

How to get it right when contracting Conference Interpreting services



All you need to know!

Helen Campbell and Lola Bendana

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Lola Bendana 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.

She has been involved in the translation and interpreting field for over 28 years; since 1997, she has been the Director of Multi-Languages Corporation. She has published numerous articles about interpreting and a book in collaboration with Dr. Alan Melby *“Everything You Ever Wanted to Know About Translation”*.

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; 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.

She served on the IMIA Executive Board 2009-2014 where she served as the President of the IMIA for the last 4 years and as delegate to FIT North America (2012-

2014). She was the Chair of the Language Industry Association of Canada (AILIA) Translation Committee and member of the Interpreting Committee. She was a member of the ASTM F43 Committee on Language Services and the Canadian Council on Community Interpreting (CCCI). In 2013-2014 she was a member of the Board of Directors of the International Network on Terminology TermNet.

Presently, she serves on: the Board of Directors of the Language Industry Association of Canada (AILIA), as Past-President, 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, and is the Chair of the Ontario Council on Community Interpreting (OCCI).

On the personal side, Lola has a passion for psychology and personal empowerment, is a Senior Leader with the Anthony Robbins organization and Director of the Toronto Power Group. Lola is a published author of the *Chicken Soup for The Soul: "Time to Thrive"*.

Helen Campbell

Helen Campbell is a conference interpreter. She was a staff member of the Interpreting Service (Directorate-General for Interpretation) of the European Commission in Brussels from 1973 until 2011.

A highly experienced trainer of conference interpreters, she continues to give master classes in interpreting at universities all over the world as well as training for trainers seminars and CPD courses on demand. These include courses in Rio, Sao Paulo, Toronto, Paris, Vilnius (Lithuania) and Tallinn (Estonia), and London, York and Bath in the UK.

She is an Honorary Fellow and Council Member of the Chartered Institute of Linguists, Director on the Board of the Educational Trust of the CIOL and an honorary member of the Irish Translators' and Interpreters' Association. She was on the Board of the European project "Optimale" and since 2013 has been the Director of the National Network for Interpreting, part

of the UK Government-sponsored project 'Routes into Languages'

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

She contributed to setting up the MCI at Glendon College, York University, Toronto and has been a regular teacher as well as chief examiner on the course since. She also teaches interpreting regularly at the University of Malta.

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.

Acknowledgements

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

Andrew Clifford

Dr. Clifford began working as a community interpreter in the 1990s before making the leap to conference interpreting. He is a former staff interpreter with the Government of Canada and an Active Member of the *Association internationale des interprètes de conférence*.

He holds a Master of Conference Interpreting and a PhD in Translation Studies, both from the University of Ottawa.

He is the author of “Interpreting Effects: From legislative framework to end users” (in Mezei, Simon & von Flotow *Translation Effects*, 2014), of “Healthcare interpreting and informed consent: What is the interpreter’s role in treatment decision-making” (TTR, 2007), and of “Putting the exam to the test: Psychometric validation and interpreter certification” (Interpreting, 2005).

Caroline Napier

Caroline Napier is a conference interpreter with over 30 years of experience in the field. Now based in Toronto, she grew up in the beautiful city of Quebec. Her passion as a communicator has led her first to translation, which she studied at University of Toronto, and later to interpretation.

She was accredited as a conference interpreter with the Translation Bureau, Government of Canada, in 1999.

She is a member of the International Association of Conference Interpreters (AIIC), and of the Association of Translators and Interpreters of Ontario (ATIO) as a certified conference interpreter.

Jacques Roland

Jacques Roland is a graduate of the Institut Supérieur de Traducteurs et d'Interprètes (ISTI) in Brussels, where he studied English and German as majors. His mother tongue is French and he has a working knowledge of Dutch and Spanish.

He has worked as a full-time translator and conference interpreter for the United Nations in New York and Bangkok from 1967 to 1973. He has continued working for the UN as a contractual reviser since then. His most recent assignment at UN Headquarters was from August to October 2014.

He has taught translation at Woodsworth College (University of Toronto), from 1974 to 1976, and has been a certified member of the Association of Translators and Interpreters of Ontario (ATIO) since 1967. He has been a member of the American Translators' Association (ATA) since 2000.

His main fields of specialization are medicine/pharmaceuticals, energy, the environment, mining, oil & gas, international development, and peacekeeping operations.

He has been a narrator and in-studio recording supervisor/script editor for numerous voice-over projects, mainly for pharmaceutical companies. He also acts as language services consultant for a variety of clients. He manages his own company, Global Spectrum Translations Inc.

