

*Almost*

Everything  
You Ever  
Wanted To  
Know About  
**TRANSLATION**

Lola Bendana & Alan Melby



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wanted to know about**

# **Translation**

**Lola Bendana and Alan Melby**

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# Everything you ever wanted to know about translation

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## **About the authors**

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Lola has been involved in the translation and interpreting field for over 20 years; since 1997, she has been the Director of Multi-Languages Corporation.

In the past, she served as a member of the Board of Directors of the Healthcare Interpretation Network (HIN); she chaired the Terminology Committee and the Policy Committee where she led the project to create the National Standards of Canada for Community Interpreting; she participated in the Critical Link Canada Standards of Practice and Training Committee; she was invited to join the Language Interpretation Training Curriculum Advisory

Committee headed by the Ontario Ministry of Citizenship - MCI in collaboration with College Connect; she was selected as a voting member of the technical Committee of the Canadian General Standards Board that created the Canadian National Translation Service Standards CAN CGSB 131.10-2008; she was voted the representative for Canada in the International Medical Interpreters Association (IMIA). In 2007 she won the Language Industry Association (AILIA) National Award for Outstanding Contribution to the translation sector.

Presently, she serves on the Board of Directors of the Language Industry Association of Canada (AILIA), is the Vice-Chair of the Association and member of the Translation and Interpreting Committee. Lola is a member of the Canadian Advisory Committee to ISO TC37 where she participates as an expert delegate to create international standards for translation and interpreting. She is a current member of the ASTM F43 Committee on Language Services. Lola has served on the IMIA Executive Board and currently serves as the President of the IMIA.

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He was part of the team that developed the ASTM translation quality assurance standard (ASTM F2575) and is a member of the US delegation to ISO Technical Committee 37, where most ISO language-related standards, including translation standards, are developed.

## **Acknowledgements**

We would like to thank a group of wonderful colleagues for contributing and providing feedback on this work.

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## **Helen Campbell**

Helen Campbell was a staff member of the Interpreting Service of the European Commission in Brussels from 1973 until April 2011. A highly experienced trainer of conference interpreters, she continues to give master classes in interpreting at universities all over the world and also runs training for trainers seminars and CPD courses on demand.

She is an Honorary Member of the Chartered Institute of Linguists and of the Irish Translators' and Interpreters' Association, an external consultant for London Metropolitan University and a member of the Advisory Board of the Research Centre for Translation and Interpreting Studies of the University of Leicester and of the European project "Optimale".

She has co-edited four publications: "Reflections on Legal Translation", "Translating Justice", "Language, Law and Translation" and "Essays on legal and Institutional Translation" with Jesus Baigorri and Iciar Alonso of the University of Salamanca, published by Comares, Granada.

In addition to her training activities, she is often a guest speaker, particularly at University careers events and has gained a reputation as a lively, knowledgeable and entertaining public speaker.

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Julianne Long, BA Linguistics with minors in Editing and TESOL (Brigham Young University), worked as a research assistant for Dr. Alan Melby and served as an editorial assistant for ISO/TS 11669 – *Translation projects, general guidance*. She was awarded a Fulbright grant to teach English in Germany 2012–2013. Afterwards, she plans to teach English abroad or to immigrants in the United States.

## **Brian Mossop**

Brian Mossop has been a translator, reviser and trainer at the Canadian Government's Translation Bureau for the past 38 years and a part-time instructor at the York University School of Translation in Toronto for 32 years. He has published about 45 articles in the field of Translation Studies. He has a BA in French and Russian and an MA in Linguistics.

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## Introduction

Translation projects naturally involve translators. There is a difference between translators and interpreters.

Translation is the operation which consists in rendering a written source text to a written target text that retains elements of information, form, functionality and tone abiding by agreed-on specifications. Simply put, translators write while interpreters speak.

Clearly, this little book does not contain everything there is to know about the translation of documents. Our focus is on the business side of translation. Some aspects of the technical side of translation that we did **not** include are:

- how to internationalize documents,
- software localization and other types of localization,
- terminology research and management,
- technical standards such as TMX, TBX and XLIFF,
- when to use and not to use machine translation

but we wanted to keep this document to about a hundred pages.

We hope that others will follow our example and make various brochures about other aspects of translation freely available.

The first part of this document is for everyone, especially requesters of translation services. The second part is for Translators and Project Managers.

We distinguish between *requesters* and *clients* as follows: a requester works out project specifications with a Translation Service Provider (TSP). The client, who may be the requester or could be someone else in the requesting organization, is the person who actually signs the contract with the TSP.

Everyone agrees that quality is important, but how do you define it? A quality translation is one that follows appropriate specifications. There are two key elements in this deceptively simple yet powerful definition: *specifications* and *appropriateness*.

The job of a TSP is to make sure specifications are appropriate and then follow them exactly, including delivering on time. In the process, the TSP is entitled to make a reasonable profit and the requester should expect a quality result at the lowest feasible cost. When requesters and providers collaborate and keep end-users – those who actually use the translation – in mind, everyone wins.

## **Part I: for everyone**

Especially for those involved in requesting translation services.

### ***How are language services charged?***

In most cases, translations are charged by the word. However, there are exceptions and additional factors such as expertise and technical requirements. In cases where special formatting, editing, desktop publishing, transcriptions or extra research is required, an hourly rate may also be considered. Certain projects may be charged a flat fee, for instance, hard copies of educational transcripts. There is also the question of how the words are counted. Do you count the words in the *source text* (that is, the text to be translated) or do you count the words in the *target text* (the translation delivered to the client)? It is essential to discuss billing terms prior to the commencement of a project.

### ***How many words can a translator translate per day?***

A professional translator, with an average of three years of experience or more, can translate approximately 1,500-2,500 words per day, provided that the text is of a general nature with no unusual features, such as newly coined or obscure terminology or complex formatting.

## What makes for a successful translation project?

- (1) **Plan ahead.** Include translation as an element of your overall project and not something to tack on at the end of production. That way you can anticipate costs and keep the project on budget.
  
- (2) **Pay attention to the source content.** Have a final version of the source content revised for style, consistency, and readability before you submit it for translation. If the source could possibly change after the translation process has begun, then, technology known as “*translation memory*” will need to be used.
  
- (3) **Start with specifications.** Project specifications must be developed during project initiation and used throughout the rest of the project. Specifications are the statement of the requirements, terms and conditions as specified in the client-TSP agreement.

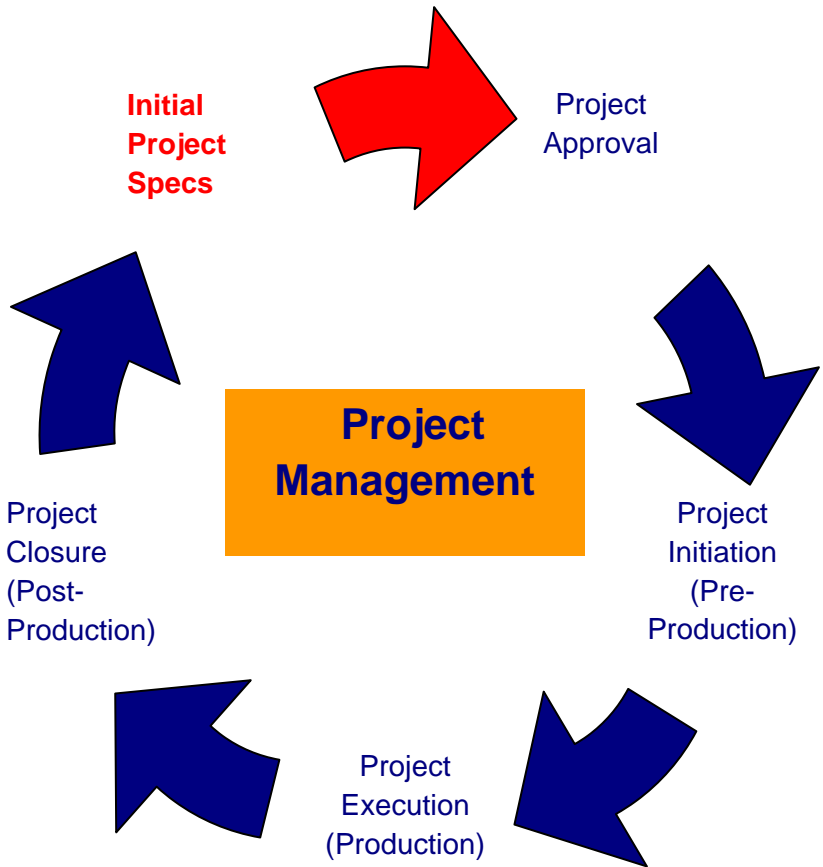


## **What does a successful translation project consist of?**

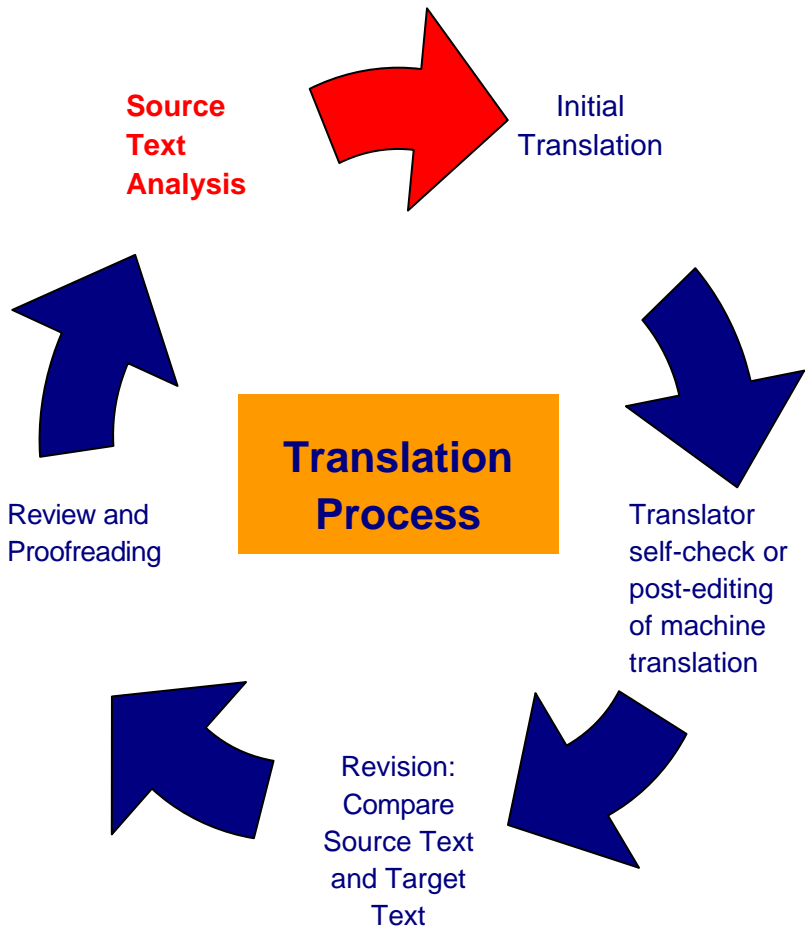
There are three steps in every translation project:

