continues to be an issue of major concern. No trained and qualified language professional can make a living on these rates. It is, however, most definitely within interpreters' powers to join forces, embrace solidarity, form language groups and simply not accept work at these rates. Certainly in the UK, the umbrella group, Professional Interpreters for Justice, representing 2,350 registered court interpreters in 101 languages, have made an impact and have had their voices heard.

Another inspiring example of how union and solidarity combined can command a reasonable rate of pay for a professional service is our sign language colleagues, and the sign languages interpreters in the UK. They simply do not accept work at anything lower than an agreed rate. There is no reason why court interpreters in Ireland cannot adopt a similar approach. It's up to each and every interpreter to take a stand!

Anne Larchet
Co-Editor

NHS use dial-up translator company who earned £12 million last year from UK operations

The NHS is using a Caribbean call centre to hire thousands of telephone interpreters for foreign patients wanting free healthcare in the UK.

The Sunday Express has discovered the NHS's main provider of telephone interpreting, American-owned Language Line Solutions, is routing calls to Santo Domingo in the Dominican Republic where international companies enjoy tax breaks.

Confused NHS bosses claim they had been told by the company that only UK call centres were being used and have promised to investigate.

Language Line, which holds contracts with NHS Direct, the new 111 non-emergency response service, local councils and other authorities, earned £12 million from its UK operations last year.

It charges clients up to £2.50 a minute for the service, which offers help with more than 140 languages. NHS guidance states calls can last an hour.

Although health bosses pleaded ignorance about the Caribbean connection, just a single call to the number advertised on NHS websites would have sounded alarm bells.

Calls are politely answered by workers with foreign accents who request clients such as doctors to identify themselves before asking which language they require.

They then put the caller on hold while they search for an interpreter from their databases around the world. A three-way conference call is then initiated between the patient, the doctor or nurse, and the interpreter, with the taxpayer picking up the tab.

Even trivial complaints, such as bruised toes, are eligible for the service: all a foreign patient or health tourist needs to do when dialling 111 is to state their language in broken English, and an NHS operator will contact Language Line.

The company, whose British HQ is in Canary Wharf, London, was awarded a lucrative place on the NHS Shared Business Services framework contract last October. It also uses call centres in Monterey in California and Costa Rica in Central America.

In 2010, NHS Direct made 15,331 calls to Language Line, with Arabic, Bengali, Polish, Punjabi and Urdu the most popular languages. The Department of Health was unable to say how much was spent on the service in the past year, insisting a Freedom of Information request was needed

Language Line, which started out in the UK as a charity 20 years ago before being bought out by a US company, was even less co-operative. Simon Yoxon-Grant, its UK sales director, said it did have call centres in Britain, but when asked where, he said: "I'm not going to comment. I'm not interested in getting involved.

You can go to any of these public sector organisations which we supply and you can talk to them about the information we've given them as part of that contract and then they've got all the information in writing. I don't want to help you. I don't want to get involved in the conversation."

The company's website refers to UK call centres under a section on providing face-to-face interpreters. It advertises its telephone interpreting service as a 24-hour operation. There is no suggestion of any wrongdoing by Language Line.

...all a foreign patient or health tourist needs to do when dialling 111 is to state their language in broken English...

An NHS Direct spokeswoman said: "Our understanding from Language Line is that all contact centres are based in the UK. We have no evidence to believe this is not the case. Language Line told us all their contact centres were in the UK. Our contracts team are going to speak to Language Line and look into it. We will check our contract with them."

However, Matthew Sinclair, chief executive of the *TaxPayers' Alliance*, said: "Taxpayers will be astonished that NHS managers seem to have no grasp on the details of the services they are providing. The NHS cannot afford to spend so much on translation services as it is when resources are so stretched, so bosses must get a grip on the contracts they are tendering."

A large number of councils also offer the Language Line service, even for minor complaints about parking tickets. The Dominican Republic and Costa Rica, with their relatively cheap rates, their proximity to the US and favourable tax regimes, are emerging giants in the call centre business, particularly among American telephone and mobile companies.

More than 100,000 people, most of them bilingual in English and Spanish, work in dozens of huge call centres in the Dominican Republic, making the sector the country's second largest industry after tourism.

The use of offshore call centres at the expense of UK jobs is a growing phenomenon among public sector outsourcing companies.

Last month, the Sunday Express revealed how Capita Translating and Interpreting is using a call centre in Krakow to book interpreters for British courts under a controversial deal with the Ministry of Justice.