Taous Selhi

Dr. Selhi has a Diploma (École de traduction et interprétation d'Alger), an M.A in English Studies (Université de Montréal) and a PhD programme in Comparative literature (Université de Montréal).

She has worked as a conference interpreter since 1971: some 3500 days, working for the Canadian Federal and provincial governments, TV, radio and webcast events, international and national meetings as well as conferences in Canada and abroad with more than 300 days interpreting for the UN family.

She was the Co-founder of Intersection, the conference interpreters' section in what was to become OTTIAQ. She has served as member of the Board of Directors of several associations such as AIIC, OTTIAQ and CTTIC.

Dr. Selhi has worked as lecturer (Conference interpretation) at the Department of Linguistics and Interpretation at the Université de Montréal (1978 to

1995). She has been a consultant with the Attorney General of Ontario in the creation of a training program for Court Interpreters (1986). She was a member of the Sectorial Committee on language industries under the Canadian Federal Department of Industry (1996-2004).

Dr. Selhi is the author of several presentations and articles on the profession, starting with a presentation about the state of the profession at the First conference of the Canadian Translators and Interpreters Council in 1987.

Izabel Souza

Dr. Souza (formerly Arocha), M.Ed., CMI-Spanish, PhD. is a passionate global advocate for language access and the professionalization of medical interpreting.

She works as a certified interpreter, researcher, translator, and educator (Boston University, Cambridge College, Osaka University).

Dr. Souza has several published articles on a variety of language topics.

Dr. Souza served as president and executive director of the International Medical Interpreters Association (IMIA) and was responsible for launching the first national accredited medical interpreter certification program in the United States.

Dr. Souza served as Secretary General for the International Federation of Translators, a federation of over a hundred associations worldwide.

She works as FIT-ISO liaison and as an ISO and ASTM Subject Matter Expert (SME) in the development of interpreting and translation standards.

She has published a book titled [Intercultural Mediation in Healthcare](#). www.drsouza.org

Introduction

There is a difference between translation and interpreting. Translation is the operation that 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. Interpreting is the act of facilitating spoken or sign language communication between two or more parties who do not share a common language by delivering, as faithfully as possible, the original message from the source into the target language either simultaneously or consecutively. Simply put, translators write while interpreters speak.

Clearly, this book does not contain everything there is to know about Conference Interpreting. Our focus is on the business side of Conference Interpreting, particularly how to recruit competent interpreters and avoid costly pitfalls.

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

Some useful tips to note when booking Conference Interpreting services

Logistical information

Provide all the necessary details to your Interpreting Service Provider to avoid issues with logistics. The ISP will help you to identify your requirements, create an agreement, organize the team of interpreters and the specialized equipment, if necessary.

Make sure you include in your request:

- Organization's name
- Contact person
- Type of event
- Language of presentations (not nationality)
- Date of the assignment
- Number of participants
- Time of the assignment and expected duration
- Location
- Room Setup

- Live broadcast or recording requirements.
Additional broadcast fee is charged by interpreters
- Booth / AV technical requirements
- Background information so the interpreter can prepare for the encounter

Booking interpreters

- Qualified conference interpreters require advanced booking
- Book the interpreters as soon as your event is confirmed. Sometimes, at peak times, you will need to do it months in advance to recruit the best interpreters and avoid additional travel costs if out-of-town interpreters have to be recruited.
- Let the interpreter(s) know immediately in the event of a cancellation
- Fill out the feedback form after the event to help the ISP with quality assurance.*

Team Composition

Make sure you follow the team composition as recommended by the Association of Translators and Interpreters of Ontario (ATIO) and the International Association of Conference Interpreters (AIIC).

*Note: ISPs should provide you with a feedback form for each interpreter.

The need to provide documentation

It is essential for the Interpreting Service Provider (ISP) and the interpreters to have as much information as possible in advance. This allows them to properly research and prepare as well as to protect the parties involved.

- Company / organization's website
- Event's agenda
- Events program (or preliminary)
- Contact person at venue
- Slides / Power Point to be presented at the event
- Written speeches

- Speaker's biographies
- Annual reports
- Consent forms / contracts
- Video or projection scripts
- Glossaries / existing terminology
- Minutes of previous meetings or records of decisions taken
- Any other documentation related to the event

Communicating through interpreters - Tips for Speakers

- When you speak using a microphone, keep a good distance from it. Microphones are usually very sensitive – and do NOT touch the microphone while speaking, to avoid sound distortion for the interpreter.
- Avoid long, complex sentences, slang, idiomatic expressions and quotations. Review your speech or presentation materials for these issues prior to speaking.
- Unless the interpreters have had time and documentation to prepare for a technical meeting, avoid highly technical vocabulary or jargon.
- Speak clearly and at a moderate pace. Interpreters may need to ask you to slow down. If so, please try to do so!
- Be aware of non-verbal communication , e.g gestures that the interpreters may not be able to see.