- (1) Project Initiation (also called the pre-production phase),
- (2) Project Execution (also called the production phase), and
- (3) Project Closure (also called the post-production phase)

## Project Management Process



## Translation Process during Project Execution



## What goes on during initiation (Pre-Production)?

- ⇒ The requester and the Project Manager (who is the face of the TSP) work together to finalize the translation project specifications. Arriving at appropriate specifications can take some up front effort, but that investment will be returned with interest, so to speak, when the rest of the project benefits, for instance, a systematic approach to the process, clarity regarding roles, better communication channels, etc. Some of the key specifications to be discussed before translation begins, not afterwards, are: the purpose of the translation, the text type, and the end-user audience (who will be reading the translated text?).
  
- ⇒ The requester plays a crucial role in the success of the project. In order to maintain consistency in terminology and style, providers should ask requesters for as many supporting documents as possible (glossaries, translation memories, and related texts).
  - NOTE: Requesters should worry about a Project Manager who does not ask for these things.

- ⇒ A guide to developing structured translation specifications is available on-line ([www.ttt.org/specs](http://www.ttt.org/specs)). The idea that all the requester needs to do is hand a document to a provider and say “translate this!” is a myth that has been dispelled by the many experts world-wide,
- ⇒ Once the specifications are finalized, a service agreement can be concluded and signed, physically or electronically, by the client and the appropriate person within the TSP who is authorized to engage into an agreement.
- ⇒ The Project Manager selects qualified translators (or post-editors in cases where the use of machine translation has been agreed on) and the production phase of the project can begin.

## **What goes on during Project Execution (Production)?**

- ⇒ All relevant materials (the source text, the project specifications, and the reference materials) are sent to the translator in an electronic “package.”
- ⇒ Questions from the translator, if any, are sent to the designated contact person in the requesting organization for clarification.
- ⇒ When the initial translation has been completed by the translator or post-editor, it is received by the Project Manager, who guides it through a Quality Assurance (QA) process. All the QA tasks listed in the specifications are performed. These tasks often include a full comparison of the source text and the target text (revision) and a review by an expert in the relevant subject matter.

## **What is Project Closure (Post-Production)?**

- ⇒ The finalized translation is sent back to the requester, along with the specifications that were used, and the requester confirms receipt.

- ⇒ Any concerns about the translation are discussed with the Project Manager in relation to the project specifications. All parties should keep in mind the difference between appropriate and inappropriate specifications. Were the specifications really what we wanted? Were they followed? Specifications that turn out, within hindsight, to be inappropriate, can be followed exactly but with undesirable result. Trouble shooting based on specifications helps to pinpoint problems and to correct them – and to avoid them in future projects.
  
- ⇒ Files are archived according to the Service Agreement.

## **What about Post-delivery Inspection?**

Sometimes the requester will choose to engage the services of someone in addition to the TSP (This could be people who are in the country where the translation will be used or another TSP) to inspect a translation after it has been delivered to the requester. In this case, it is imperative that the person conducting this third-party inspection be qualified not only in the target language but also have access to the project specifications. In certain cases, the translation may go back to the TSP or the requester may choose to finalize the document internally.

## **Role of the Translator**

The Translator is expected to follow the agreed on specifications carefully and exactly.

If the translator does not agree with the project specifications, it is his or her ethical obligation to discuss this disagreement with the Project Manager rather than deciding unilaterally to ignore some aspect of the specifications.

Using professional judgment in either following or challenging the specifications is essential to providing a quality product.



## **What is a TSP?**

We have said that a TSP is a Translation Service Provider.

Sometimes a TSP is a large company, but a TSP can also be a medium-size company or an individual translator.

A TSP can even be a department internal to the requesting organization.

## **Who is a Project Manager?**

Sometimes an individual translator also takes on the role of Project Manager. In other cases, the requester takes on this role.

In all cases, someone should be designated as the Project Manager and project specifications should be agreed on before the production phase begins. If project specifications turn out to be inappropriate for the target audience or otherwise faulty, the Project Manager should be involved in modifying them in cooperation with the requester and seeking the approval of the client.

Whoever is functioning as the Project Manager is not only responsible for finalizing the specifications but is also

responsible for selecting translators and other team members and coordinating the execution of the project.

## **What qualifications are needed for Project Managers and Translators?**

Project Managers are ideally professional translators who understand the translation process and the needs requesters and end-users, as well as the business processes of the TSP.

As part of a proper quality assurance process, the Project Manager should have a system to screen translators, revisers, reviewers and proof-readers according to their professional attributes. The Project Manager then assigns them to projects that match their credentials such as, certification, their language combinations, their subject field expertise, etc.

Recommended hiring requirements for translators include among others:

- ⇒ University degree in the target language (general)
- ⇒ University degree in linguistics and/or translation
- ⇒ Certification by a professional association affiliated with the International Federation of

Translators (FIT), such as the Canadian Translators, Terminologists and Interpreters Council (CTTIC) or the American Translators Association (ATA).

- ⇒ International certifications evaluated on an individual basis
- ⇒ Work experience (at least 5 years)
- ⇒ Participation in professional development activities
- ⇒ References

The TSP should check references from previous employers or clients, especially, if they are freelance translators.

### **How can a TSP be selected?**

In most cases, a requester will not function as the Project Manager and will not select the translators for a project. Instead, the requester will select a TSP that takes care of everything except helping to develop project specifications and answering questions about the source content or the specifications that arise during project execution.

The primary means of selecting a TSP are the TSP's certifications, extent of portfolio, relevant experience and qualifications, verification of references for previous work

done, ability to document quality assurance processes and procedures, capacity to take on the project(s) in accordance with the specifications, technical expertise, recommendations from other requesters and financial considerations.

## **What is Translator certification?**

Translator certification is typically granted to a person by a professional association, based on criteria developed by the association. The focus of translator certification is whether a translator can produce a quality work product, that is, a target text that meets the agreed on specifications.

## **What is TSP Certification?**

TSP certification and translator certification are very different, even when an individual translator functions as a TSP.

TSP certification is granted to an organization, even if that organization consists of one person; it is focused on the process used in a translation project rather than on the translation product. It is hoped and expected that following a good process will result in a good product, but we all know that this is not always the case.

An example from everyday life is making an omelet. It is difficult for a cook (or a translator) to compensate for bad ingredients. Rotten eggs cannot be made into a tasty omelet, and difficult-to-follow, incoherent, inconsistent source text is not likely to result in a readable, coherent,

and consistent translation unless the translator effectively rewrites the source content.

Likewise, two cooks (or translators) can start with the same ingredients and recipe (specifications) and produce omelets of varying quality.

When knowledgeable requesters select certified TSPs who, in turn, select certified translators, there is no absolute guarantee of quality results, however, the chances of success are certainly increased.

It is the belief of the authors that the information in this document will contribute to hassle-free translation projects that bring satisfaction to all stakeholders and better multilingual communication.

So far, this document applies to all translation projects around the world. However, the section on Translation Service Provider (TSP) Certification and Ethics is focused on Canada and the United States. There is a Canadian National Standard that is used as the basis for TSP certification (CAN CGSB 131.10-2008). In addition, there is a European Standard for TSP certification (EN 15038), and an international version of EN 15038 is under development within ISO Technical Committee 37.

## Who brings you this document?

Origins



Multi-Languages Corporation is a TSP with headquarters in Toronto. Multi-Languages developed and is publishing this document as a public service.

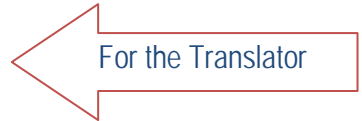
Multi-Languages is certified according to both the Canadian and European Standards for Translation Services - TSP certification. One of the key aspects in the standards is the *quality assurance process*.

The Multi-Languages quality assurance process is an essential part of the company's overall Quality Management System. It includes adhering to strict human resource qualifying procedures for contractors, handling information submitted by the requester, maintaining proper documentation and agreements with clients and contractors (including project specifications), monitoring for quality assurance throughout a well-defined translation workflow, establishing roles and responsibilities for each member of the team and a system of quality control and corrective action if necessary.



## **Part II: especially for Translators and Project Managers**

Part II contains of information about translator certification, translation, revision, and automatic translation by computers.



### **Certification**

There are several professional associations for translators and interpreters around the world. However, the profession is still largely unregulated, many translators are not necessarily certified. Nevertheless, certification is an additional credential all translators should seriously consider.

In Canada, the Canadian Translators, Terminologists and Interpreters Council (CTTIC) is recognized as the national body representing professional translators, interpreters and terminologists. Provincial organizations are responsible for the certification process. A "Certified Translator", "Certified Court Interpreter" or a "Certified Conference Interpreter" is a professional who has passed the Canadian Translators, Terminologists and Interpreters



Council (CTTIC) exam or completed the Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) certification process.

In the United States, the largest translator and interpreter association is the American Translators Association (ATA) ([www.atanet.org](http://www.atanet.org)). ATA has certified translators for over 30 years (since 1973)

The National Association of Judiciary Interpreters and Translators (NAJIT) ([www.najit.org](http://www.najit.org)) provides information about certification of judiciary translators and interpreters.

Some definitions related to translator certification:

### **Certification**

A process by which a professional organization attests to or certifies that an individual is qualified to provide a particular service. Certification calls for formal assessment, using an instrument that has been tested for validity and reliability, so that the certifying body can be confident that the individuals it certifies have the qualifications needed to do the job.

