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This third issue of the Bulletin offers readers a variety of articles and topics – from European research on working conditions, to the latest in the conference interpreting sector in Ireland. Our Members’ Corner article for this issue is from our PM Manuela Spinelli, a familiar face to Irish soccer fans, who will recall the rather cryptic press conferences given by national team manager, Giovanni Trapattoni, for whom Manuela had the unenviable task of interpreting, live!

Antony Hoyte-West updates us on the current conditions for conference interpreters and those requiring their ever important services while ITIA Chairperson, Mary Phelan, also updates readers on the strange ‘paused (if not paralysed)’ state of the latest interpreting tender process.

From Europe, we learn about EU research into the precariousness of working conditions for both translators and many other workers who find earning a steady income very difficult indeed.

Behind the scenes at the ITIA, we are busy preparing for our AGM, to be held online for the first time on Saturday, October 17th, 2020. Chairperson, Mary Phelan, has also been much occupied presenting submissions to various state organisations who use translation and interpreting services, advising them of good practice and how best to make use of our professional skills. ITIA Exec Committee has also been working on a mentoring system which we hope to introduce and Mary Phelan has written a report on this.

We look forward to seeing as many of you as possible, virtually that is, in October.

In the meantime, stay safe and well.

Anne Larchet
Editor
1. Describe yourself professionally in a few lines.

I am a freelance Media and Conference Interpreter. My language combination is English <> Italian. I have significant experience in Media Interpreting, particularly in sport, thanks to my collaboration with the Football Association of Ireland (FAI). I worked with Giovanni Trapattoni, Head Coach of the Irish Senior Team during his tenure in Ireland.

I am a professional member of the ITIA and a member of AIIC.

2. When and why did you decide on a career in translating/interpreting?

I always knew I wanted to work with languages and made the decision to become an interpreter when I moved to Ireland in 1993.

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

Working in sport and particularly in football for a number of years allowed me to build my confidence. Media-facing interpreting is rather different from conference interpreting but like anything else, it is all about practice.

4. How important are training and qualifications for a career in translating/interpreting?

I graduated in languages from UCD and then completed a Masters in Theoretical Linguistics in Trinity. I studied languages from the age of 14. When it comes to interpreting, based on my personal experience, I believe training is more important than qualifications. I know a number of incredible interpreters who did not attend interpreting school. However, knowledge of the language is fundamental. I didn’t attend an interpreting school, simply because at the time I graduated it was not available in Ireland. Given the opportunity I would certainly have done so.

“Media-facing interpreting is rather different from conference interpreting but [...] is all about practice.”

I started interpreting immediately after my Masters. I learnt by training on the job, which is only possible if, like me, you meet a colleague who is willing and patient enough to teach you and support you. I was lucky that I did and will forever be grateful for that opportunity.
5. How do you find clients?
Most of my clients are personal contacts and mainly through word-of-mouth. I also work through the Calliope Network.

6. Do you think it is necessary to specialise?
It’s inevitable that we all end up specialising in a number of subjects and this is mainly due to working with the same clients over time. It definitely helps in the case of assignments in the same field.

7. What is your favourite type of text/assignment?
I love working in sport and food. I have a personal interest in both and I am grateful to have the opportunity to work in both fields.

8. What is the best/worst thing about being a translator/interpreter?
The best is undoubtedly, the opportunity to constantly learn. I love studying and I am very curious by nature. I enjoy preparing for conferences and I particularly enjoy compiling glossaries!
The worst for me is that you run the risk of becoming your worst judge. It is a lonely job and you become very critical of yourself.

9. Is it possible to have a good standard of living?
It is if you build enough experience to attract new clients and enough clients to build on your experience. Although Irish-based, most interpreters have connections all over Europe. In my opinion the Irish market alone would not be enough, unless interpreting is combined with other work.

10. What advice would you give someone thinking of embarking on a career as a translator/interpreter?
Be humble and keep your ears open. There is always something to learn from other colleagues. Learn to take criticism because, sooner or later, you will have to face it.
Criticism is a good learning tool, if taken the right way.

