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# ITIA BULLETIN

October 2010

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**Irish Translators' & Interpreters' Association**  
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## ■ Editorial

Dear Readers,  
Welcome to the October edition of the ITIA Bulletin.

In this issue of the Bulletin, Miren-Maialen Samper brings you a summary of the International Critical Link conference Interpreting in a Changing Landscape that took place at the end of July in Aston University, Birmingham. The aim of the conference was to explore political, legal, human rights, trans-national, economic, socio-cultural and sociolinguistic aspects of public service/community interpreting. See the details below.

On the European Day of Languages an interesting conference took place in Brussels on "Languages for SMEs". The importance of language to businesses, particularly small and medium ones, was addressed during the event. It was noted that although in a globalised world English might be regarded as the lingua franca, other languages can boost business and open up new markets. See details of this event below.

Enjoy reading!

**Gosia Emanowicz**  
Editor ITIA Bulletin  
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techniques as well as linguistic skills required to deal with specialised terminology.

After that the speaker moved on to the presentation of police interviewing techniques. Commissioner Rombouts started his presentation with an exercise. He asked one volunteer to come forward and gave him a picture, asked him to have a look at it and describe what he could see so that the rest of the participants could recreate the image. The purpose of this exercise was to show us that it can be really difficult to say what is in the picture, and it is the same during an interview- a victim or a witness tells a story, something that is in his or her memory and sometimes it is hard to say what happened.

Rombouts gave us an insight into existing and currently used police interviewing techniques, he explained kinds and types of questions that are used by interviewers and pointed out techniques to expose lies and deception. Finally, he outlined pitfalls both for interpreters at police interviews and for the police officer during an interview with an interpreter. Among pitfalls for interpreters were failure to translate everything, failure to translate more than a synthesis of what is said and no respect for the pauses/silences that occur during the interview. Some pitfalls for the police officer included no or poor guidance/steering of the interview and failure to give the interpreter a short briefing before the start of the interview.

The second speaker, Superintendent Fergus Healy of *An Garda Síochána*, explained the tender process for interpreting and translation. Supt. Healy pointed out that in the past few years the demand for interpreters increased significantly and the Garda felt they needed a proper service available 24/7/365. As a result An Garda Síochána issued a tender for the contract, which was awarded to a few companies (for details, see ITIA Bulletin, January 2009 issue, Interpreting News). A second tender process will be held in 2012. Supt. Healy explained that due to the fact that suspects can be detained only for a certain amount of time depending on the alleged offence, prompt and efficient provision of interpreters is crucial when suspects who are not proficient in English are taken for questioning. Supt. Healy also listed languages used most often at Garda stations, among others Polish, Romanian, Italian, Lithuanian, Latvian, Russian, Czech, Mandarin, Cantonese, Spanish, Portuguese and French. In terms of spending, from 1st February to end December 2009, the Garda spent €2.5m on interpreting. In 2010 (to September), the spend was €1.76m. Translation for

## ■ CPD event report

On 25 September 2010, the ITIA held Interpreting and Translation in a Police Station Setting CPD event that brought together translators, interpreters and other language professionals working mostly in Garda stations and courts. During the event participants had an opportunity to listen to three speakers: Commissioner Dirk Rombouts from the Local Criminal Investigation Team in Antwerp, Belgium, Superintendent Fergus Healy of *An Garda Síochána* and Karolina Jarmolowska, doctoral student at Dublin City University.

Commissioner Rombouts was the first speaker and he gave a presentation on interviewing techniques and briefly explained that in Belgium there is a register of legal interpreters who work in police stations in Antwerp. Moreover, 6 months training in legal interpreting is provided by Lessius College in Antwerp and in order to be put on the register, interpreters have to be trained and pass the practical and theoretical exams. This ensures that interpreters have a good understanding of police settings and interview

2009 and 2010 cost €68,000 and the bill for telephone interpreting was €30,000.

Supt. Healy explained that since the start of the tender, problems have been minimal and the service has stood up to scrutiny. He mentioned one case where it was found that the caution had not been interpreted properly and as a result the case was thrown out when it came to court. The Garda reaction to this situation was to have all legal cautions translated and available to interpreters. Translators and interpreters taking part in the event were concerned about rates of pay and large numbers of unqualified interpreters working at Garda stations but Supt. Healy insisted these were matters for agencies and the interpreters. Participants of the meeting also asked whether something similar to the Belgian system, i.e. a register of interpreters, could be introduced in Ireland with regard to provision of interpreters. Superintendent Healy pointed out that the translation and interpreting industry is not regulated in Ireland and emphasised the need for a professional body to certify translators and interpreters.