## **Certificate**

A document, such as a certificate of attendance or completion, attesting participation in a course of study and attainment of a given learning objective. A person who holds a certificate related to interpreter or translation training is **NOT** thereby certified.

## **Accreditation**

Accreditation is used in some countries, such as Australia, as a synonym for certification. In Canada and the United States, accreditation is typically used to refer to a process by which an organization, such as a university or a certification body, is audited according to some standard.

Outside universities, the standard most commonly used to accredit certification bodies is ISO 17024.

As of 2012, no translator certification bodies in Canada or the United States had yet been accredited according to ISO 17024; however, there was discussion within the Translation and Interpreting Summit Advisory Council (TISAC) ([www.tisac.org](http://www.tisac.org)) about the possibility of accreditation of translator certification bodies.

## Certified Translator

A professional translator who is certified as competent by a professional organization after undergoing rigorous testing based on appropriate and consistent criteria. Translators who have had limited training or have only taken a screening test administered by an employing legal, health, or referral agency are **NOT** considered certified.

## CTTIC Member Organizations

- [Association of Translators and Interpreters of Alberta \(ATIA\)](#)
- [Society of Translators and Interpreters of British Columbia \(STIBC\)](#)
- [Association of Translators, terminologists and Interpreters of Manitoba \(ATIM\)](#)
- [Corporation of Translators, Terminologists and Interpreters of New Brunswick \(CTINB\)](#)
- [Association of Translators and Interpreters of Nova Scotia \(ATINS\)](#)
- [Association of Translators and Interpreters of Ontario \(ATIO\)](#)
- [Ordre des traducteurs, terminologues et interprètes agréés du Québec \(OTTIAQ\)](#)
- [Association of Translators and Interpreters of Saskatchewan \(ATIS\)](#)



After initial translation (either human translation followed by self-checking or automatic translation by a computer, called machine translation, followed by post-editing by a human) a translation that is intended for publication is typically revised and reviewed. Revision is a bilingual process involving a comparison of the source text and the target text, while review is a monolingual process involving an examination of the target text by a subject matter expert.

Revision parameters are the things a reviser checks for--the types of error. An exhaustive listing of things that can go wrong when translating would be very long indeed. However in order to think about and discuss revision, it is convenient to have a reasonably short list of error types. Here they are, expressed as questions about the translation, followed by a single capitalized word for convenience of reference.

### **Group A - Problems of meaning transfer (Transfer)**

1. Does the translation reflect the message of the source text (**Accuracy**)?

2. Have any elements of the message been left out?  
(**Completeness**)

### **Group B - Problems of content (Content)**

3. Does the sequence of ideas make sense: Is there any nonsense or contradiction? (**Logic**)
4. Are there any factual errors? (**Facts**)

### **Group C - Problems of language and style (Language)**

5. Does the text flow: Are the connections between sentences clear? Are the relationships among the parts of each sentence clear? Are there any awkward, hard-to-read sentences? (**Smoothness**)
6. Is the language adapted to the users of the translation and the use they will make of it?  
(**Tailoring**)
7. Is the style suited to the genre, has correct terminology been used, and does the phraseology match that used in original TL texts on the same subject? (**Sub-language**)

8. Are all the word combinations idiomatic? Does the translation observe the rhetorical preferences of the target language? (**Idiom**)
  
9. Have the rules of grammar, spelling, punctuation, house style and correct usage been observed? (**Mechanics**)

### **Group D - Problems of physical presentation (Presentation)**

10. Are there any problems in the way the text is arranged on the page: spacing, indentation, margins, etc? (**Layout**)
  
11. Are there any problems of text formatting: bolding, underlining, font type, font size, etc? (**Typography**)
  
12. Are there any problems in the way the document as a whole is organized: page numbering, headers, footnotes, table of contents, etc? (**Organization**)

Remember that this list is for discussion and reflection about revision practices. It is not for use as a checklist while actually revising. Obviously, you are not going to go through each sentence twelve times! However, you may

want to refer to the four groups before you begin, in order to decide on the degree to which you will revise.

## **Sample Orders of Operations**

Here is an ideal but lengthy procedure, for use when making corrections directly on screen rather than on paper. Such a procedure would be suitable with texts that will be used for many years, or for making important decisions. If you are self-revising rather than revising someone else's work, you may already have made some of these checks while drafting. If so, then you need to decide whether to recheck. It is also a good idea when self-revising to do an initial Spellcheck to remove annoying typographical errors. You don't want to be distracted by the temptation to correct these manually as you move through the text.

1. Read the entire translation for Logic, Smoothness, Tailoring, Sub-language and Idiomaticity, as well as those aspects of typography and punctuation which are important for meaning.
2. Do a comparative check for Accuracy and Completeness. If the client wants the translation to follow the Layout of the source text, check this at the same time.

3. Read the entire translation from start to finish for Mechanics (other than spelling), Layout, consistency, and any Language errors introduced during steps 1 and 2.
4. Do a separate check for numbers if they are important to the message.
5. Check the document's Organization.
6. Run Spellcheck after all changes have been made in case you have introduced any errors.
7. Press Control-S or otherwise make sure you have saved all your changes.

Now very often (indeed, perhaps almost always, depending on your own situation), it will not be practical to carry out the lengthy procedure described above. Here is a selection of shorter procedures, beginning with the briefest:

A. If self-revising, do any checking as you draft the translation. Run Spellcheck at the end.

B. Check the Presentation parameters. Also count paragraphs and lists of points to ensure there are no gross



omissions. You may also want to pay special attention to correct reproduction of proper names, dates and other figures. If you dictate, and you are self-revising, you will also be eliminating transcription errors.

C. Do a single reading of the translation for the Content, Language and Presentation parameters . Look at the source text only if this is necessary to clear up a Content problem.

D. Do a single comparative check. Don't stop for style changes (problems in Smoothing, Tailoring and Sub-language); correct only gross language errors if found, and run Spellcheck. Don't use this procedure if working into your second language; you have more need than native speakers to do a reading for Language only, so use (C) or (E).

E. Do two read-throughs--one unilingual and one comparative--in whichever order you think best.

## Summary of Revision Principles

1. Do not ask whether a sentence *can* be improved but whether it *needs* to be improved. Make the fewest possible changes, given the users of the translation and the use they will make of it.
2. Make small changes to a sentence rather than rewriting it.
3. Minimize introduction of error by not making changes if in doubt about whether to do so.
4. If you have to read a sentence twice to understand it, a correction is definitely necessary.
5. If you cannot understand the translation without consulting the source text, a correction is definitely necessary.
6. Minimize revision time through unilingual re-reading unless the longer comparative procedure is dictated by the likelihood of mistranslation or omission (difficult text, untried translator, etc) and by the consequences of such errors.

7. When you make a linguistic correction or stylistic improvement, make sure you have not introduced a mistranslation.
8. When you make a change, check whether this necessitates a change elsewhere in the sentence or a neighbouring sentence.
9. Do not let your attention to micro-level features of the text prevent you from seeing macro-level errors, and vice versa.
10. Do not let your attention to the flow of linguistic forms prevent you from seeing errors in meaning (nonsense, contradiction etc.), and vice versa.
11. Check numbers as well as words: they are part of the message.
12. Adopt a procedure which maximizes your opportunity to see the text from the point of view of the first-time reader.
13. Adopt a procedure which allows you to strike a suitable balance between the degree of accuracy of the translation and the degree of readability.

14. In the final analysis, always follow the agreed on specifications.
15. Avoid creating an immediate bad impression: make sure there are no spelling or typographical errors on the front page of the translation.
16. Do not make changes you cannot justify if revising the work of others.
17. Do not impose your own approach to translating on others.
18. Do not impose your linguistic idiosyncrasies on others.
19. Make sure that client and reader receive full benefit from revision work: ensure that all handwritten changes are properly input and that all changes are saved before the text is sent to the client.
20. If you have failed to solve a problem, admit it to the client.

Most of these parameters are based on Brian Mossop, *Revising and Editing for Translators*, St. Jerome Publishing.

## Translation and Computers

Machine translation is becoming commonplace. For example, Google Translate is often used to try to get the gist of a paragraph of text in a language someone cannot read. How does this work? Google Translate, like other “statistical” machine translation (SMT) systems is essentially a tool for massive sophisticated plagiarism. SMT systems do not understand what they are translating. They simply look up words in a huge database of sentences and their human translations. That database has been previously processed to guess at how humans have typically translated various words and how that translation depends on the immediate co-text, that is, a word or two on either side of the word in question. Then the guesses as to the translations of various words in the sentence are put together in the hope the resulting sequence of words will make sense to a human, even though the computer understands neither the source language nor the target language.

The only human translators that might be replaced by computers are those who translate mechanically without trying to fully understand what they are translating or who lack a full command of the target language.

Following Part II, there are several appendices that also provide important information for Translators and Project Managers.