Manuela Spinelli
manuelaspinelli@gmail.com
Conference interpreters in Ireland: current status and future developments

Although interpreting has a long pedigree in Ireland, the wider development of conference interpreting in the Irish context is much more recent. My research study, which was recently published in a special edition of Translation Studies focusing on Ireland, is the first to explore the professional status of conference interpreters working on the Irish market.

Based on six semi-structured interviews, the findings showed that there is indeed an active and viable domestic conference interpreting profession, representing a close-knit group of qualified practitioners. Interviewees also noted that EU status for Irish has raised awareness of the translation and interpreting professions among clients and the general public. In terms of training programmes, the PDip/MA Conference Interpreting programme at NUI Galway was also frequently mentioned, with interviewees emphasising its status as the only course worldwide that trains interpreters with Irish, as well as the programme’s strong links with the relevant interpreting directorates of the EU institutions.

Regarding less positive aspects of the profession, however, the main issue raised by the interviewees was the absence of a protected professional title for conference interpreters. As outlined by Mary Phelan in Issue 2020/1 of the Bulletin, this shortcoming also affects other areas of the interpreting profession, notably in the medical and legal spheres. Recognising the important role played by the ITIA, some participants called for the creation of a standardised professional examination for conference interpreters. This could, for example, be modelled on the ITIA certification developed for legal translators, thus providing a kitemark for conference interpreters wishing to work on the Irish market. In addition, it was felt that this additional recognition would lead to enhanced quality and higher standards, as well as improved working conditions for conference interpreters across all language combinations.

Changes at EU level

The planned lifting of the EU derogation for Irish in 2022 was also mentioned by the interviewees. Indeed, it was anticipated that the creation of permanent Irish booths in the European Parliament and European Commission could lead to increased demand for interpreting with Irish in Ireland itself. However, as a European Commission report from 2019 outlines, a dearth of relevant linguistic personnel at the EU level means that there are no guarantees that the derogation will be lifted as scheduled.

In addition, given that the interviews for this study were conducted well before the COVID-19 outbreak, it was impossible to anticipate the changes that the pandemic would bring to the conference interpreting profession across the globe. As such, the impact of Brexit on the conference interpreting market in Ireland has not yet been fully felt. Interviewees noted that Dublin, as the capital of the largest English-speaking country in the EU, could see an increase in multilingual conferences, and thus increased work for Irish-domiciled conference interpreters. However, with large meetings banned and international travel curtailed due to coronavirus-related restrictions, remote interpreting has now become increasingly widespread across all jurisdictions. It remains to be seen, therefore, if this new reality will endure once the pandemic subsides.

Nonetheless, it is certain that the conference interpreting profession in Ireland will adapt to whatever future opportunities and challenges may arise. To conclude, it is hoped that the profession will continue to flourish and gain further professional status and prestige over the years to come.

Antony Hoyte-West

Link to “Translation Studies” article.
The lockdown measures which began in March have had an effect on the international study that Pulignano and a team of researchers began in October 2019. Data collection, scheduled for April 2020, is for the time being partly done by online interviews. Meanwhile, the topic of the research has become more visible than ever. “Paradoxically, Corona brings to light the full extent of the precarious situation of translators and other people in similar working conditions,” Pulignano remarks. “The Covid-19 crisis magnifies the distortions imposed by neoliberal ideology on the socio-economic system. The question is how people will be affected.”

The research project ResPecTMe will investigate the precarious working and living conditions in eight European countries of people with so-called ‘non-standard employment arrangements’; people, in other words, who work without the “good, old-fashioned, full-time, open-ended employment contract”. Literary and commercial translators are among the professionals included in the study. Sharing their precarious working and living conditions with a large group of other people, they work in such diverse fields as arts and culture, the care industry and the gig economy, ranging from journalists and ballet dancers to nurses, Upwork freelancers and Deliveroo riders. The number of people working without a contract or with an atypical contract has grown exponentially, especially after the financial crisis of 2008, when people were strongly encouraged to ‘be flexible’ and go into self-employment. Thus, a category that for a long time mainly applied to people working in high-end professions such as lawyers, private doctors and architects has over the last years become much bigger and much more diverse, whereas the socio-economic position of workers in this category has become much more precarious.