Finally, doctoral student, Karolina Jarmolowska gave a presentation that was based on a case study- a court trial of a Polish national that took place a few years ago in Ireland. Witnesses in the trial were also Polish and the statement of a witness was written down by the police officer who asked friends of the complainant for help with interpreting the testimony. As the friends of the complainant were not qualified interpreters, their rendition of the testimony was in poor English, with numerous grammatical and lexical errors as well as some ambiguities. The book of evidence was translated into Polish for the defendant and some of the translated statements differed from what was actually said in the Garda station in Polish. The defendant drew some of these differences to the attention of the court and through Karolina's research it became apparent that they had their origin in the poor interpreting of the witness's statement and subsequently in the decisions made by the translator. Another factor was the fact that the defendant was given two versions of the book of evidence, pages were not numbered and a number of different statements appeared together in one statement. Also, the Polish version of the witness's statement was not recorded so that it was not possible to look into original words that were used by the witness. Karolina's presentation demonstrated that using unqualified translators and interpreters can affect and hinder a trial.

The Interpreting and Translation in a Police Station Setting CPD event was definitely well worth attending. All presentations were followed by lively discussions

and participants asked many questions. Learning about police interviewing techniques was definitely beneficial for interpreters who gained a better understanding of the form of interviews that they have to interpret. Meeting with Superintendent Healy of An Garda Síochána gave participants an opportunity to discuss the current situation of the provision of interpreters in Ireland. Karolina's case study was particularly interesting as she gave us examples from real statements used in the trial to demonstrate how using unqualified interpreters in pre-trial proceedings can affect a trial and the credibility of a witness. Overall, the CPD event was a great experience.

To learn more about Commissioner Rombouts's presentation see the EULITA website <http://eulita.eu/interpreters-and-police-do-interpreters-need-know-interviewing-techniques>

Gosia Emanowicz

## ■ 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>

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## ■ Loughborough centre criticised for lack of interpreters

It was reported on BBC News Leicester that a Leicestershire immigration centre in England has been criticised by government inspectors for not offering an adequate translation service. The UK Border Agency's (UKBA) reporting centre in Loughborough was inspected on 15 July. Although inspectors found that people using the centre were served promptly by professional and dedicated staff, concerns were raised about the lack of access to interpreters.

Inspectors also noticed that another user of the centre was asked to translate. John Vine, the independent chief inspector for the UKBA said 'the practice clearly breached "confidentiality between the UK Border Agency and the person reporting"'. A UKBA spokesperson said that the fact that clients were asked to translate for another user of the centre was unacceptable.

Source: BBC News (<http://tinyurl.com/39jawot>)

## ■ NHS 'failing those who don't speak English'

Caroline Wright, a Royal College of Obstetrics and Gynaecology in London trainee, expressed her view on insufficient services provided by the NHS to patients with limited English or those who are non-English speaking. Wright notices that due to the growing migrant population in Britain, there is a large number of patients with limited English and lack of proper services for those patients can be an impediment both for patients and those caring for them.

Wright states that "Interpreters are available of course, but there are flaws in the service". Wright notices that in obstetrics and gynaecology, "emergencies are common, urgent consent is often required and admissions are often unpredictable". Moreover, due to the sensitive nature of patients' complaints, something could be lost in translation, particularly if the message is communicated through a relative or even professional interpreters who are often from the same community as the patient.

"Additionally, there are huge differences in women's expectations of childbirth and in health beliefs depending on their cultural background".

Dr Wright says that although the hospital where she works is lucky to have a great translation service and a team of in-house interpreters, due to heavy demand this service frequently needs to be supported by bank and agency staff. Various tactics were employed to improve the situation, for example using 'yes/no answer' computer programs and increased use of staff as interpreters.

However, Dr Wright expresses her concerns about these tactics. She also points out that "more funding for interpreting services is desperately needed and increased numbers of interpreters would allow improved flexibility." While staff cannot become fluent in the many different languages that are spoken by patients, Dr Wright stresses that training in working with interpreters should be facilitated as well as better information for staff in regards to patients' health beliefs and behaviours that might be dependent on their culture and background.

Dr Wright concludes that "The language barriers we face on our ward rounds are just the tip of the iceberg in terms of the real barriers on health faced by those with limited English proficiency. The NHS needs to do more to support doctors and health care professionals in facing these challenges and improving care for this group."

Source: BBC News (<http://tinyurl.com/3aa8t7j>)

## ■ Business "sans frontières"!

It is estimated that 11% of small and medium-sized businesses lose contracts due to a lack of language skills. The cost of these missed opportunities can run into millions of euro and threaten jobs. This year's European Day of Languages, focused on languages for business. On 24 September, Androulla Vassiliou, the European Commissioner for Education, Culture, Multilingualism and Youth, addressed a conference in Brussels on 'Languages for SMEs' and met representatives of European businesses whose language skills have translated into profits.