## Appendices

This document has three appendices:

- I. Resources (such as Professional Associations and Terminology)
- II. Ethics for translators
- III. Translation Standards (the Canadian and European standards for certifying TSPs and the US standard for translation quality assurance)



### **Appendix I - Resources for the Translator**

This appendix consists of three parts:

- A: Information about associations and other organizations of interest to translators
- B: Terminology resources
- C: Other resources for translators

## **A. National and International Associations and organizations**

### **A.1 Canada**

Association de l'industrie de la langue

Language Industry Association (AILIA)

[www.ailia.ca](http://www.ailia.ca)

Association of Canadian Corporations in Translation and Interpretation

Association canadienne des compagnies de traduction et d'interprétation (ACCTI)

[www.accti.org](http://www.accti.org)

Association of Professional Language Interpreters (APLI)

[www.aplicanada.org](http://www.aplicanada.org)

Association of Translators and Interpreters of Ontario

Association des traducteurs et interprètes de l'Ontario (ATIO)

[www.atio.on.ca](http://www.atio.on.ca)

Canadian Association of Schools of Translation (CAST)

Association Canadienne des Ecoles de Traduction (ACET)

<http://www.uottawa.ca/associations/acet/>

Canadian Translators, Terminologists and Interpreters Council

Conseil des traducteurs, terminologues et interprètes du



Canada (CTTIC)

[www.cttic.org](http://www.cttic.org)

Canadian Hearing Society

Société Canadienne de l'Ouïe (CHS/SCO)

[www.chs.ca](http://www.chs.ca)

Healthcare Interpretation Network (HIN)

[www.healthcareinterpretationnetwork.ca](http://www.healthcareinterpretationnetwork.ca)

Literary Translators' Association of Canada

<http://www.attlc-ltac.org/>

Ordre des traducteurs, terminologues et interprètes agréés  
du Québec (OTTIAQ)

[www.ottiaq.org](http://www.ottiaq.org)

## ***A.2 United States of America***

American Translators Association (ATA)

[www.atanet.org](http://www.atanet.org)

American Literary Translators Association

<http://www.utdallas.edu/alta/>

California Healthcare Interpreting Association (CHIA)

<http://chiaonline.org>

Diversity Rx - Resources on language access in  
healthcare settings

[www.diversityrx.org](http://www.diversityrx.org)

National Council on Interpreting in Health Care (NCIHC)

[www.ncihc.org](http://www.ncihc.org)

National Association of Judiciary Interpreters and  
Translators (NAJIT) (USA)

[www.najit.org](http://www.najit.org)

### **A.3 International**

Asociación Profesional Española de Traductores e Intérpretes (APETI)

[www.apeti.org.es](http://www.apeti.org.es)

Australian Institute of Interpreters and Translators Incorporated (AUSIT)

[www.ausit.org](http://www.ausit.org)

Critical Link International – International Council for the Development of Community Interpreting

[www.criticallink.org](http://www.criticallink.org)

Institute of Translation & Interpreting (ITI)

<http://www.iti.org.uk/indexMain.html>

International Association for Translation and Intercultural Studies (IATIS)

[www.iatis.org](http://www.iatis.org)

International Association of Professional Translators and Interpreters (IAPTI)

<http://www.aipti.org/>

International Association of Conference Interpreters (AIIC)

[www.aiic.net](http://www.aiic.net)

International Federation of Translators

Fédération Internationale des Traducteurs (FIT/IFT)

[www.fit-ift.org](http://www.fit-ift.org)

International Medical Interpreters Association (IMIA)

[www.imiaweb.org](http://www.imiaweb.org)

National [Australian] Accreditation Authority for Translators and Interpreters (NAATI)

[www.naati.com.au](http://www.naati.com.au)

National Register of Public Service Interpreters (NRPSI)

[www.nrpsi.co.uk](http://www.nrpsi.co.uk)

Registry of Interpreters for the Deaf (RID)

[www.rid.org](http://www.rid.org)

Spanish Association for Standardization and Certification

Asociación Española de Normalización y Certificación (AENOR)

[www.en.aenor.es](http://www.en.aenor.es)

## **B. Glossaries and Termbases**

### ***B.1. General Terminology***

Instituto Cervantes diccionarios, léxicos y glosarios [es]

<http://cvc.cervantes.es/oteador>

Interactive Terminology for Europe (IATE) [EU official languages + la]

<http://iate.europa.eu>

Le grand dictionnaire terminologique [en, fr, la]

[www.granddictionnaire.com](http://www.granddictionnaire.com)

Pavel Terminology Tutorial—for terminologists and translators [en, es, fr]

<http://www.btb.termiuplus.gc.ca/didacticiel-tutorial/lecon-lesson-1/index-eng.html>

Real Academia Española [es]

[www.rae.es](http://www.rae.es)

Termium Plus: Government of Canada's Terminology and Linguistic Data Bank [en, es, fr, pt]

[www.termiuplus.gc.ca](http://www.termiuplus.gc.ca)

University of Vasa Terminology Forum

[www.uvasa.fi/viestintatieteet/terminology](http://www.uvasa.fi/viestintatieteet/terminology)

United Nations Multilingual Terminology Database (UNTERM) [ar, en, es, fr, ru, zh]

<http://unterm.un.org>

UNESCO Terminology [ar, en, es, fr, ru, zh]

<http://termweb.unesco.org>

## **B.2 Business terminology**

Bank of Canada Glossary [en, fr]

<http://www.bankofcanada.ca/en/glossary/glossary.html>

Canadian Banker's Association Glossary [en, fr]

[www.cba.ca/en/glossary](http://www.cba.ca/en/glossary)

Equifax Glossary of Credit Terms

<http://www.mindspring.com/~mdeeb/equifax/cc/faqs/glossary.html>

Glossary of Project Finance Terms and Acronyms

<http://www.people.hbs.edu/besty/projfinportal/glossary.htm>

International Monetary Fund (IMF) Terminology [ar, en, de, es, fr, ja, ru, zh]

[www.imf.org/external/np/term/eng](http://www.imf.org/external/np/term/eng)

Washington Post: Glossary of Business Terms

<http://projects.washingtonpost.com/business-glossary/>

### ***B.3 Government terminology***

Canada Gazette Glossary [en, fr]

[www.gazette.gc.ca/gloss-eng.html](http://www.gazette.gc.ca/gloss-eng.html)

Canadian Heritage: Glossary of Common UN Terminology  
[en, fr]

[www.pch.gc.ca/pgm/pdp-hrp/inter/gloss-eng.cfm](http://www.pch.gc.ca/pgm/pdp-hrp/inter/gloss-eng.cfm)

Canadian International Development Agency Glossary [en, fr]

[www.canadiangeographic.ca/worldmap/cida/glossary.asp](http://www.canadiangeographic.ca/worldmap/cida/glossary.asp)

Department of Finance Canada Glossary [en, fr]

[www.fin.gc.ca/finserv/gloss-eng.asp](http://www.fin.gc.ca/finserv/gloss-eng.asp)

Financial Consumer Agency of Canada Glossary [en, fr]

[www.fcac-acfc.gc.ca/eng/resources/glossary](http://www.fcac-acfc.gc.ca/eng/resources/glossary)

Government of Canada: Core Subject Thesaurus [en, fr]

[www.thesaurus.gc.ca](http://www.thesaurus.gc.ca)

Library and Archives Canada: Executive Glossary [en, fr]

<http://www.collectionscanada.gc.ca/executive-decree/023004-5000-e.html>

Natural Resources Canada: Office of Energy Efficiency  
Glossary [en, fr]

[http://oeo.nrcan.gc.ca/corporate/statistics/neud/dpa/data\\_e/glossary\\_e.cfm](http://oeo.nrcan.gc.ca/corporate/statistics/neud/dpa/data_e/glossary_e.cfm)

Onterm: Ontario Government Terminology

[www.onterm.gov.on.ca](http://www.onterm.gov.on.ca)



Parliamentary Procedure Glossary [en, fr]

[www.parl.gc.ca/About/House/Glossary/gloss-e.htm](http://www.parl.gc.ca/About/House/Glossary/gloss-e.htm)

Service Canada Employment Insurance Glossary [en, fr]

[www.ei-ae.gc.ca/en/glossary.shtml](http://www.ei-ae.gc.ca/en/glossary.shtml)

Statistics Canada Subject Glossaries [en, fr]

[www.statcan.gc.ca/nea-cen/gloss](http://www.statcan.gc.ca/nea-cen/gloss)

Treasury Board of Canada Glossary [en, fr]

[www.tbs-sct.gc.ca/emf-cag/glossary-glossaire-eng.asp](http://www.tbs-sct.gc.ca/emf-cag/glossary-glossaire-eng.asp)

United Nations Food and Agriculture Organization (FAO)

Glossary [ar, en, es, fr, it, ru, zh, la]

<http://termportal.fao.org>

#### ***B.4 Insurance and Risk Management terminology***

Stanford University Medical Center: Insurance Glossary

<http://stanfordhospital.org/forPatients/financial/insuranceGlossary.html>

Workplace Safety and Insurance Board Glossary

[www.owa.gov.on.ca/glossary.html](http://www.owa.gov.on.ca/glossary.html)

York University: Insurance and Risk Management  
Glossary

[www.yorku.ca/finance/services/riskinsurance/glossary.htm](http://www.yorku.ca/finance/services/riskinsurance/glossary.htm)

## **B5. Legal terminology**

Alberta Justice and Attorney General Glossary [en, fr]

[http://justice.alberta.ca/programs\\_services/public\\_education/Pages/vocabulary.aspx](http://justice.alberta.ca/programs_services/public_education/Pages/vocabulary.aspx)

Archives of Ontario Glossary [en, fr]

<http://www.archives.gov.on.ca/english/about/preservation/glossary.aspx>

Duhaime Legal Dictionary

<http://www.duhaime.org/dictionary/diction.aspx>

Parliamentary Procedure Glossary [en, fr]

[www.parl.gc.ca/About/House/Glossary/gloss-e.htm](http://www.parl.gc.ca/About/House/Glossary/gloss-e.htm)

Saskatchewan Legal Aid Commission Glossary

[www.legalaid.sk.ca/defterm.html](http://www.legalaid.sk.ca/defterm.html)

Vancouver Community College: Multilingual Legal

Glossary [fa, en, es, ko, pa, ru, vi, zh]

[www.legalglossary.ca/dictionary](http://www.legalglossary.ca/dictionary)

## ***B.6 Medical terminology***

Cross-Cultural Health Care Program: Bilingual Medical Glossaries for Purchase

<http://xculture.org/catalog/index.php>

European Commission Glossary of Technical and Popular Medical Terms [da, de, en, es, fr, it, nl, pt]

<http://users.ugent.be/~rvdstich/eugloss/welcome.html>

Massachusetts General Hospital: Medical Interpreter Services

[www.massgeneral.org/interpreters](http://www.massgeneral.org/interpreters)

Medical Term Glossaries [da, en, es, fr, it, nl, pt]

<http://users.ugent.be/~rvdstich/eugloss/language.html>

Medlineplus Medical Encyclopedia [en, es]

[www.nlm.nih.gov/medlineplus/encyclopedia.html](http://www.nlm.nih.gov/medlineplus/encyclopedia.html)

Merck Medical Manuals for Purchase [en, es, ja, nl, pt, zh]

[www.merckmanuals.com](http://www.merckmanuals.com)

National Diabetes Information Clearinghouse (NDIC) Dictionary

<http://diabetes.niddk.nih.gov/dm/pubs/dictionary>

New South Wales Government: Multicultural Health Communication Service Publications

[www.mhcs.health.nsw.gov.au/publicationsandresources/languages.asp](http://www.mhcs.health.nsw.gov.au/publicationsandresources/languages.asp)