- Before the day of the session, provide background information, so the interpreter can become familiar with the subject matter. Before the session, or during a break, interpreters may wish to ask speakers questions for clarification, so be prepared to answer them.
- Interpreters may take notes or consult dictionaries or online resources while doing their terminology research before and during the session.

Modes of interpreting

Classic Consecutive

This form of interpreting is usually used in particular situations, whereby the speaker is interpreted after each statement, up to 7 or 8 minutes. The interpreter uses a special form of notes to take down the message (in some cases a recorder is used) and renders the interpretation in the target language after the speaker pauses. All qualified conference interpreters can interpret consecutively.

Short Consecutive

In consecutive interpretation where two or more speakers are in dialogue, the interpreter interprets short dialogue statements of a minute or two.

In both cases, an interpreter may need to interrupt the speaker and ask him/her to repeat, clarify or

rephrase so as to ensure accuracy and completeness in the delivery of the message.

Simultaneous

In this mode, the interpreter interprets the speaker's words 'simultaneously' while the speaker is speaking (with a small time lag).

Spoken language interpreters sit in a sound-proof booth wearing a headset to hear the speaker, and Sign Language interpreters stand at the side of the speaker on stage.

Other forms

SIGHT TRANSLATION

In sight translation, an interpreter reviews a document carefully, then reads the document in the source language while simultaneously translating it into the target language, by reading it out loud to the listener. In message relay, the interpreter is

given a message in the source language. S/he takes notes and then calls the person for whom the message is intended and relays the message in the target language of the client.

SUMMARY INTERPRETING

In summary interpretation, the interpreter listens to a message or reviews part of a text, take notes, then gives a verbal or written summary of the source language into the target language. This is particularly useful if time is of the essence, such as in an emergency, or when a client needs to identify the text, or ascertain which part of the text needs to be translated, for example.

General definitions

Interpreting: The act of facilitating verbal or sign communication between two parties who do not share a common language by translating as faithfully as possible, the original message into the target language.

Interpreters do not interpret words, in fact, many terms do not have linguistic or cultural equivalents in other languages and grammar and syntax are often so different that complete reformulation is required.

Interpreters therefore interpret the message.

a. Community or institutional interpreting, also known as public service interpreting

Community Interpreting enables speakers of non-official languages to have access to and communicate with the providers of healthcare, government, community centers legal clinics, educational, and social services.

Community interpreting, is therefore a general term applied to several forms of specialized interpreting:

medical interpreting, legal interpreting, educational interpreting, etc.

Another characteristic of community interpreting is that services are usually provided to the members of the community, although delegates or visitors may require these services.

Other terms are used to describe community interpreting such as "public service interpreting" e.g. in the UK, "cultural interpreting", "dialogue interpreting", and "ad hoc interpreting". However community interpreting remains the most widely accepted term particularly in Canada.

In the United States, community interpreting is not a common term, as the legal, medical, and sign language interpreting professions have evolved separately, with their own specialized professional certifications. There is no community interpreting professional body in the United States.

b. Court or legal interpreting

In a court setting, the interpreter is asked to interpret for a client who does not share the language in which proceedings take place.

The interpreter may need to work in consecutive mode, i.e interpreting after the speaker, or at the same time, if whisper interpreting for one or two clients.

In many court settings, booths are provided so the interpreters work in simultaneous mode as described above.

c. Conference call or telephone interpreting

This is interpreting over the phone during a conference call between three or more people.

d. Escort interpreting

An interpreter escorts a unilingual client during business hours or for a prearranged time period for all his/her activities (professional or personal) and facilitates his/her communication in different settings and contexts. This type of interpretation is most common in business and tourism.

e. Whispered interpreting

The interpreter listens, and renders the message in the target language, by whispering to the client, what is being said in the source language. This is usually simultaneous mode. The main difficulty of this interpretation resides in the fact that often whispered interpretation may distract participants and could take place at the same time for a number of languages. Therefore, the acoustics and location of the interpreter(s) need to be factored in and interpreters placed as far from each other as possible. The interpreter works next to one or no more than a couple of listeners.