Ted Jeory

Original source: <http://tinyurl.com/ocdoedc>
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(express.co.uk)

Exaro: Capita contract for court interpreters veers towards 'collapse'

Courts in disarray as translators refuse to work after Capita slashes travel expenses.

Interpreters are warning that the huge private contract to provide translation services for courts in England and Wales is on the brink of collapse.

It comes as court interpreters are refusing to work after Capita, the outsourcing giant that took over the contract, slashed their travel expenses. Hearings are being held up as court officials scramble to find any interpreters prepared to take up the work.

The House of Commons justice committee slammed the government over the contract in a damning report in February after a series of disclosures by Exaro.

To read the whole article follow this link:

<http://tinyurl.com/nlxh7tf>

Interpreter's 'low pay' halts a trial

A furious Crown Court judge had to adjourn a murder hearing because a Mandarin interpreter refused to turn up, claiming he would "not be making enough money".

The judge hit out when he was forced to halt the case against Chinese businessman Anxiang Du, from Coventry, who is accused of killing four members of a family in Northampton in 2011.

The clerk at Nottingham Crown Court said he had been told it was "not worthwhile" for an interpreter to turn up.

Mr Justice Julian Flaux said: "It would be completely unfair on Mr Du to go ahead without an interpreter. To say I am annoyed is an understatement. I will be asking for a written explanation. It is a complete disgrace."

It is the latest row to hit the newly centralised interpreter service supplied by Capita Translation and Interpreting.

The deal has seen fees slashed, with interpreters no longer paid for time spent with defendants before they enter court, leading to an increasing number of hearings being abandoned.

This shows what happens when the Government hives off important services to the cheapest bidder

Courts say they are now having to bypass the system "more than 50 per cent of the time" as interpreters either fail to turn up, or are not qualified to do the job if they do arrive.

Instead courts are having to raid emergency coffers and revert to the old system of directly sourcing translators.

The campaign group Professional Interpreters for Justice has revealed that Capita is providing only 48 per cent of the interpreters required by courts.

At least five police forces are ignoring the deal, with Cambridgeshire securing a 60 per cent reduction in translation costs by striking its own independent agreement with interpreters.

Last week a Capita interpreter asked by a judge at Woolwich Crown Court if he was qualified, replied: "I am from Capita."

The defendant then told the court: "I can speak better English than this interpreter."

We are seeing evidence of suspects having to stay jailed on remand for weeks because there are no translators

Last Tuesday a murder trial at Shrewsbury Crown Court had to be adjourned for the second time as an interpreter booked for the defendant was not available.

Geoffrey Buckingham, of Professional Interpreters for Justice, said: "This system is not working. We are seeing evidence of suspects having to stay jailed on remand for weeks because there are no translators."

Michael Turner QC, chairman of the Criminal Bar Council, said: "This shows what happens when the Government hives off important services to the cheapest bidder. The results are atrocious, there are miscarriages of justice and so many delays that the costs go up."

Capita has admitted: "There have been challenges regarding the delivery of this contract." It claimed that the business was "investing in improving its performance".

A spokesman said Capita had "worked to secure a replacement" for the Nottingham hearing after the original interpreter was unable to attend.

Marco Giannangeli and Ted Jeory

Original source: <http://tinyurl.com/alsqedf>
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(express.co.uk)

CEATL Report 2013

The annual general meeting of CEATL (*Conseil Européen des Associations de Traducteurs Littéraires*) took place on April 25-27, in Vienna, Austria.

CEATL is an international non-profit association which since 1993 has been providing a platform for literary associations in European countries and regions to exchange ideas and information with the aim of

improving the status and working conditions of literary translators. At present it has 34 member associations, membership having steadily increased in recent years to include new EU member states and their neighbours.

A total of 36 delegates represented associations from Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Catalonia, Croatia, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy (2 associations), Lithuania, Netherlands, Norway (2 associations), Poland, Serbia, Slovakia, Slovenia, Spain (2 associations), Sweden, Switzerland, Turkey and United Kingdom. A member of the French Audio-Visual Translators/Adapters Association attended in an observer capacity.

A very full agenda kept delegates busy over two and a half days of meetings, presentations, panel discussions, reports of working groups (visibility, working conditions, copyright, best practice, and training) and various administrative matters, including the election of new officers, who serve a two-year term and are then eligible for re-election. The executive act on the mandates voted at the AGM to further the aims of CEATL.