National Institute of Neurological Disorders and Stroke  
Index

[www.ninds.nih.gov/disorders/disorder\\_index.htm](http://www.ninds.nih.gov/disorders/disorder_index.htm)

Office of Rare Diseases Research Terms and Definitions

<http://rarediseases.info.nih.gov/Glossary.aspx>

University of Maryland Medical Center: Medical  
Encyclopedia [en, es]

[www.umm.edu/ency](http://www.umm.edu/ency)

University of Southern California: Cardiothoracic Surgery  
Terms

[www.cts.usc.edu/glossaryofterms.html](http://www.cts.usc.edu/glossaryofterms.html)

## ***B.7 Technology terminology***

ETSI Terms and Definition Database Interactive (TEDDI)

<http://webapp.etsi.org/Teddi>

IBM Terminology

[www-01.ibm.com/software/globalization/terminology](http://www-01.ibm.com/software/globalization/terminology)

IEC Electropedia: World's Online Electrotechnical

Vocabulary [ar, de, en, es, fr, it, ja, pl, pt, sv]

[www.electropedia.org](http://www.electropedia.org)

TermSciences [de, en, fr, sp]

[www.termsscences.fr](http://www.termsscences.fr)

## C. Other Resources for translators

Bow Valley College Interpreting Program

[www.bowvalleycollege.ca/programs-and-courses/continuing-education/interpreting.html](http://www.bowvalleycollege.ca/programs-and-courses/continuing-education/interpreting.html)

La página del idioma español [es]

[www.elcastellano.org](http://www.elcastellano.org)

La linterna del traductor [es]

<http://traduccion.rediris.es>

Mirta Vidal-Orrantia Interpreting and Translating Institute

[www.orgsites.com/ny/mvoiti](http://www.orgsites.com/ny/mvoiti)

ProZ.com: The Translation Workplace

[www.proz.com](http://www.proz.com)

Terminometro [es, fr, it, pt, ro]

[www.terminometro.info](http://www.terminometro.info)

Translation Journal

<http://translationjournal.net>

Translator's Home Companion

<http://www.lai.com/companion.html>

University of Surrey Centre for Translation Studies:

Resources [de, en, es, fr, ja, sv]

[www2.surrey.ac.uk/languages/study/resourcecentre](http://www2.surrey.ac.uk/languages/study/resourcecentre)

Vancouver Community College Interpreting Programs

[www.continuinged.vcc.ca/interpreting](http://www.continuinged.vcc.ca/interpreting)

## **Appendix II - Ethics**

### **Is there a need for a Code of Ethics for Translation Service Providers (TSPs) and Interpreting Service Providers (ISPs)?**

Like in any other field, a Code of Ethics is essential to guide and define translation. The provision of high quality translation services can only be accomplished if both the translator and the Translation Service Provider (TSP) adhere to a standardized Code of Ethics.

A Code of Ethics guides a practitioner's behaviour and assist in developing positive relationships among the parties involved in the provision of services. The translation industry has been characterized by fragmentation, among other indicators. This is reflected by the fact that there is no unified Code of Ethics for either translators or Translation Service Providers (TSP). Most of the existing Codes of Ethics are designed for freelance translators through the work of professional associations. It is only in the last few years that Codes of Ethics began to be developed for TSPs; one of the first ones was the Code of Ethics created by the Canadian Association of Corporations in Translation and Interpretation (ACCTI) and more recently the Code of Ethics developed by the Language Industry Association of Canada (AILIA).



The ACCTI and AILIA Codes arose from the need to set some rules for TSPs and to consolidate and unify the sector; these Codes include topics that are specific for TSPs which are not necessarily covered in the professional Codes. For example, both ACCTI and AILIA have detailed requirements related to the contractual relationship with freelancers.

One essential element that demonstrates further the need for unified Code of Ethics for TSPs is the recent creation of Standards for Translation Services such as the EN 15038 (2006) and the CAN CGSB 131.10 (2008). Although there is no Code of Ethics included in these standards, they have raised the bar for the industry and introduced a few sections such as the TSP-Client agreement, human resources requirements and the revision and editing process that should most definitively be considered in a Code of Ethics for those abiding by the standards.

The creation of these standards impacts not only in the creation of Code of Ethics for TSPs but they also impact the professional Codes. Translators need to familiarize themselves with the higher expectations and new processes in place such as management and translation workflow. Since editors, revisers and proof-readers are now part of the translation process, they also need to

abide by the professional Code of Ethics, and several professional Codes of Ethics will need to be updated to respond to the new reality.

After carefully reviewing several Codes and studying their differences and commonalities, we can appreciate that many of the elements required in the professional Codes for translators are common to Codes of Ethics for TSPs. For instance, **accuracy, impartiality, confidentiality, limitation of practice - competence, professional conduct, professional development and accurate representation of credentials**, are included in most Codes for translators, as well as Codes of Ethics for TSPs.

The same issues discussed for translation apply to interpreting in Canada. In 2007, the Healthcare Interpretation Network in collaboration with the Language Industry Association (ALIA), Critical Link Canada and ACCTI published the National Standard Guide for Community Interpreting Services (NSGCIS), a milestone for the development of Community Interpreting in Canada and the world. The NSGCIS includes a section on responsibilities of Interpreting Service Providers, and, in many other sections, implicitly or explicitly refers to ethics for ISPs. It does not, however, specifically include a Code of Ethics for ISPs.

There is a need for a unified Code of Ethics for TSPs and ISPs, and such a Code should take account of the latest developments in the sector, more specifically, the creation of national and international standards that set up new requirements and higher expectations. A fragmented sector relying on several Codes of Ethics for professionals no longer represents the reality of the industry. A collaborative approach in the creation of a standardized Code of Ethics for TSPs will solidify and strengthen our industry.



## **Ethics for Translators**

### **Code of Ethics and the Language Profession: An International Overview and a Study of Major Commonalities**

With the advent of technology and globalization, the language profession has gained wider recognition. Countries around the world have seen the creation of national translators, terminologists, and interpreters associations, and with them, the publication of Codes of Ethics. By scrutinizing the Codes published by the professional associations, we hope to establish some global common ground and corresponding trends. This discussion covers the Code of Ethics of Canadian and some European translators organizations.

## **CTTIC**

The Canadian Translators, Terminologists and Interpreters Council ([www.cttic.org](http://www.cttic.org)), generally recognized as the national body representing professional translators, interpreters and terminologists, contributes to high quality inter-language and intercultural communication. In as such, it sets, maintains and promotes national standards in translation, interpretation and terminology to ensure quality communication across linguistic and cultural communities.

CTTIC is what might be considered an umbrella organization, regrouping eight provincial Associations, Societies, and Order of translators, interpreters and terminologists. Each of these organizations have established their own Code of Ethics with one goal in mind: protecting the public. Members of these organizations become certified, a reserved title conferred to those who have successfully pass the CTTIC-prepared examination administered by the organizations, with one exception: the province of Quebec.

The Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ) confers the certification through a mentoring process. While every province operates under common-law, Québec is a bit like the Louisiana of Canada, whereby they follow a civil code. Their jurisdiction is therefore different from the rest of the

country. OTTIAQ is part of the Ordre des professions (Professional Order) and must abide by its very own specific rules. This being said, OTTIAQ's aim is the same as all other organizations, protecting the public. By promoting the certification status, the various provincial organizations aim at creating a professional language workforce that is reliable, trustworthy and above all, with great integrity. Which brings us to the Code of Ethics. Let's examine each organization's Code, from Coast to Coast, starting from the West.

It should be noted that CTTIC member societies, at one point, also included the Society of Interpreters and Translators of Yukon, and the Nunattini Katujjiqatigitt Tussajinut (Nunavut Interpreters/Translators Association). These two organizations are currently inoperational and no reference to their Code of Ethics can be made.

### **Society of Translators and interpreters of British Columbia (STIBC - [www.stibc.org](http://www.stibc.org))**

STIBC's Code of Ethics is comprised of two main sections: **definitions**, and **principles**. First, the role of each language profession (translation, terminology, and interpretation – TTI) is clearly defined. The principles encompass the main aspects of a member's responsibilities, conduct, and role. A specific mention is made to "...conduct their business in accordance with

Competency Charts approved by the Directors." Another point of interest is how members should act towards their colleagues where one shall "... assist and encourage beginners in the profession." Advertising and the proper use of the "professional seal" are clearly defined and, in the case of the seal, only "certified members in good standing" may apply for one.

In a separate part from the Code of Ethics, STIBC by-laws define an *Ethics Committee* whose main objective is to deal with breaches of the Code.

### **Association of Translators and Interpreters of Alberta**

(ATIA - [www.atia.ab.ca](http://www.atia.ab.ca))

ATIA's Code is quite elaborate in that it includes all aspects of professional conduct, along with advertising principles and the disciplinary process. It covers every aspect of a language professional work and clearly establishes how one shall behave in his or her daily activities.

ATIA's Code is comprised of definitions of membership and language professions, followed by four main sections, themselves covering a total of twenty-nine points. Under **Professional Conduct Required of ATIA Members**, they cover the members' professional conduct in general, their skills and qualifications, integrity and confidentiality,

objectivity, faithfulness, the guarantee of quality and presentation, copyrights, and the application to other members of the profession. Interesting fact here is that ATIA, under "Application", includes members who act as revisers, editors and précis writers, and also states that conference interpreters shall abide by the rules of AIIC (*Association Internationale des Interprètes de Conférence*), Canada Region.

Under **Conduct Required of Members in Association with Clients**, seven main points are discussed, being: *Responsibilities to Clients, Working Conditions, Availability and Diligence, Professional Liability, Fees, Accessibility of Records, and Deadlines*. Other sections cover the **Conduct Required of Members in Association with the Public, Advertising, and Use of Logo**. The **Professional Misconduct and Enforcement** is quite elaborate, defining what constitutes *professional misconduct*, the *discipline committee*, the *general duties* of that committee and the full discipline process, from hearing to appeal and suspension.

Of interest, ATIA's Code also comprises a "**Schedule B**" – a Supplemental Code of Ethics for Conference (Consecutive and Simultaneous) Interpreters and Court Interpreters. Altogether, the Code is quite elaborate and detailed and tries to cover every important aspect to

ensure the public's protection and a true professional behaviour on the part of its members.