Whispered interpreting can only be done effectively for three listeners at the most. Another difficulty is that in a large room without an adequate sound system (i.e. loudspeakers), or with more than 6 participants, it may become difficult for the interpreter to hear what is being said.

f. Conference interpreting

Conference interpreting is generally in simultaneous mode, with the use of a soundproof booth, microphone and headset. The interpreter is not physically next to the parties involved. S/he listens through earphones and verbally transmits the message through a microphone, almost at the same time as the speaker taking account of the above explanation of a slight time lag.

Interpretation is about transmitting a message, not words, so a unit of meaning must be clear to the interpreter before s/he begins to speak.

For conference interpreting, the Standards and Criteria specified by the Association of Translators and Interpreters of Ontario (ATIO) or the International Association of Conference Interpreters (AIIC) should be followed.

g. Sign Language interpreting

Sign Language is a gestural language used mainly by the Deaf and Hard of Hearing community. It uses non-verbal communication instead of sound to communicate. Sign language is usually interpreted in simultaneous mode. The two main official sign languages in Canada are ASL (American Sign Language) and LSQ (langue des signes québécoise). The official Sign Language of the United States is American Sign Language (ASL). There are more than 100 Sign Languages in the world.

Professional Practice Conditions for Conference Interpreters in North America

Conference interpreters are recruited on a daily basis. Given the physical and mental fatigue they sustain due to their high level of concentration, they need to work in teams.

The number of interpreters in a team and the makeup of the team are to be determined according to the working hours, working languages, the mode of interpretation and type of conference.

For Interpretation in meetings with two working languages, working both ways in a single booth:

maximum 40 minutes	1 interpreter
maximum 4 hours	2 interpreters
maximum 6 hours	3 interpreters
maximum 8 hours	4 interpreters

For meetings with four or more working languages: at least two interpreters per booth, and three interpreters

in booths with a heavy workload or where interpreters are working both directions.

The use of relay interpreting should be avoided whenever possible. In addition, one team member should not be exclusively responsible for the interpretation from any given language except for short periods. Such an interpreter would be called the 'pivot unique', but wherever possible, this situation should be avoided.

The number of interpretation booths is equal to the number of languages into which interpreters work in, except in the case of conferences with two working languages, which only require one booth.

Source: AIIC <http://aiic.ca//page/6968/professional-practice-conditions-for-conference-interpreters-in-canada/lang/1>

Language classification for conference interpreting purposes

Language A:

Native language or equivalent to native, used as source and target.

Language B:

Perfect command, used as source and in many cases as a target.

Languages A and B are known as 'active' languages.

Language C:

Complete understanding but only use as source.

Language C is known as a 'passive' language.

Frequently asked questions

How are Conference Interpreting services charged?

In most cases, an ISP is asked to put together a team of interpreters, and will negotiate the rates and working conditions, following the Association of Translators and Interpreters of Ontario (ATIO) and the International Association of Conference Interpreters (AIIC) Standards and Guidelines.

Rates will vary according to the number of interpreters required, the length of the assignment, the time needed for preparation of the conference, encounter etc. and travel to and from the place of employment. Rates are agreed between the employer and the interpreters; contracts are either with an ISP or individual with each interpreter.

What is an ISP?

We have said that an ISP is an Interpreting Service Provider.

Sometimes an ISP is a large company, but an ISP can also be a medium-size company or an individual Conference Interpreter.

An ISP can also be a department inside the requesting organization or a Consultant Interpreter.

What qualifications are needed for Conference interpreters?

Recommended professional requirements for conference interpreters include:

- A University degree in translation, interpretation or linguistics is an asset
- A University degree in any subject, often, but not necessarily in the A language

- A valid qualification, degree or diploma in conference interpreting - in consecutive and simultaneous modes
- A University degree in translation, interpretation or linguistics is an asset but not a requirement
- Professional Certification or Accreditation as a Conference Interpreter by international, national or provincial associations. E.g. AIIC, ATIO, OTTIAQ, CTTIC,
- 5 years of part time or 3 years full time documented experience in conference interpreting is recommended as an asset but not a condition
- References for conference interpreting work
- AIIC membership, and participation in CPD (continuous professional development) activities is an asset.

The ISP should check references from previous employers or clients, when working directly with freelance interpreters.

Tips on selecting an ISP

The primary means of selecting an ISP are:

- the ISP's certification
- extent of portfolio
- relevant experience and qualifications
- verification of references for previous work
- 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
- financial considerations.