Bogus self-employment

Formally, translators have always been categorised as self-employed. It is precisely this status which currently prohibits them from obtaining collective bargaining rights. But this is a misclassification, says Pulignano, especially now: “Translators are dependent on work that’s commissioned to them. It is bogus self-employment, since their income is based on a client – provider relationship, that is, a subordinate relationship, which would actually require a formal employment.”

Two more factors add to translators’ precariousness: the unpredictability of new assignments, and unpaid work. Looking into the relationship between precariousness and the unpredictability of work and uncovering the increasing amount of unpaid activities that underlie paid work, are among the goals of Pulignano’s study. In the field of literary translation, unpaid activities include writing book reports, correcting texts for book covers or catalogues, assisting in promotional activities once a translation is published etc. And when translation fees are too low to make a living, which is often the case, even part of the translation work can be considered to be unpaid work. Pulignano: “In the creative industries people are often prepared to do unpaid or underpaid work out of commitment and love for their profession. As a result of socialisation, it’s sometimes also deemed normal not to get paid for certain types of work. But most of all people are dependent on new assignments. By doing work for free, they hope to acquire what Bourdieu called ‘social capital’: a social network which might enable them to find other assignments.”
The EU’s role in all this is problematic, Pulignano says. “European competition law, which traditionally focused on safeguarding competition on product markets, doesn’t fit the current market. An individual who works freelance is considered to be an undertaking, an autonomous economic entity, offering services and bearing the financial risk of it, but the working conditions of the freelancer are not taken into account. Unless EU legislation is adapted in such a way that it protects translators and others who are misclassified as self-employed, it will consolidate or even strengthen the present imbalance of power, and thus make their situation even more precarious.”

“Competition is high, people are eating each other”

When it comes to the impact of precarious working conditions, economic aspects are often in the foreground. But the effects are so much more pervasive: the instability created by precariousness affects and shapes a person’s whole life. Pulignano: “What about having children, for example, or taking out a mortgage when your income can drop at any moment and there’s no predictability of work? What does it mean in terms of respect when you have to do work that’s unpaid?” In order to get a full overview of what exactly precariousness means, Pulignano and her team will not use a ready-made definition of precariousness as their starting point but will instead ask their informants to tell them how they experience it. Using narrative interview techniques, the researchers will look at how precarious working conditions shape people’s life and work trajectory.
Towards a truly sustainable society

Just as precariousness affects the life of an individual, it also has an impact on the economy and society at large. “In our societies, where things are measured according to their economic value, no pay equals no value. By definition, unpaid work (and this includes underpaid work) is part of the informal economy. It is, in other words, not visible, not respected and not reflected in indexes such as the GDP, an indicator for economic growth. Formally speaking, unpaid work simply doesn’t exist.”

The economic and societal impact of this has become even more problematic now that the number of the bogus self-employed and other people working under non-standard arrangements has increased so dramatically. “A crisis like the Covid-19 that we’re experiencing now, shows that the system is not sustainable. One thing we shouldn’t forget,” adds Pulignano with emphasis: “Economic uncertainty relates to social uncertainty. Protecting the health and social conditions of workers as individuals and citizens cannot be seen as trading off against economic growth. This makes for an essential policy argument at both local, national and EU-level: protecting workers also means protecting companies.” More balanced power relationships in the market will result in more equality and ensure more equal access to socio-economic resources. This will not only help translators (and others working in precarious conditions). Small and medium-sized enterprises, such as publishing houses, will benefit from it as well.

Thus, the Covid-19 crisis might offer possibilities for a system change. “As a sociologist, I want to give something back to society,” Pulignano says. On a more practical level, the results of her study will be used for awareness-raising workshops all over Europe. But Pulignano thinks bigger than that. “The present crisis shows very clearly that our system is not sustainable. We should rethink the concept of work, the way we live and work. We should discuss how to organise society as a whole in such a way that it will be sustainable. This system has to change.”