**Association of Translators and Interpreters of Saskatchewan** (ATIS - [www.atis-sk.ca](http://www.atis-sk.ca))

ATIS' Code of Ethics is rather condensed and really to the point, seven points in fact.

- " 1. To accept full responsibility for their work;
2. Not to claim any skills or qualifications that they do not possess and to accept work only in fields in which they are competent;
3. To keep abreast of new terminology and techniques;
4. To respect the interests of their clients and consider as confidential all the information to which they have access; not to use such information to the detriment of their clients or to their own advantage or that of a third party;
5. To refrain from unfair competition with their colleagues;
6. To share their knowledge with their colleagues in a spirit of mutual assistance and to support the organizations representing their profession to the best of their ability;



7. To assist and encourage beginners in the profession."

What is most interesting in this short Code, is that it covers every aspect seen in the other organizations' Code, but in a very direct manner.

**Association of Translators, Terminologists, and Interpreters of Manitoba** (ATIM - [www.atim.mb.ca](http://www.atim.mb.ca))

To quote their mission: " The Association's objectives are to protect the public interest by ensuring the quality of the services rendered by its members, provide a collective voice for its members, and ensure that members exercise their profession in accordance with its Code of Ethics."

Entitled **Harmonized Code of Ethics**, it covers language professions and is comprised of three divisions: **Division I, Duties Towards the Public; Division II, Duties Towards Clients;** and **Division III, Duties Towards the Profession.** Its division II is also subdivided in eight major sections covering general behaviour, integrity, availability and diligence, professional liability, independence and impartiality, remuneration, professional secrecy, and accessibility of records. ATIM seems to put a particular accent on the confidentiality aspect of the work when dealing with clients. With the advent of the Internet and its wide use worldwide, confidentiality has gained importance

in all aspects of our professional life, and ATIM shows great care in ensuring that aspect.

**Association of Translators and Interpreters of Ontario**  
(ATIO - [www.atio.on.ca](http://www.atio.on.ca))

ATIO's Code of Ethics is divided in five main sections:  
**Professional Accountability, Quality of Service, Protection of the Public, Promoting the Profession,**  
and **Professional Misconduct.**

**Professional Accountability** covers the professional conduct, the scope of practice, the use of reserved titles (in Ontario the title of "certified" translator / interpreter / terminologist is protected by law), and conflict of interest. Under **Quality of Service**, the subjects cover professional competence, faithfulness and accuracy, responsibility, and non-discrimination. This last aspect is quite interesting as it specifies that:

"members shall not discriminate in the services which they provide on the basis or race, ancestry, place of origin, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability."

This can spark a very interesting discussion on the ethical aspect of refusing work for "personal reasons". **Protection of the Public** covers the subjects of integrity, advertising, confidentiality, and fees for services. As for **Promoting the Profession**, it covers the aspects of image, and professional relationships. While this section talks about "...sharing their knowledge...", a final point is made where "Members shall not abuse the good faith of colleagues or be guilty of breach of trust or the use of unfair tactics." These unique points to ATIO's Code are quite indicative of the larger multicultural market in the province of Ontario, and bring forward matters that have been the subject of lively discussions lately on various blogs. Lastly, **Professional Misconduct** touches the simple aspect of breaching the Code. A final point, also unique to ATIO's so far in our "tour" of the Code of Ethics in Canada, is the "Member's Statement" at the end of the Code, whereby members must attest, by their signature to "[having] read and understood the Code of Ethics of the Association of Translators and Interpreters of Ontario, and [agreeing] to abide by all of the rules contained herein." This binding statement shows the emphasis that ATIO lends to its Code of Ethics.

**Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ -[www.ottiaq.org](http://www.ottiaq.org))**

As indicated earlier, OTTIAQ has a different constitution. In 1994, OTTIAQ became what it is today by subscribing to the *Ordre des professions*, a governmental body regulating professions in the province of Quebec. By doing so, it has to follow the rules of the "Office des professions", and create a Code of Ethics that conforms with the Professional Code. OTTIAQ's Code is comprised of six divisions: **Duties Towards the Public, Duties Towards Clients, Duties Towards the Profession, Conditions, Obligations and Prohibitions in Respect to Advertising, Firm Name of Partnerships of Translators, Interpreters or Terminologists, and Graphic Symbol of the Corporation Professionnelle des Traducteurs et Interprètes Agréés du Québec.**

Upon reading OTTIAQ's Code, one realizes the numerous similarities between OTTIAQ's and ATIO's Codes. It must be understood that these two organizations are the oldest and largest of their kind in Canada, and they were both founding members of the Canadian Translators, Terminologists, and Interpreters Council (CTTIC). The similarities in their Codes is therefore not that surprising. The major differences are found in Division V, Firm name of partnerships, something quite unique, and in Division VI, where they stipulate the requirements for using OTTIAQ's graphic symbol. As a member of the *Ordre des professions du Québec*, OTTIAQ has very specific requirements that

no other organizations has in Canada. More particularly, it must comply with numerous government regulations imposed to professional orders.

**Corporation of Translators, Terminologists, and Interpreters of New Brunswick** (CTINB [www.ctinb.nb.ca](http://www.ctinb.nb.ca))

For its part, CTINB offers a Code of Ethics comprised of eleven concise principles. These are basically common to most other organizations in Canada. They define each profession, provide general professional behaviour guidelines, and discuss the accountability of language professionals, members of CTINB. This Code is very similar to that of Saskatchewan and Manitoba in its simplicity and directness of language.

**Association of Translators and Interpreters of Nova Scotia** (ATINS - [www.atins.org](http://www.atins.org))

ATINS Code of Ethics is very similar in scope and wording to that of CTINB and comprises eight main points. While it defines the language professions and their common responsibilities, it does not cover terminologists.

**Common themes**

Several common themes emerge from the Codes considered above:

- the protection of the public;

- the requirement to act in a professional manner;
- the requirement on individuals to uphold the professional body and fellow practitioners;

When it comes to protecting the public, all Canadian organizations rely on the **professionalism** of their respective members to ensure they act within their competencies and behave as one would expect from a true professional in his or her field of expertise.

Over all, CTTIC's member organizations have very similar Codes of Ethics with only the odd regional variation based on their specific market requirements.

### **FIT-Europe**

FIT-Europe, the regional centre of the International Federation of Translators/Fédération Internationale des Traducteurs (FIT), has a *Code of Professional Practice* dating from 2008 which lays down “the basic rights and obligations of translators and interpreters [in] a non-exhaustive guide for its member associations” (Preamble). FIT-Europe currently has 61 member associations in 26 countries.

The Code comprises five main sections: **General Conduct**; **Qualifications**; **Relations with Fellow Translators/Interpreters**; **Performance of Work**; and

**Disputes.** The first of these sections, **General Conduct**, lays down a set of Basic Principles (regard for national law, the requirement to maintain the highest standards of work, and the requirement not to bring the profession into disrepute) before laying down more specific obligations on “responsibility” (including a stipulation that “[t]ranslators should consider taking out professional indemnity insurance”, section 1.2), “impartiality”, “confidentiality” and “exploitation of knowledge acquired”. Under **Qualifications**, translators are required to work only in languages and subject areas for which they are qualified and specifically “only into their mother tongue, language of habitual use or language in which they have proven equivalent competence” (section 2.1). They are also required to undergo Continuing Professional Development (CPD).

**Relations with Fellow Translators/Interpreters** covers unfair competition and collegiality, while **Performance of Work** stipulates practitioners’ freedom to decline or accept work subject to having the requisite skills and capacity. It also requires practitioners to “always seek to sign a written contract in advance of an assignment” (section 4.2). More specific provisions for translators require them “at all times [to] maintain the highest level of work, ensuring fidelity of meaning and register, unless otherwise demanded by the client” (section 4.3.1); this should be read in conjunction

with section 1.2 on **Responsibility**, which requires practitioners not [to ] knowingly mistranslate ... Instructions received from the client cannot justify deviation from this Code”.

Under **Disputes**, finally, the Code stipulates that arbitration is the settlement method of choice, “for which appropriate rules of procedure must be put in place” (section 5), although at the time of going to press, FIT-Europe has no such procedures in place.

The FIT-Europe Code thus combines provisions on general professional conduct with provisions more specific to the activities of translating and interpreting. Moreover, while it acts as a framework document, it does not replace individual national Codes, which are often more detailed. To illustrate how these national Codes complement the over-arching FIT-Europe Code.



## **Appendix III - Translation Standards**

Translation standards have been around for a few years, it was only until 2006 when organizations started to formally work together to standardize practices and to create official standard documents as well as certification schemes for the translation field.

The ultimate purpose of translation standard creation is the protection and education of the public by guaranteeing a minimum level of quality in the provision of translation services.

Translation Service Providers that abide by or are certified under recognized translation standards pose distinctive characteristics directly related to their quality processes.

There are a few elements all translation standards have in common, for instance, the required or agreed level of quality attainment, the need for clear agreed upon project specifications, requirement for Client-TSP agreement, Human Resources practices, Project Management process, technical capacity among several other conditions related to the provision of the service.

Translation standards are a critical tool for the procurement of a high quality translation project.

## **EN 15038 – 06 \* (the European standard)**

The European Standard EN 15038 “Translation services - Service requirements” was published in May 2006. In the introduction, the purpose, scope and main aims of the standard are described in detail:

“The purpose of this European standard is to establish and define the requirements for the provision of quality services by translation service providers. It encompasses the core translation process and all other related aspects involved in providing the service, including quality assurance and traceability. This standard offers both translation service providers and their clients a description and definition of the entire service. At the same time it is designed to provide translation service providers with a set of procedures and requirements to meet market needs.” (EN 15038:2006, Introduction, © 2006 CEN)

Unlike all other existing standards for translation services, except the Canadian CGSB-131.10, which is based on EN 15038, the European standard explicitly stipulates conformity assessment and certification.

The EN 15038 Standard specifies TSP requirements with regard to human and technical resources, quality and project management, the contractual framework, and service procedures.

Some of the core requirements are the competences of the freelance, external, translators, as well as the so-called 4 eyes principle, i.e. the revision of the translation by a second, equally qualified translator, who compares source and target texts, as default case.