With its 23 official languages and over 40 regional and minority languages, the EU forms a unique multilingual community of countries and people. The European Day of Languages was launched in 2001 to celebrate this diversity and to highlight the importance of languages in our private and professional lives.

‘Ensuring that small- and medium-sized enterprises (SMES) are equipped with the language skills they need for success was the aim of Commissioner Vassiliou, as she spoke at a unique business round-table for multilingualism on 24 September. (...)

“Companies are not abstract entities”, commented Commissioner Vassiliou. “It is people that make them work. Not only international companies, but increasingly, small companies and public administrations, are looking for multilingual people. With language skills, you have not just one, but many markets open to you.”

However, only 8% of Europe's 20 million SMEs currently engage in cross-border trade. Too many companies do not take the plunge because they fear their language skills are not up to the job.

Participants at the event underlined that if you can speak the language of the customer, your success rate is significantly higher and many successful companies who engage in multilingual strategies only consider expanding into a market when they have the language capabilities within their team. This tells us that for small- and medium-sized enterprises there is a need to be flexible and adapt. It is no longer enough to rely on English being the common denominator language.

The EU encourages language development through education and training programmes, funding cross-border projects, partnerships and exchanges for schools, universities and vocational training as well as exchange programmes like Erasmus – where young people learn new skills through studying abroad.

Other EU initiatives target entrepreneurs and companies directly like the databank for job seekers,

EURES, which tries to match supply and demand on the labour market.’

A video summary of the round-table is available via the **webstreaming portal**.

Sources: <http://tinyurl.com/37nxz6w>  
<http://tinyurl.com/2v2jjd3>

## ■ Conference report

At the end of July I attended the international Critical Link Conference on Public Sector Interpreting at Aston University in Birmingham. The attendees included over 300 delegates: academics, researchers, PhD students, sign and community interpreters, community based and multinational language service agencies, technology providers, employers, trainers and policy makers.

Critical Link is a network that was established in 1992 when a group of interpreters gathered together at the University of Ottawa, Canada. In December 2000, Critical Link was renamed Critical Link Canada: National Council for the Development of Community Interpreting. The first three conferences were held in Canada and in 2004 the conference moved to Sweden, then to Australia in 2007 and finally to England this year. The network plays a vital role within the public service/community interpreting field.

The Conference consisted of over 110 presentations, round tables, workshops and three main plenaries referring to the current status of both community/public interpreting and sign language interpretation. Key themes included the use of technology in provision of interpretation services, the entry of multinational companies into the translation and interpreting fields, and government policy and its impact on the delivery of language services, research, and further training.

Besides this there was an open discussion on the future structure of Critical Link International, a potential subsidiary of the Canadian based organiser, Critical Link Canada ([www.criticallink.org](http://www.criticallink.org)).

The importance of government policy as a key role to play in establishing the standards for the profession was highlighted. In Sweden and other Scandinavian countries for example, interpreter training is funded by the Government because the public sector needs the services of interpreters. Another example of positive policy intervention highlighted at the conference was

The next issue of the ITIA Bulletin will be out next month. If you have any contributions, suggestions or scandals that you would like to share with over 1,000 subscribers worldwide, send them to Gosia Emanowicz at [theitiabulletin\(a\)gmail.com](mailto:theitiabulletin(a)gmail.com).

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the case of New Zealand where the government recently recognised the Maori language spoken by its indigenous population as an official national language, and has provided the resources to ensure interpretation services support this recognition.

Issues which I found particularly interesting were as follows: research on legal interpreting, medical interpreting, professionalisation of the field, as well as debates on ethics and good practice of which Mary Phelan's presentation "Are Ethics just for Interpreters?" was an outstanding example. Other notable presentations included Spanish researcher Maria Brander de la Iglesia's "From 'should' to 'could' in the Ethos of the Interpreting Community: Landscaping the Critical Garden", Marjory Bancroft and Lois Feuerle's presentation on the Language of Justice training project, a Train the Trainers Workshop for Legal Interpreting in Community Settings, and Sean Nicholson of Sign Solutions workshop on sign language interpreting entitled: "Just how confidential is the duty of confidentiality?" which was followed by a lively debate.

I also found Bárbara R. Navaza's presentation on "Filling cultural gaps in medical settings: experiences of Interpreting in Spanish hospitals" particularly enjoyable, and in concert with the institutional theme, attended Yvonne Fowler's presentation on "Interpreters Using Prison Video Link Technology", Doctor Sabine Braun's "Videoconference and remote interpreting in legal proceedings".