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“We should rethink the concept of work, the way we live and work”

Hanneke van der Heijden is a literary translator and interpreter from Turkish into Dutch and writes about literature from Turkey. She has an MA in Linguistics and Literary Theory, and in Turkish Languages and Literatures. She was the delegate of the Turkish Translators’ Association CEVİR for CEATL until Summer 2019. Currently she is the second delegate of the Dutch Auteursbond.

Valeria Pulignano is Professor of Sociology at KU Leuven (Belgium). She has published extensively on comparative European industrial relations, labour markets and inequality, working conditions and job quality and the voice of workers. She is the chief-editor of the journal Work, Employment and Organization – Frontiers of Sociology and serves as President of RN17 on “Work, Employment and Industrial Relations” as part of the European Sociological Association. She is the PI of the recently founded ERC Advanced Grant ResPecTMe.
New Request for Tender for Interpreting Services

In May 2020 the Minister for Public Expenditure and Reform issued a request for tender (rft) for face to face, telephone and video remote interpreting services for languages other than Irish with quite a short deadline of 1st July. However, on 26 June the Office of Government Procurement froze the competition due to legal proceedings, namely Word Perfect Translation Services Ltd -v- Minister for Public Expenditure and Reform High Court Rec. No. 2020/432 JR. It remains to be seen if the proceedings will affect the rft in any way but they certainly will delay the whole process of tendering, assessing the tenders and awarding contracts. Word Perfect has previously taken the Minister for Public Expenditure and Reform and the Commissioner for An Garda Síochána to court in relation to other tenders, with some cases being decided by the Supreme Court. While they are of course entitled to do so, we wonder what the cost of these cases is to the State?

The full rft (154 pages) can be found on the etenders.gov.ie website. Here we summarize the main points of interest for interpreters and anyone with an interest in how interpreter provision is organised in Ireland. It is important to note that there is no training course for interpreters in the country, and no testing system to assess interpreters’ competency. As a result, it is quite difficult to introduce standards in the rft. However, as we will see, an attempt has been made to bring about a small measure of change.

The rft is divided into four lots, each potentially worth €5m over four years. The lots are:

Lot 1 Courts Service (consecutive interpreting only)
Lot 2 Garda (police)
Lot 3 Department of Justice and Equality (including International Protection, Border Management, integration and immigration service delivery), Legal Aid Board, Department of Employment Affairs and Social Protection
Lot 4 Government Ministers and Departments, local authorities, local enterprise boards, library bodies, Health Service Executive, Health Information and Quality Authority, universities, education and training boards, Irish Prison Service, Defence Forces.

Confirmation of CEFR level

There is an interesting innovation in the new rft. For the top ten languages for each lot, tenderers are required to provide confirmation that ten named interpreters have at least a C1 level of English under the CEFR (Common European Framework of Reference for Languages) framework. For languages that are less in demand, interpreters must have at least a B2 in English. The CEFR levels are A1 and A2 for basic users, B1 and B2 for independent users and C1 and C2 for proficient users. We would argue that a B2 level of English is not adequate for legal (or any other) interpreting. Strangely, there is no equivalent requirement for native speakers of English who speak other languages and wish to work as interpreters. The provision regarding level of English may help improve things a little but are no guarantee that interpreters will have the interpreting skills necessary to provide a good service.

Two researchers have carried out research on interpreting in the District Courts. Caroline O’Nolan (2013) found that interpreters were rarely confident enough to interrupt proceedings and inform the court that they could not hear or that an interlocutor was speaking too fast; some stood in silence instead of interpreting; some behaved inappropriately. In a similar study, Kate Waterhouse (2014) highlights...
the use of ‘insider language’ which presents challenges to interpreters who are unfamiliar with the typical jargon of the district court. Like O’Nolan, she found that silent interpreters were ‘a widespread phenomenon’ while some interpreters were ‘selective’ and interpreted only occasionally or provided a summary instead of interpreting everything that was said. Some had very poor English. For example, one interpreter did not know the meaning of the word ‘sentence’ in the legal context while others had difficulty speaking English correctly. Still others behaved unethically: they acted as advocates, engaged in discussion with and even advised defendants. The new requirement for interpreters to have at least a C1/B2 in English depending on the language involved will not solve these issues.