\* Author: Gabriele Sauberer

## **CAN CGSB-131.10-2008 (The Canadian Translation Standard)**

In 2008, the Language Industry Association (AILIA) launched the latest standards certification program. The certification is based on CAN/CGSB-131.10-2008, Translation Services, a national standard developed by the Canadian General Standards Board and approved by the Standards Council of Canada. It involved the participation of representatives from AILIA, private sector TSPs, professional associations, government, educational institutions, clients, and other stakeholders.

The Canadian Standard for Translation Services CAN CGSB 131.10 - 2008 establishes and defines the requirements for the provision of translation services by Translation Service Providers (TSP).

This National Standard of Canada is a modified adoption of the European Committee for Standardization (CEN) standard EN 15038 Translation Services. This document was prepared with the aim of aligning where possible with the provisions of EN 15038 Translation Services. Variances in wording and content with EN 15038 reflect the Canadian perspective.

The document was prepared by the Canadian General Standards Board (CGSB) Committee on Translation Services, involving representatives from a wide range of stakeholders including, among others, Translation Service Providers, users of translation services (clients/buyers/requesters), universities, translators, as well as the professional associations.

Conformity assessment and certification based on this standard are already in place. With the recent development of national and regional standards for translation services, many translation service providers, nationally and internationally, are now in the process of either considering or seeking certification of the services they provide in meeting the demands of the marketplace.

The CAN/CGSB-131.10-2008 does not apply to interpreting or terminology services.

The CAN/CGSB-131.10-2008 includes all applicable definitions, in addition to sections on Human Resources, Technical Competencies, Quality Management Systems (QMS), Client-TSP Relationship, Project Management Procedures and the Translation Process.

The Human Resources section stipulates that the TSP should follow documented procedures when selecting

individuals for each translation project and should ensure the maintenance and updating of competencies (linguistic and textual, research, cultural, technical) of all translators, revisers and reviewers.

Requirements for Technical Competencies include the capacity to handle electronic data storage and retrieval, word processing, computer-assisted translation (CAT) tools, electronic data transfer, research tools, as well as equipment competencies such as safe handling, storage, archiving and disposal, hardware/software and information sources/media.

One of the key components of the national standard is the Quality Management System which describes, among other points, the statement of objectives, handling process for client information/documentation, HR qualification process, terminology process and databases, quality assurance, and follow-up/corrective action.

In the Client-TSP relationship section, the standard establishes the process for handling and processing requests, documented procedures for feasibility analysis, quotations, availability of human and technical resources, agreements, invoicing and recording, client's role/responsibilities, qualifications of personnel, source text, target audience, quality assurance (QA), confidentiality,

deadlines, deliverables, pricing and terms of payment and termination, terminology, copyright and liability issues, dispute settlement, handling of client's documentation, special requirements.

The TSP Project Management Procedures describe the client requirements, statements of work (SOW), the Project Manager's role, assigning of translators, revisers, reviewers and technical resources, monitoring, timetables, updating client, QMS and procedure compliance, archiving and invoicing, compliance with client-TSP agreement, maintaining client project-specific log, selecting appropriate HR as per project requirements.

The Translation Process includes certain mandatory procedures such as collating relevant reference documents and providing information regarding source text, compliance with similar and concurrent projects, end-users / target audience and purpose, local conventions, regional standards, syntax, spelling, punctuation, grammar, terminology, lexicology, style, formatting, specific domain and client terminology, applicable style guides, checking, revision, review and final reading.

The standard also includes sections on additional services, related publications, appendixes such as project recording and the pre-translation process.

## **Certification process**

AILIA recently created and launched a highly advanced standard certification for translation services. The certification is based on the *CAN/CGSB-131.10-2008, Translation Services*, developed by the Canadian General Standards Board and approved by the Standards Council of Canada.

AILIA has put much effort into creating national translation services standards and an accompanying certification scheme. This initiative was born of a need to create a healthier translation sector in Canada and to position Canada strategically in the global translation market. As the name states, *CAN/CGSB-131.10-2008, Translation Services* Standard Certification applies to the business service process. AILIA's position is that the business process used in the delivery of translation services is an essential component of the service quality.

Together with the competence of individual translators, certified by Canada's professional translator associations, service certification can provide clients with the level of service quality that is demanded in Canada. To date, TSPs in Canada have not had the means to offer clients an independent seal of approval for translation services.



*CAN/CGSB-131.10-2008, Translation Services Standard*  
Certification offers that proof.

## **The benefits of the Canadian standard**

### **Assuring clients**

The CAN/CGSB-131.10-2008, Translation Services Standard gives clients assurance that the TSP meets criteria deemed important in the delivery of translation services. AILIA's position is that by having access to independently audited suppliers, purchasers of translation services in Canada are better protected.

### **Creating a level playing field**

An important business objective of the CAN/CGSB-131.10-2008, Translation Services Standard is to create a level playing field for translation service providers. The certification gives clients the added assurance that the TSP applies certain quality control measures. Certified TSPs will therefore be required to make certain investments, making competition fairer. AILIA's position is that all TSPs offering services in Canada should be able to provide independent proof of their competency in translation service delivery.

## **Supporting contracting**

The CAN/CGSB-131.10-2008, Translation Services Standard can act as a baseline for contracting procedures. By focusing on auditing translation services processes, the certification becomes a natural tool for contracting authorities to use when purchasing translation services. AILIA believes that conformity to an independent certification should be the basis for procurement policy and practices among purchasers of translation services.

## **Supporting professional certification**

Although leading Canadian TSPs promote professional certification for their employees and subcontractors, the CAN/CGSB-131.10-2008, Translation Services Standard takes a further step by supporting professional certification and listing it as a criterion for CGSB certification. AILIA considers that a strong Canadian professional body is an essential pillar for a quality Canadian translation sector.<sup>1</sup>

## **Benefits for TSPs**

There are several benefits for TSPs:

- ⇒ Quality
- ⇒ Improved service performance
- ⇒ Credibility – client's confidence

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<sup>1</sup> AILIA's Position Paper about the National Standards CAN CGSB 131.10 – 2008  
[www.ailia.ca](http://www.ailia.ca)

- ⇒ Consistency
- ⇒ Improved and well-organized workflows
- ⇒ Protection (TSPs, users, individuals and the public)
- ⇒ Clearer processes and procedures
- ⇒ Clarity regarding roles
- ⇒ Reliable commercial relationship
- ⇒ Added value
- ⇒ Unification of terminology in the sector
- ⇒ Methodology to ensure customer satisfaction –  
system to identify non-conformances
- ⇒ Risk management
- ⇒ Marketing - unique selling proposition

## **ASTM F2575 – 06 (the US standard)**

The American translation-services standard is the *ASTM F2575-06 Standard Guide for Quality Assurance in Translation*. It provides a framework for customers and translation-service providers wishing to agree on the specific requirements of a translation project. It does *not* provide one set of static specifications.

Specifications depend on the requirements of particular project. Instead, a standard framework of translation parameters is provided that assists in the development of structured specifications. An international document (ISO/TS 11669) that provides guidance for translation projects based on structured specifications is expected to be published by mid-2012.

## About the sponsor - Multi-Languages Corporation



### Certified by:



### Memberships:



## **About Multi-Languages Corporation**

### Company Profile

Multi-Languages Corporation is a language translation and interpretation service company which was founded in 1997 with the vision to provide superior translation and interpretation services as well as to improve the industry standards.

Multi-Languages offer a wide range of language services including translation, interpretation, revision, editing, and proofreading services in virtually every language and culture in the world.

Multi-Languages has a team of highly educated and skilled professional translators, interpreters and designers with extensive experience in the most varied fields.

Multi-Languages is a TSP fully committed to providing the highest quality in translation and interpreting services.

Multi-Languages carries a multimillion commercial liability and Errors and Omissions Insurance policy for its translators and interpreters.

Multi-Languages passed the screening for Reliability Status Designated Organization (DOS) from CIISD (PWGSC) and it is able to comply with all privacy requirements.

Multi-Languages Corporation was one of the first companies in Canada to obtain the **EN 15038 Certification** in 2007 (European Standards on Translation Services), the **CGSB CAN 131.10** Certification in 2009 (Canadian Standards on Translation Services) and the **NSGCIS-AILIA** Certification in 2010 (Canadian Standards on Community Interpreting Services)

## **Mission**

Multi-Languages has the mission to provide outstanding translation and interpretation services while contributing to the growth and enrichment of the field.

## **Vision/goal**

Multi-Languages strives to be recognized as the best in the industry for providing high quality, professional and client-focused services in interpretation and translation.

## **Values**

Quality Services: provides and monitors excellence in language services through its high standards and practices.

Integrity and confidentiality: a reliable and trustworthy organization that values privacy. Confidentiality procedures are of utmost significance.

Client-Centered Services: help our clients to overcome language barriers that could be limiting their performance and exceed their expectations throughout our everyday excellence.

Respect for staff / freelancers: highly values the contribution of all translators / interpreters and respects their individuality. Values the diversity of its people and the paramount contribution they provide to the company throughout their comprehensive knowledge, talents and skills.

Socially conscious: understands the importance of diversity in the 21st Century. We are committed to the promotion of equal opportunity and access to essential public services for all Canadians. The elimination of the language barrier is vital to achieve this goal.





**ORION**  
ASSESSMENT SERVICES OF CANADA INC.

Orion Assessment Services of Canada Inc.

an AILIA-accredited certification body attests by means of this

# CERTIFICATE

## Translation Services

provided by

**Multi-Languages Corporation**

with the provisions of

**CAN/CGSB-131.10-2008 Translation Services**

**Multi-Languages Corporation**

80 Corporate Drive, Suite 305, Toronto, Ontario M1H 3G5 CANADA

is therefore entitled to use the CAN/CGSB-131.10-2008 conformity mark  
in accordance with AILIA's applicable rules



This certificate is valid for 2 years following the date of issuance,  
provided that all conformity requirements for certification continue to be met.

Certificate # 1AF1107

Date of issue: 2011-10-18

Aron Rutledge

Chairman of the AILIA Board of Directors

Valid until: 2013-10-18

David Huebel, P.Eng. President

Orion Assessment Services of Canada Inc.