What is Interpreter certification/accreditation?

Interpreter certification or accreditation is typically granted to a person by a professional association, or a certifying entity or governmental organization (such as the Federal Government Translation Bureau of Canada) based on testing criteria developed by certifying body accreditors.

Experience of working in an international organization also counts as accreditation.

What is ISP Certification?

ISP certification and interpreter certification are very different, even when an individual interpreter functions as an ISP.

ISP certification is granted to an organization. It is focused on the process used in the provision of the interpreting services rather than only on the interpreters' quality output, although appropriate recruitment of qualified interpreters is one of the standards of ISP Certification.

Following correct procedures should ensure a satisfactory result. By working with an ISP that is certified, a company also diminishes liabilities and problems that can arise when working with non-certified ISPs.

When knowledgeable and well-informed, requesters

select Certified ISPs who, in turn, select accredited or certified interpreters, the chances of success are certainly increased.

At this time, the only existing ISP certification specializes in Community Interpreting, not in Conference Interpreting. The ASTM is working on creating standards for certification.

Appendix I - Resources for Conference Interpreters

A. National and International Associations and organizations

A.1 Canada

International Association of Conference Interpreters
(AIIC) Canada

<http://aiic.ca/>

Association de l'industrie de la langue
Language Industry Association (AILIA)

www.ailia.ca

Association of Professional Language Interpreters (APLI)

www.aplicanada.org

Canadian Translators, Terminologists and Interpreters
Council

Conseil des traducteurs, terminologues et interprètes du
Canada (CTTIC)

www.cttic.org

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

www.ottiaq.org

Association of Translators and Interpreters of Ontario
Association des traducteurs et interprètes de l'Ontario
(ATIO)

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 Hearing Society
Société Canadienne de l'Ouïe (CHS/SCO)

www.chs.ca

Literary Translators' Association of Canada

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

Association of Translators and Interpreters of Alberta
(ATIA)

<http://www.atia.ab.ca/>

Society of Translators and Interpreters of British Columbia (STIBC)

www.stibc.org/

Association of Translators, terminologists and Interpreters of Manitoba (ATIM)

<http://atim.mb.ca/>

Corporation of Translators, Terminologists and Interpreters of New Brunswick (CTINB)

www.ctinb.nb.ca

Association of Translators and Interpreters of Nova Scotia (ATINS)

www.atins.org

Association of Translators and Interpreters of Saskatchewan (ATIS)

www.atis-sk.ca

A.2 United States

International Association of Conference Interpreters
(AIIC)
USA

<http://aiic-usa.com/>

International Medical Interpreters Association (IMIA)
USA

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

American Translators Association (ATA)
www.atanet.org

American Literary Translators Association (ALTA)
<http://www.utdallas.edu/alta/>

California Healthcare Interpreting Association (CHIA)
<http://chiaonline.org>

National Council on Interpreting in Health Care (NCIHC)
www.ncihc.org

National Association of Judiciary Interpreters and
Translators (NAJIT) (USA)
www.najit.org

A.3 International

International Association of Conference Interpreters
(AIIC)

www.aiic.net

International Federation of Translators
Fédération Internationale des Traducteurs (FIT/IFT)

www.fit-ift.org

Asociación Profesional Española de Traductores e
Intérpretes (APETI)

www.apeti.org.es

Australian Institute of Interpreters and Translators
Incorporated (AUSIT)

www.ausit.org

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

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

International Association of Professional Translators
and Interpreters (IAPTI)

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

International Medical Interpreters Association (IMIA)

www.imiaweb.org

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

www.naati.com.au

National Register of Public Service Interpreters (NRPSI)

www.nrpsi.co.uk

Registry of Interpreters for the Deaf (RID)

www.rid.org

Spanish Association for Standardization and
Certification

Asociación Española de Normalización y Certificación
(AENOR)

www.en.aenor.es

B. Glossaries and Term bases

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

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

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

Real Academia Española [es]

www.rae.es

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

www.termiumpplus.gc.ca

University of Vasa Terminology Forum

www.uvasa.fi/viestintatieteen/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

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

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

Canadian Heritage: Glossary of Common UN

Terminology [en, fr]

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/finserve/gloss-eng.asp

Financial Consumer Agency of Canada Glossary [en, fr]

www.fcac-acfc.gc.ca/eng/resources/glossary

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

www.thesaurus.gc.ca

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

[http://www.collectionscanada.gc.ca/executive-
decree/023004-5000-e.html](http://www.collectionscanada.gc.ca/executive-decree/023004-5000-e.html)