**Requirements for contracts**

Contracts for each lot will be for two years, extendable by a maximum of two twelve-month extensions. An interesting innovation in this rft is that a tenderer is only eligible to be awarded a contract for one lot. The idea seems to be to spread the work around four companies. Tenderers must provide evidence that they hold employer’s liability and public liability insurance, that they have a minimum annual turnover of €750,000 for each of the last three financial years and must have a proven track record in providing interpreting services.

As one would expect, interpreters must be vetted by the Garda. The rft makes a number of welcome mentions of the law. For example, it includes the Protection of Employees (Temporary Agency Work) Act 2012 whereby an agency worker is entitled to the same basic working and employment conditions as an employee. We particularly welcome the mention of a duty of care on the part of tenderers to protect the psychological and physical health of interpreters, and specifically to provide access to counselling services to interpreters after difficult or traumatic assignments. Also, successful tenderers will have to put in place a policy on Protected Disclosure (whistle-blower) to allow interpreters and members of staff to voice any concerns.

Some interpreters have complained about not being allowed travel expenses incurred while travelling to work within the county where they reside. It is worth noting that the rft allows for Interpreters to be reimbursed for travel costs on public transport, and under certain conditions they can be paid a mileage rate of 0.3738 per kilometre.

The proposed service requirements on which tenders are marked, are key account management, complaints procedures, approaches to quality control processes, and cost. The requirement on quality includes the following: ‘Provide quality audits of 5% of all interpretations completed in each calendar month. This will involve conducting an independent review of the performance of the interpreter in respect of ethical and professional behaviour and accuracy of interpretation.’ The aim is to locate the most economically advantageous tender for each lot.

“**While some interpreters may well be professional, the State is paying for an inadequate service**”

We will have to wait and see if the pending court case results in any changes or adjustments to the rft or indeed if the tendering process goes ahead at all. The State spends quite a lot of money on interpreter provision but, despite the existence of legislation at EU and national level on the topic of interpreter provision in criminal proceedings and for victims of crime, it has made no effort over the last two decades to ensure that it is getting value for money. While some interpreters may well be professional, the State is paying for an inadequate service. The hourly rates of pay for interpreters have been reduced over the years and are so low that they are a disincentive to potential interpreters.

Our garda stations, courts and other bodies need the best people available as interpreters. That can only happen if interpreters have the opportunity to access proper accredited training to improve their skills. An independent testing system for interpreters is also worth considering. If interpreters are trained and tested, a register of qualified interpreters could be created. We want to see professional interpreters being made available and paid appropriately for what is important, high level work. It is time for the Government to take action.

**Mary Phelan**

**References**


The ITIA executive committee is considering setting up a mentoring scheme for our members. In order to explore different models, we began by researching how other associations organise such schemes. We then went on to survey our members to find out if they would be interested in being involved. We designed two short questionnaires, one for potential mentors and one for mentees.

Sixteen potential mentors responded, ten of whom (62.5%) were professional members while six (37.5%) were associate members. Of the 16, nine (56.3%) had some mentoring experience while 7 (43.8%) had none.

We suggested some possible areas that mentors might be interested in and respondents added in some ideas of their own.

Most mentors (81.3%) were willing to act as mentors free of charge.

Please tick the areas you would be interested in covering as an ITIA mentor:

16 responses

- Translation in my language combination ...
- Advice on running a business
- Advice on conference interpreting
- Advice on community interpreting
- Advice on Proofreading and Editing
- Referring colleague to clients

-14 (87.5%)
-12 (75%)
-4 (25%)
-5 (31.3%)
-1 (6.3%)
-1 (6.3%)
A total of 23 potential mentees, made up of one professional member and 22 associate members expressed interest in being mentees. All expressed interest in being mentored in relation to translation in their language combination. A total of 21 were interested in advice on running a business. Seven expressed interest in advice on conference interpreting while 6 were interested in advice on community interpreting. Some added their own suggestions such as advice for those who have no experience, advice on the professional membership exams, advice on networking, and how to get referrals for interpreting.

Their suggestions appear on the chart below.

Only 14.7% of potential mentees were willing to pay for mentoring with 25.9% stating they would not pay and 59.3% opting for ‘maybe’.