This year's meeting saw the following executive officers elected:

- President: Bel Olid (*Associació d'Escriptors en Llengua Catalana*, Catalonia)
- Vice-President: Martin de Haan (*Vereniging van Letterkundigen*, Netherlands)
- Vice-President: Holger Fock (*Verband deutschsprachiger Übersetzer literarischer u. wissenschaftlicher Werke*, Germany)
- Secretary: Ildikó Löinszky (*Magyar Műfordítók Egyesülete*, Hungary)
- Treasurer: Shaun Whiteside (*Translators' Association of Society of Authors*, Great Britain)

A particularly popular decision of the plenary meeting was to award Honorary Membership of CEATL to long-serving ITIA representative Giuliana Zeuli, an honour usually reserved for founding members, and an

acknowledgement of her dedication and hard work on behalf of literary translation and its practitioners over many years.

A highlight of the official proceedings was a visit to the Centre for Translation Studies (a couple of short tram journeys from the *Literaturhaus* where the main business was conducted) for a mini-symposium on digital rights, followed by a dialogue on copyright for translators between Werner Richter, president of the Austrian Literary Translators' Association, and Silke von Lewinski, Senior Research Fellow at the Max Planck Institute in Munich, who is a specialist in intellectual property and authors' and related rights. This latter event was held in German, and was interpreted into several major languages by trainee interpreters at the Centre, who were very happy to practise their skills on such a polyglot audience.

Because of pressure of work, there was little time for sightseeing or shopping on this occasion, but it was glorious summer in Vienna (old and young enjoying ice-cream cones along the street), something especially appreciated by those of us from northern climes who had just left winter behind. And of course our Austrian hosts made our stay very pleasant as well as productive. The 2014 meeting will be held in Berlin on a date to be announced.

Máire Nic Mhaoláin

Maternal Deaths Enquiry

The Confidential Enquiry into Maternal Deaths began in England and Wales in 1952, expanded to include Scotland and Northern Ireland in the 1980s, and since 2009 includes Ireland. The idea behind the enquiry is to compile accurate figures on the number of deaths among pregnant women and to make recommendations based on the causes of these deaths. The timeframe extends to 42 days from the end of the pregnancy.

The first report by Maternal Deaths Ireland (MDE) Confidential Maternal Death Enquiry in Ireland was published in August 2012 and covers three years – 2009, 2010 and 2011. The report found that 25% of pregnant women did not hold Irish nationality but over the three-year period, out of a total of 25 deaths, ten, or 40%, were of women who did not hold Irish nationality. For some reason or reasons, the number of deaths among women who do not hold Irish nationality is higher.

Of course, women who do not hold Irish nationality include women from English-speaking countries such as the UK, Australia, South Africa, Canada, and the United States. Also, many women from other countries are proficient in English. It would be interesting to know how many of the women who died were not proficient in English. Unfortunately, the report does not provide any specific examples, perhaps out of concern for confidentiality. However, it does recommend that:

Interpretative services should be developed to ensure that the care of any patient is not compromised by lack of communication and misunderstandings. (p10)

The March 2011 UK report Saving Mothers' Lives is a much more extensive document containing twenty articles by health professionals. It reviewed information for the three years 2006, 2007 and 2008 and made ten recommendations, including that professional interpretation services be provided.

Professional interpretation services should be provided for all pregnant women who do not speak English. These women require access to independent interpretation services, as they continue to be ill-served by the use of close family members or members of their own local community as interpreters. The presence of relatives, or others with whom they interact socially, inhibits the free two-way passage of crucial but sensitive information, particularly about their past medical or reproductive health history, intimate concerns and domestic abuse. (p 9)

Thirty-two of the women who had died spoke little English and the report came out quite strongly against the use of family members, particularly children, as

interpreters. In some cases, the perpetrator of domestic abuse also acted as interpreter, which meant that the woman could not express her concerns. The report highlights difficulties in obtaining complete booking histories due to the absence of professional interpreter services.

The provision of interpreters in healthcare in Ireland is very haphazard; some hospitals provide interpreters while others manage with partners, children, friends and so on. Even when interpreters are provided, perhaps through a service level agreement with a translation agency, the interpreters provided may vary from people who are very professional and provide a good service to others who have to learn by experience. This is because the area is unregulated: anyone who speaks English and another language can call themselves an interpreter and apply for work. The hospitals probably assume that they are getting a professional service but sadly, this is not always the case.