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

http://oeenrncan.gc.ca/corporate/statistics/neud/dpa/data_e/glossary_e.cfm

Onterm: Ontario Government Terminology
www.onterm.gov.on.ca

Parliamentary Procedure Glossary [en, fr]
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

Statistics Canada Subject Glossaries [en, fr]
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

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

York University: Insurance and Risk Management
Glossary

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

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

Saskatchewan Legal Aid Commission Glossary

www.legalaid.sk.ca/defterm.html

Vancouver Community College: Multilingual Legal Glossary [fa, en, es, ko, pa, ru, vi, zh]

www.legalglossary.ca/dictionary

B.6 Medical Terminology

IMIA Medical Terminology Resource Database

<http://www.imiaweb.org/medical-resources/default.asp>

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>

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

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

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

National Institute of Neurological Disorders and Stroke
Index

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

University of Southern California: Cardiothoracic
Surgery Terms
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

IEC Electropedia: World's Online Electrotechnical

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

www.electropedia.org

TermSciences [de, en, fr, sp]

www.termssciences.fr

C. Additional Resources for Interpreters

Bow Valley College Interpreting Program

www.bowvalleycollege.ca/programs-and-courses/continuing-education/interpreting.html

Mirta Vidal-Orrantia Interpreting and Translating
Institute

www.orgsites.com/ny/mvoiti

ORCIT Online Resources for Conference Interpreting
Training

<http://www.orcit.eu/>

ProZ.com: The Translation Workplace

www.proz.com

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

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

Appendix II – AIIC Code of professional ethics

By the International Association of Conference

Interpreters AIIC: <http://canada.aiic.net/page/6724>

Version adopted in 2012 entering into force as amended at the 2015 Assembly.

I. Purpose and Scope

Article 1

1. This Code of Professional Ethics (hereinafter called the "Code") lays down the standards of integrity, professionalism and confidentiality which all members of the Association shall be bound to respect in their work as conference interpreters.
2. Candidates and pre-candidates shall also undertake to adhere to the provisions of this Code.

3. The Disciplinary and Disputes Committee, acting in accordance with the provisions of the Statutes, shall impose penalties for any breach of the rules of the profession as defined in this Code.

II. Code of Honor

Article 2

1. Members of the Association shall be bound by the strictest secrecy, which must be observed towards all persons and with regard to all information disclosed in the course of the practice of the profession at any gathering not open to the public.
2. Members shall refrain from deriving any personal gain whatsoever from confidential information they may have acquired in the exercise of their duties as conference interpreters.

Article 3

1. Members of the Association shall not accept any assignment for which they are not qualified.
Acceptance of an assignment shall imply a moral undertaking on the member's part to work with all due professionalism.
2. Any member of the Association recruiting other conference interpreters, be they members of the Association or not, shall give the same undertaking.
3. Members of the Association shall not accept more than one assignment for the same period of time.

Article 4

1. Members of the Association shall not accept any job or situation which might detract from the dignity of the profession.

2. They shall refrain from any act which might bring the profession into disrepute.

Article 5

For any professional purpose, members may publicize the fact that they are conference interpreters and members of the Association, either as individuals or as part of any grouping or region to which they belong.

Article 6

1. It shall be the duty of members of the Association to afford their colleagues moral assistance and collegiality.
2. Members shall refrain from any utterance or action prejudicial to the interests of the Association or its members. Any complaint arising out of the conduct of any other member or any disagreement regarding any decision taken by the Association shall be pursued and settled within the Association itself.

3. Any problem pertaining to the profession which arises between two or more members of the Association, including candidates and pre-candidates, may be referred to the Disciplinary and Disputes Committee for arbitration, except for disputes of a commercial nature.

III. Working Conditions

Article 7

With a view to ensuring the best quality interpretation, members of the Association:

1. shall endeavor always to secure satisfactory conditions of sound, visibility and comfort, having particular regard to the Professional Standards as adopted by the Association as well as any technical standards drawn up or approved by it;
2. shall not, as a general rule, when interpreting simultaneously in a booth, work either alone or without the availability of a colleague to relieve them should the need arise;

3. shall try to ensure that teams of conference interpreters are formed in such a way as to avoid the systematic use of relay;
4. shall not agree to undertake either simultaneous interpretation without a booth or whispered interpretation unless the circumstances are exceptional and the quality of interpretation work is not thereby impaired;
5. require a direct view of the speaker and the room and therefore will not agree to working from screens except in exceptional circumstances where a direct view is not possible, provided the arrangements comply with the Association's appropriate technical specifications and rules;
6. shall require that working documents and texts to be read out at the conference be sent to them in advance;
7. shall request a briefing session whenever appropriate;

8. shall not perform any other duties except that of conference interpreter at conferences for which they have been taken on as interpreters.