**AUSTRIAN STANDARDS INSTITUTE (ON)**  
 (a Certification Body in accordance with EN 45011 / ISO Guide 65)

attests with this

Österreichisches  
 Normungsinstitut

Austrian Standards  
 Institute

Membre of CEN and ISO

[www.on-norm.at](http://www.on-norm.at)

# CERTIFICATE

Nr. ON - S 2007 018

the conformity of the

## Translation Services

provided by



with the provisions of the European Standard

### EN 15038

"Translation services - Service requirements".

The company

**Multi-Languages Corporation**  
 Toronto, Ontario

is therefore entitled to use the conformity marks



This certificate is valid until 10. October 2013,  
 provided that all conditions of certification continue to be met.  
 Date of issue: 10. October 2007

Dr. Ing. Dr. Gerard Hartmann  
 Director of ON



Dipl.-Ing. Wolfgang Höhl  
 Head of ON Certification Body

LICS Language Industry Certification System - [www.lics-certification.org](http://www.lics-certification.org)

ON • 1000 Wien • Hohenstraße 36 • Tel: (+43) 1 2 3 0 0 • E-Mail: [office@on-norm.at](mailto:office@on-norm.at)

ON-CRM EN ISO 9001:2000  
 zertifiziert | certified by

This is to certify that  
*Multi-Languages Corporation*  
80 Corporate Drive, Suite 305  
Toronto, Ontario  
M1H 3G5




The certification period is from October 18, 2011 to October 18, 2013.  
This certification is subject to the company maintaining compliance with the NSGCIS,  
which will be monitored by Orion Assessment Services of Canada Inc. ,  
an AILIA-accredited certification body.

Certificate #: NSGCIS-004-1P\_11/13



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Ann Rukledge  
Chairman of the AILIA  
Board of Directors



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David Huebel, P.Eng. President  
Orion Assessment Services of Canada Inc.

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## Glossary

Term	Definition
<b>Additional Services</b>	Services provided by a Translation Service Provider (TSP) in addition to translation services. <sup>2</sup>
<b>Aligned Text</b>	Source text that has been segmented and for which the segments have been paired with their translations.
<b>Client</b>	A person or organization contracting with a TSP. The Client may not necessarily be the same as the Requester.
<b>Competence</b>	Demonstrated knowledge and ability to do the translation tasks. <sup>3</sup>
<b>Computer-Assisted Translation</b>	Translation in which a variety of computer programs or tools are used to support human translation. <sup>4</sup>

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<sup>2</sup> CGSB 131.10 – 2008.

<sup>3</sup> Ibid.

<sup>4</sup> Ibid.

Term	Definition
<b>Correction</b>	Action to eliminate a detected non conformity. <sup>5</sup>
<b>Corrective Action</b>	Action to eliminate the cause of a detected non conformity or other undesirable situation. <sup>6</sup>
<b>Document</b>	Written, printed, or electronic text for translation or revision.
<b>End-user</b>	<p>Organization or individual who will ultimately themselves use the translation.</p> <p>The end-user could have the role of client or of target audience.</p> <p>The end-user may not be involved in the translation process.</p>
<b>Interpreting - Interpretation</b>	The act of facilitating spoken or sign language communication between two or more parties who do not share a

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<sup>5</sup> Ibid.

<sup>6</sup> CGSB 131.10 – 2008.

Term	Definition
	common language by delivering, as faithfully as possible, the original message from the source into the target language either simultaneously or consecutively.
<b>Locale</b>	Location of the target audience, with reference to their linguistic, cultural, technical and geographical conventions. <sup>7</sup>
<b>Metric</b>	Procedure for measuring the quality of a product or service against the required specifications and purpose; the procedure provides results in a numeric value.
<b>Pre-translated text</b>	Source text that has been segmented. Most Translation Memory (TM) systems also permit pre-translation, which Heyn (1998: 129) describes as the process of partially translating a text by having a TM system

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<sup>7</sup> Ibid

Term	Definition
	automatically replace elements in the source text with target language equivalents taken from the TM database or term base.
<b>Proofreading</b>	Process of checking a text for typographical and formatting errors.
<b>Project Manager</b>	Professional assigned to oversee the various aspects of the translation project in accordance with TSP established process and the client-TSP agreement.
<b>Quality</b>	The totality of characteristics of an entity that bear on its ability to satisfy stated and implied need. <sup>8</sup>
<b>Quality Assurance (QA)</b>	Refers to the overall process used to create the deliverables. <sup>9</sup>  There are 3 elements to consider when

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<sup>8</sup> ISO 8402: 1994.

<sup>9</sup> ASTM F 2575-06 9.9.

Term	Definition
	<p>evaluating a QA process for translation</p> <p><b>Provider:</b> physical or legal person providing the service.</p> <p><b>Process:</b> steps used to produce the Target Text (TT)</p> <p><b>Product:</b> translation itself</p> <p>The assessment method is different for each element and depends on the desired outcome<sup>10</sup></p>
<p><b>Quality Control (QC)</b></p>	<p>Refers to specific activities within the project that verify the quality of the deliverables in accordance with the QA process.</p>
<p><b>Register</b></p>	<p>Set of properties associated with speech or writing that is characteristic of a particular type of text or speech and takes into account the nature of relationships among speakers, the</p>

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<sup>10</sup> Monterey Institute of International Studies.

Term	Definition
	subject treated, and the degree of formality or familiarity of the text. <sup>11</sup>
<b>Requester</b>	Individual or organization that solicits translation services. The Requester may not necessary be the Client.
<b>Review</b>	Examining a target text for technical accuracy, including compliance with the conventions of the domain to which it belongs, and identifying elements that need to be improved or corrected. <sup>12</sup>
<b>Reviewer</b>	Individual who examines a translation for technical accuracy of the domain.
<b>Revision</b>	Examining a translation for its accuracy and compliance with the agreed service specifications, by comparing the source and target texts

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<sup>11</sup> CSGB 131.10 - 2008

<sup>12</sup> Ibid

Term	Definition
	and making corrections or having corrective action taken. <sup>13</sup>
<b>Reviser</b>	Individual who performs a revision. A reviser is preferably a senior translator.
<b>Service Specifications</b>	Statement of the requirements, terms and conditions as specified in the client-TSP agreement.
<b>Source Language</b>	Language in which the source text is written.
<b>Source Text</b>	Text to be translated.
<b>Target Language</b>	Language into which the source text is translated.
<b>Target Text</b>	Result of the translation process in the target language.

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<sup>13</sup> CGSB 131.10 – 2008.

Term	Definition
<p><b>Translation Memory (TM)</b></p>	<p>Translation memory is a database of segments (sentences, paragraphs, or phrases) that have been previously translated.</p> <p>The translation memory stores the source text and its corresponding translation in language pairs called “translation units”.</p>
<p><b>Translation Unit</b></p>	<p>A Translation Unit is the smallest unit in the source language that has an equivalent in the target language.</p>
<p><b>Text Type</b></p>	<p>Class to which a text belongs based on its function and intention both in the context of the original and in the context of the situation that demands a translation.</p> <p>There are 3 main types of text:</p> <p><u>Informative</u>: the communication of content</p> <p><u>Expressive</u>: the communication of</p>



Term	Definition
	<p>artistically organized content</p> <p><u>Operative</u>: the communication of content with a persuasive character</p>
<p><b>Translation Process</b></p>	<p>Rendering a written source text to a written target text that retains elements of information, form, functionality and tone abiding by agreed-on specifications.</p>
<p><b>Translation Service Provider (TSP)</b></p>	<p>Individual or organization providing translation services.</p>
<p><b>Translator</b></p>	<p>Person who renders the meaning of a written text from a source language into a target language by producing an equivalent target text that retains the elements of meaning, form, functionality and tone.</p> <p>A translator does not necessarily works as an interpreter.</p>

Term	Definition
<b>Translation Quality</b>	Degree to which the characteristics of a translation fulfill the requirements of the service specifications contained in the client-TSP agreement, which include following the specified Quality Assurance process.

## **Alan Melby**

Dr. Melby is Professor of Linguistics at Brigham Young University. He is an ATA-certified French-to-English translator and a member of the ATA board of directors. He began his career in translation in 1970 with a set of ideas about language that he has since repudiated. See his book *The Possibility of Language* from Benjamins Publishing Company (1995) for a discussion of this intellectual journey. Since the early 1980s, he has worked on the practical problem of developing technology to assist human translators be more effective. He designed one of the first PC-based terminology management systems and was co-editor of the first version of the TMX standard for exchanging translation memories. He is now the editor of the TBX standard for exchanging termbase information.

He was part of the team that developed the ASTM translation quality assurance standard (ASTM F2575) and is a member of the US delegation to ISO Technical Committee 37, where most ISO language-related standards, including translation standards, are developed.

## **Lola Bendana**

Lola has a degree in international relations with a specialization in Latin American Studies and English-Spanish interpreting and translation. She worked in Costa Rica as a cultural/foreign affairs facilitator with the Ministry of Foreign Affairs and as head of international relations with the Nicaraguan Committee for Refugees. After immigrating to Canada, she worked as a freelancer for the Department of Foreign Affairs and International Trade Canada offering pre-departure and intercultural effectiveness courses on Nicaragua and Costa Rica.

Lola has been involved in the translation and interpreting field for over 20 years; since 1997, she has been the Director of Multi-Languages Corporation.

In the past, she served as a member of the Board of Directors of the Healthcare Interpretation Network, she chaired the Terminology Committee and the Policy Committee where she led the project to create the National Standards of Canada for Community Interpreting; she participated in the Critical Link Canada Standards of Practice and Training Committee; she was invited to join the Language Interpretation Training Curriculum Advisory Committee headed by the Ontario Ministry of Citizenship - MCI in collaboration with College Connect, she was selected as a voting member of the technical Committee of the Canadian General Standards Board that created the Canadian National Translation Service Standards CAN CGSB 131.10-2008; she was voted the representative for Canada in the International Medical Interpreters Association (IMIA). In 2007 she won the Language Industry Association - AILIA National Award for Outstanding Contribution to the translation sector.

Presently, she serves on the Board of Directors of the Language Industry Association of Canada - AILIA, is the Vice-Chair of the Association and member of the Translation and Interpreting Committee. Lola is a member of the Canadian Advisory Committee to ISO TC37 where she participates as an expert delegate to create international standards for translation and interpreting. She is a current member of the ASTM F43 Committee on Language Services. Lola has served on the IMIA Executive Board and currently serves as the President of the IMIA.



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