To read both reports see <http://www.mdeireland.com/>

Mary Phelan

Language linked to deaths at childbirth

A LACK of adequate translation services has been cited as an issue in the deaths of 10 non-national women who died giving birth here

A report says 40pc of deaths linked to pregnancy occurred in women born abroad.

The Confidential Maternal Death Enquiry (MDE) said translation services should be developed to ensure that the care of any patient "is not compromised by lack of communication and misunderstanding".

"These challenges need ongoing review," it said.

Tragedies

The report for 2009-11 showed that there were 25 deaths, 10 involving women born abroad.

For the past four years, MDE Ireland has investigated why some women die during or shortly after pregnancy, and to learn how such tragedies can be avoided in the future.

Health Minister Dr James Reilly said in the Dáil recently: "It is important to state that no matter what definitions are used or how case ascertainment is conducted, that Ireland continues to be a very safe country for a woman to give birth in and our safety record compares favourably with other developed countries."

The latest World Health Statistics Annual report showed that Ireland had the 13th-lowest rate of maternal mortality out of 178 countries reporting data.

However, Dr Reilly said: "It is generally recognised internationally that official vital statistics can result in an underestimate of maternal deaths.

"In particular, indirect obstetric deaths resulting from previous existing diseases or diseases which developed during the pregnancy may be missed in the official statistics," he said. Ireland's MDE system was established for this reason, he explained.

Meanwhile, to improve standardisation and to drive service quality, the HSE's National Clinical Programme in obstetrics and gynaecology has been working on the development of national clinical guidelines.

To date, 20 guidelines have been developed, eight are under review and a further 20 have been commissioned.

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Original source: <http://tinyurl.com/p4k6sdg>

Book review

Overture to the Opera: Italian Pastoral Drama in the Renaissance – Poliziano's Orfeo and Tasso's Aminta with Facing English Verse Translations. Corinna Salvadori, Peter Brand and Richard Andrews. Dublin: UCD Foundation for Italian Studies, 2013. 200 pp. ISBN 978 0 952926160 (pbk). €3.00.

This elegant edition, the latest in a series of publications from the UCD Foundation for Italian Studies, features English parallel translations of two Italian Renaissance pastoral dramas: Poliziano's *Orfeo* (translated by Corinna Salvadori, emeritus fellow at Trinity College Dublin) and Tasso's *Aminta* (translated by Peter Brand, emeritus professor at the University of Edinburgh), with the Italian on the verso and English on the recto. The volume also features a preface by Salvadori, two essays of introduction to the two translations by the respective translators, along with a more general essay on Orpheus, pastoral and opera by Richard Andrews, emeritus professor at the University of Leeds. There is also a bibliography for further reading and extensive (though non-intrusive) critical annotations of the two translations.

Angelo Ambrogini (1454-94), who became known as 'Poliziano' from his hometown of Mons Politianus (Montepulciano), was a cliens of Lorenzo de Medici. His masterpiece was *Stanze per la giostra*, which emerged from the culture of Neoplatonism. As a scholar his writings were important in the development of Renaissance Latin. He also produced translations of Catullus and Homer. *Orfeo* dates from the 1470s and, while it was probably first performed in Mantua, in was written in Laurentian Florence. It is the first piece written in the language that was later to become known as Italian that addresses the myth of Orpheus. In her Preface to the book, Corinna Salvatore notes that her translation is the first in English that attempts to reproduce the complex metre and rhyme of the original. The poet Torquato Tasso (1544-1595) was probably best known for his poem *La Gerusalemme liberata* (Jerusalem

Delivered) published in 1581. *Aminta* is an earlier work dating from 1573 written in hendecasyllabic and septenary verses. It tells the story of Aminta's unrequited love for the huntress nymph Silvia. Aminta saves Silvia when she risks rape at the hands of a satyr but again she flees him. Aminta attempts to kill himself, leads Silvia to feel remorse, and she returns to weep over Aminta's body not knowing that he is still alive. In the end, the two happily marry.

Salvadori's and Brand's translations read fluently and are easily accessible for the non-specialist. They are also inventive – for example, in translating the Northern Italian pronouns *mi* and *ti*, Salvadori chose *thee*, not for the slightly anachronistic effect, but rather for its regional (Yorkshire) connotations in English (71). This reviewer very much looks forward to seeing performances of both translated works, hopefully soon.

More information on the UCD Foundation for Italian Studies, along with links to a full list of publications and order forms, is available here:

<http://www.ucd.ie/sll/home.htm>

John Kearns

Whats' Hot, What's Not

What's hot...