There were various further presentations on legal interpreting, for example on court interpreting in Portugal. At one of the presentations the topic of child brokers was presented and the fact that family members perform interpreting tasks in medical and legal settings instead of qualified interpreters was raised as an issue. Indeed, the importance of using qualified interpreters for asylum seekers and immigrants in the UK and other European countries was highlighted as a basic human right, and many delegates pointed out that there is simply not enough training provision in some countries.

The conference also played an important role in raising awareness of some of the key issues around community interpreting, for example, Paola Baglione spoke about the importance of Community Interpreting in Cameroon, and discussed the complex role of the interpreter. It was also fascinating to learn about the current system in Switzerland from Isabelle Fierro Mühlemann's discussion of "The Federal Diploma in Community Interpreting in Switzerland:

Professionalization as a development strategy" which really captured many of the challenges faced by the profession internationally. Lastly, Erik Camayd Freixas' "Interpreter Ethics and the Role of Professional Associations in the Post 9/11 Political Order" was a stimulating plenary by the Florida-based academic which provoked much discussion. It's important to share the outcomes of these conferences and all the presentations are available to read on the website.

The conference was a great opportunity for networking and I was delighted to meet other interpreters and researchers from all around the world and specially the researchers from Dublin City University: Karolina Jarmolowska, Judyta Nowakowska, Krisztina Zimanyi and Mary Phelan. Furthermore, it helped me to keep abreast of new codes of practice and standards of the profession, and new technologies in the field of interpreting.

I would like to thank Professor Christina Schaeffner and all the team from Aston University's School of Languages & Social Sciences who organised the event and all the staff in Critical Link.

Finally, a presentation by Bonnie Heath, Critical Link President and Angela Sasso, Vice-President discussed the future of Critical Link, and I believe that the consensus view among delegates was that Critical Link has an important mandate to develop and expand Community Interpreting as a profession, worldwide.

See the papers at  
<http://tinyurl.com/364jloc>

For more info-see  
<http://tinyurl.com/3yub363>

#### **Miren Maialen Samper**

Miren-Maialen Samper holds a postgraduate qualification in community interpreting (Graduate Certificate in Community Interpreting) by Dublin City University and she is an active member of the ITIA Interpreting Sub-Committee

## ■ Conferences, Calls and Courses

### **Videoconference and remote interpreting in legal proceedings**

*17th-19th February 2011, London*

The International Symposium, organised by the EU project AVIDICUS “Assessment of Videoconference Interpreting in the Criminal Justice Services” (co-ordinated by the Centre for Translation Studies, University of Surrey, 2008-11), seeks to disseminate the findings of the AVIDICUS project and other ongoing project initiatives relating to the use of videoconference and remote interpreting in all types of legal proceedings. It will include reports on current practice and presentations of findings from the small but growing body of research in this area.

The Symposium, which is the first of its kind, will provide a forum for discussion and bring together:

- ◆ legal professionals and public service providers
- ◆ practising interpreters and interpreting service providers
- ◆ representatives of interpreting service users
- ◆ researchers in the field of legal interpreting incl. spoken and sign-language interpreting
- ◆ specialists in the use of videoconference technology
- ◆ representatives of educational and training institutions

The programme will include acknowledged experts in all fields that are relevant to this Symposium: legal proceedings, interpreting and videoconference technology.

*Venue:* The British Computer Society (BCS) office in London

*Symposium website:* <http://www.videoconference-interpreting.net/symposium/>

*Organisers:* Dr Sabine Braun and Dr Judith Taylor

*Address:* Centre for Translation Studies, University of Surrey, Guildford GU2 8FD, UK

All enquiries to the organisers should be sent to [symposium@videoconference-interpreting.net](mailto:symposium@videoconference-interpreting.net).

### **Future in the Present: Public Service Interpreting and Translation in the Wild Wired World**

*13-15 April 2011, The University of Alcalá (UAH), Madrid, Spain*

4th International Conference on Public Service Translation and Interpreting & 8th International Meeting on Translation

This conference is intended to offer Public Service Interpreting and Translation researchers, practitioners, trainers, academics, public service authorities and people who are generally interested in intercultural communication and in translation and interpreting, a forum for dialogue in this new society which is being shaped at a global level, as well as an opportunity to exchange opinions and comment projects and experiences like the previous ones, held in 2002, 2005 and 2008.

The Conference will include plenary lectures, papers, seminars, posters and round tables. The official languages will be Spanish and English. Deadline for abstracts: November 30th, 2010.

Conference website: <http://tisp2011.tucongreso.es/en/presentacion>



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## ■ ITIA Resources for Translators

For more information about the *Irish Translators' & Interpreters' Association* and its activities, please visit our website at [www.translatorsassociation.ie](http://www.translatorsassociation.ie).