Article 8

Members of the Association shall neither accept nor, a fortiori, offer for themselves or for other conference interpreters recruited through them, be they members of the Association or not, any working conditions contrary to those laid down in this Code or in the Professional Standards.

IV. Amendment Procedure

Article 9

This Code may be modified by a decision of the Assembly taken with a two-thirds majority of votes cast and, if appropriate, after having sought a legal opinion on the proposals.

Code of Ethics for Interpreting Service Providers

Like in any other field, a Code of Ethics is essential to guide and define the profession. The provision of high quality conference interpreting services can only be accomplished if both the interpreter and the Interpreter 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 interpretation industry has been characterized by fragmentation, among other indicators. This is reflected by the fact that there is no unified Code of Ethics for Interpreting Service Providers (ISP).

Most of the existing Codes of Ethics are designed for freelance conference interpreters through the work of professional associations. It is only in the last few years that Codes of Ethics began to be developed for Translation Service Providers (TSP) and Interpreting

Service Providers (ISP), however, none of these Codes are specific for ISPs working in Conference Interpreting and the existing ones, function on an honour system (not enforceable).

On the Community Interpreting side (legal, healthcare, social services, education and private sector), there is a national standard for interpreting services which is a major milestone for the development of Community Interpreting in Canada and the world.

The National Standard Guide for Community Interpreting Services (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 and, even though sister professions, the NSGCIS does not include Conference Interpreting.

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 ISPs will solidify and strengthen our industry.

Appendix III - About the sponsor

Multi-Languages Corporation



Certified by:



How to get it right when contracting **Conference Interpreting** services:
all you need to know

Who brings you this document?

Mission

To lead the change in the translation and interpreting world through quality and care.

Vision/goal

A world connected through language

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

Our Story

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), the **NSGCIS-AILIA** Certification in

2010 (Canadian Standards on Community Interpreting Services) and the **ISO 17100** in 2015 (International Standards on Translation Services). One of the key aspects in the standards is the *quality assurance process*.

Multi-Languages Corporation is a high quality certified translation & interpretation service provider, founded in 1997. Our goal is to provide consistently superior translation and interpretation services and to improve industry standards. We are located in Toronto, Ontario, Canada.

Multi-Languages offers a wide range of language services including translation, interpreting, revision, editing, proofreading, localization, design, Braille, audio and video transcription.

Our team of highly educated and skilled professional translators, interpreters and designers have extensive experience in the most varied fields. We are committed to providing the highest quality in translation and interpreting services.

Multi-Languages is one of the most trusted translation agencies in the world and proudly Canadian. More importantly, the **Multi-Languages culture is about making the world a better place**, changing the world, one person at a time and even saving lives in multiple languages.

Because of what we do, people are happier and healthier.

After two decades in business, we still believe in giving back, and we want people to feel happy and help others to achieve the same. It is our privilege to achieve this mission. Helping others is what inspires Multi-Languages.

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

Our office has passed the screening for Reliability Status Designated Organization (DOS) from CIISD (PWGSC); and is able to comply with all privacy requirements.

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 workflow,
- establishing roles and responsibilities for each member of the team,
- and a system of quality control and corrective action if necessary.

Organizational Values

Quality Services: we provide and monitor excellence in language services through our high standards and practices.

Integrity and confidentiality: we are a reliable and trustworthy organization that values your privacy. Confidentiality procedures are of the utmost importance to us.

Client Centered Services: we help our clients to overcome language barriers that could be limiting their performance and to exceed expectations every day.

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

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

Team Core Values - Belief System

Because We Care....

1. We are fair
2. We are a team
3. We are all leaders
4. We are innovative
5. We are kind and honest
6. We are constantly learning and growing
7. We are passionate about what we do
8. We are open-minded and welcome change
9. We provide outstanding customer service
10. We exceed expectations
11. We hold ourselves accountable to the highest standard

Risks and Benefits of Contracting Conference Interpreting Services

Risk and Liability

Do you want to avoid serious risks involved in poor quality interpreting services?