The Edith Grossman public interview at IWC last month. A golden opportunity to gain insight into the translation process of one of the great translators of Spanish language literature. Hope you were there!

...Whats' Not

At a recent THINK LATIN AMERICA Conference in Carton House Ireland was described as 'a place where people hold university degrees and speak fluent English ... within US time zones ... a place where you can purchase high quality work at low rates ...'. Not a message we support!

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
- Corporate
- 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 is available to translators and interpreters who are starting out on their careers and to those who do not work full-time as a translator or interpreter. Many members avail of Associate Membership until such time as they have acquired the requisite experience and/or qualifications to apply for Professional Membership. Associate Membership is also availed of by people with a professional interest in the professions of translation and interpreting (e.g. terminologists, translation/interpreting tutors etc.) and by those who have a general interest in these professions.

Corporate Membership is available to translation companies. As this category is currently under review, we are not accepting applications at the moment.

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. For further details and application forms, please see our website at <http://tinyurl.com/y65bgtb>

New Associate Members of the ITIA – April/May 2013

VASILIA KYRIACOU

Greek to and from English – business, law, politics, information technology

ANNE MOLLOY

English from German, French - general

ARKADIUSZ WOJCIK

English to and from Polish – information technology

OLESYA KHITRICH

Russian, French from English – law, business, international relations

Announcements

Call for Papers

Polish / Irish Issues in Translation and Interpreting - a special issue of Translation Ireland

Guest editor: Robert Looby, John Paul II Catholic University of Lublin, Poland

General editor: John Kearns, Irish Translators' and Interpreters' Association

According to the 2011 census, 119,526 people in Ireland speak Polish at home (of whom 5,541 are Irish citizens), making Polish the second most spoken language in Ireland from day to day. Nevertheless, while the rapid growth in the number of Poles living in Ireland is a feature of the past decade, there is a much longer history of the translation of Irish literature by Poles, of Polish literature by Irish people, and more generally of intercultural exchange between these two nations who share so much in terms of history and sociology.

The next issue of Translation Ireland (19:2) will address translation and interpreting issues relating to the Polish and Irish contexts. Possible topics for articles might include:

- the translation of Irish literature (in English or Irish) into Polish
- the translation of Polish into English or Irish
- issues in Polish community interpreting in the Irish context
- the training of Polish translation / interpreting in Ireland
- new technologies and their impact on Polish / Irish translation and interpreting.

Articles may be written in English or Irish, may be up to 5,000 words in length and should adhere to the journal's style guidelines, available at <http://tinyurl.com/kwjr77g>.

The deadline for submission of articles is September 1st 2013 and authors will be informed by September 10th about whether their submission will be included. Articles or enquiries should be submitted by email to:

- Dr Robert Looby (Guest editor): mrobjam@kul.lublin.pl
- or Dr John Kearns (General editor): kearns@pro.onet.pl

Mediterranean Editors and Translators 9th annual meeting:

Language, Culture and Identity

24-26th October 2013, Monastery of Poblet, Tarragona, Catalonia

Registration is now open for MET's 9th annual meeting, to be held on 24-26th October at the brand new conference facilities of the Monastery of Poblet, a UNESCO World Heritage Site located in the province of Tarragona in Catalonia, Spain. The theme of this year's conference is Language, Culture and Identity and the full programme can now be consulted online at <http://www.metmeetings.org>.

This year's keynote speakers are translation scholar Michael Cronin and the writer, translator, and professor of creative writing, Maureen Freely.

Alongside the conference, MET will be running eight 3-hour workshops on different aspects of translation and editing, as well as social activities and off-METM networking events. Detailed information on these and other aspects such as accommodation, transport, the venue and the surrounding area are available at <http://www.meetings.org>.

Contact: Anne Murray at metm13@gmail.com.

ITIA CPD event

Starting out as a translator / interpreter

Saturday, 21st September 2013,
at the IWC, 19 Parnell Square, Dublin 1

Once again we are running our hugely successful event “Starting out as a translator/interpreter”.

Topics will include: working freelance and in-house; working for agencies or direct clients; setting up; TENT (translation environment tools); pricing/quoting/invoicing; bookkeeping; marketing/ advertising.

Details / times to be announced.

All welcome but numbers will be limited this year. There will be a charge of €5 to cover costs.

Enquiries to admin.itia@gmail.com

Contacting the ITIA

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ITIA Executive Committee: 2011–2011

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