Members of the executive committee feel that there is enough interest from both mentors and mentees to justify setting up an ITIA mentoring scheme. We are currently working on guidelines for both mentors and mentees and hope that we will be able to introduce a mentoring system over the coming months where we match mentees with suitable mentors. We believe that this will be a very useful networking opportunity for both mentors and mentees and a practical way in which mentors can give back to the profession.

Mary Phelan
Snippets

**ITIA’s new EULITA representative**

Karl Apsel, ITIA PM and Executive Committee member is now the ITIA representative at EULITA, the European Legal Interpreters’ and Translators’ Association. Karl is a freelance translator, English – German, with extensive experience in the areas of legal and financial translation. He is qualified in Law and Conference Interpreting and is also a member of the German translators’ and interpreters’ Association, BDU. The ITIA has been full member of EULITA since 2012.

**APTIJ best practice guide**

The Spanish Professional Association of Court and Sworn Translators and Interpreters (APTIJ) (founding member of EULITA) have produced a *best practice guide* for police and court interpreting, in both Spanish and English. Many professional translator and interpreter associations produce very fine best practice guides, code of ethics and other documents which are an excellent resource for professionals. Recommended reading which might even qualify as CPD.

Worth-a-click

Longstanding ITIA PM Hans-Christian Oeser has won a prize for his translation of Sebastian Barry’s *Days without End*. This link is in German.

**Automatic Speech recognition (ASR)**

The EU Parliament has awarded an LSP company based in Rome a contract to ‘automatically transcribe and translate parliamentary debates’.

The latest editions of the FIT newsletter Translatio, with news from Australia, Canada, Panama and Greece:

- [In English](#)
- [In French](#)
New Members

New Associate Members

Kealey McDaid
German to English
Spanish to English

Rachel Mungra
Dutch to English
English to Dutch

Liam Ó Fátharta
English <> Irish

Claudia Pergola Maloney
English to Italian

Eliseah Robinson
French to English

Ella M. Thomas
English to Spanish
Italian to English

Ronan Timmins
French to English
Spanish to English

Zsolt Venczel
English to Hungarian
Hungarian to English

Anna Walczak
English to Polish
Polish to English

New Student Members

Alexandra Roget

New Members

New Associate Members

Dale Chen
English to Mandarin Chinese
Mandarin Chinese to English

Tena Cortés Hernán
Spanish to English
English to Spanish

Kathy Dillon
French to English

Georgina Dobronich
English to Spanish
Italian to English

Maria Esteban Egea
English to Spanish
French to Spanish

Neil Farren
Irish to English
French to English

Laura Fitzgerald
Japanese to English
Spanish to English

Enkhtuul Gangtoktokh
Mongolian to English
English to Mongolian

Adrienn Gomori
English to Hungarian
German to English

Joanna Halajda
Polish to English
English to Polish

Elena Hufton
Romanian to English
English to Romanian

Karolina Kusmierczyk
Polish to English
English to Polish

Yaiza Leal Cañizares
English to Spanish
English to Italian
What’s HOT

We note that in the Irish Times much reduced weekend issue of ‘The Ticket’ there is a regular book review section entitled ‘Translated Fiction’. ITIA Honorary member, Eileen Battersby, would be very pleased.

What’s NOT

The UK’s Cabinet Office is soon to launch a very large tender for language services, and in relation to quality assessment, has stated that they have no plans to mandate public bodies to use accredited, registered or regulated practitioners. That should inspire service users with confidence!!

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
- 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.

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 and interpreting.
Contacting the ITIA

Postal address: 19 Parnell Square, Dublin 1, Ireland
Contact number: +353 87 6738386
Email: info@translatorsassociation.ie
Web: www.translatorsassociation.ie

ITIA Bulletin

Editor Anne Larchet theitiabulletin@gmail.com
Proofreader Penelope Eades-Alvarez
Design Róisín Ryan roryan.com
Layout Ken Waide

To subscribe to the ITIA Bulletin, send an email to itiabulletin+subscribe@groups.io

ITIA Executive Committee 2019-2020

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