- Lawsuits
- Monetary losses
- Malpractice - Any profession
- Inefficient resource utilization
- Delay in product/campaign launch
- Wasted misinterpreted marketing campaigns
- Medical errors with clinical consequences
- Barriers to access public services (government, legal, education, health, social services)

Benefits

Assure peace of mind with the benefits of Multi-Languages high quality interpreting services:

Safety

- Avoid misunderstandings

- Increased safety & efficiency
- Clear accurate communication
- Strict enforcement of Professional Code of Ethics
- Risk management - communication issues are one of the highest sources of professional liability claims

Connection and engagement

- Improved service performance
- Greater confidence from your clients
- Connect with your clients in their own language
- Higher response and participation in your program
- Professional communication assists with the provision of client centered approach

Business relationship

- Certified agency
- Save time and money
- Outstanding customer service
- Full quality assurance process
- Professional confidentiality guaranteed



Orion Assessment Services of Canada Inc.,
an AILIA-accredited independent audit firm, attests by means of this

CERTIFICATE

that

Translation Services

provided by

Multi - Languages Corporation

have been assessed and found to meet the requirements of quality standard

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 n° 214 - 1510 - 01

Date of issue: October 14, 2015

Lola Bendana

Lola Bendana, President
AILIA - Language Industry Association

Valid until: October 14, 2017

David Huebel

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

CERTIFICATE

Nr. S 2007018

Austrian Standards plus GmbH issues this certificate.

Holder of certificate: **MULTI-LANGUAGES CORPORATION**
80 Corporate Drive, Suite 305 CA M1H 3G5 TORONTO, ONTARIO

Service: **Translation Services**

Standard: ISO 17100:2015-05
Translation services - Requirements for translation services
This certificate attests that the holder of the certificate meets the service requirements specified in the above mentioned standard.

Conformity mark: This certificate entitles the holder to use the conformity mark:


LICS[®]
Language Industry Certification System

Language Industry Certification System[®]
is represented in Canada and in the USA by
Orion Assessment Services of Canada Inc.
www.orioncan.com


ORION
ORION ASSESSMENT SERVICES OF CANADA INC.

Date of issue: 2015-05-11
Date of initial issue: 2007-10-10
Expiry date: 2019-11-04



Dipl.-Ing. Dr. Peter Jonas
Director Certification

The Austrian Standards plus GmbH is a 100% subsidiary of the Austrian Standards Institute.

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



The certification period is from October 14, 2015 to October 14, 2017.
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 #: 214-1510-02



Lola Bendana
Lola Bendana, President
AILIA - Language Industry Association

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

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National Association of Judiciary Interpreters and Translators. NAJIT. *"Code of Ethics and Professional Responsibilities"* Seattle.

NRCTI (National Resource Center for Translation and Interpretation) *"Outreach Paper"*. Washington, D.C.: Georgetown University

Glossary

Term	Definition
Additional Services	Services provided by a Translation Service Provider (TSP) and Interpreting Service Provider (ISP) in addition to translation services. ¹
Client	A person or organization contracting a TSP/ISP to provide a variety of language services. The client may not necessarily be the same as the Requester.
Competence	Demonstrated knowledge and ability to do the translation/interpretation tasks. ²
Corrective	Action to eliminate the cause of a

¹ CGSB 131.10 – 2008.

² Ibid.

Term	Definition
Action	detected non-conformity or other undesirable situation. ³
Interpreting - Interpretation	The act of facilitating spoken or sign language communication between two or more parties who do not share a common language by delivering, as faithfully as possible, the original message from the source into the target language either simultaneously or consecutively.
Quality	The totality of characteristics of an entity that bear on its ability to satisfy stated and implied need. ⁴
Quality Assurance	Refers to the overall process used to

³ CGSB 131.10 – 2008.

⁴ ISO 8402: 1994.

Term	Definition
(QA)	<p>create the deliverables.⁵</p> <p>There are 3 elements to consider when evaluating a QA process for translation</p> <p>Provider: physical or legal person providing the service.</p> <p>Process: steps used to produce the Target Text (TT)</p> <p>Product: translation / interpretation itself</p> <p>The assessment method is different for each element and depends on the desired outcome⁶</p>
Quality	Refers to specific activities within the project that verify the quality of

⁵ ASTM F 2575-06 9.9.

⁶ Monterey Institute of International Studies.

Term	Definition
Control (QC)	the deliverables in accordance with the QA process.
Register	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 subject treated, and the degree of formality or familiarity of the text. ⁷
Requester	Individual or organization that solicits translation services. The Requester may not necessary be the Client.
Service	Statement of the requirements,

⁷ CSGB 131.10 - 2008

Term	Definition
Specifications	terms and conditions as specified in the client-TSP/ISP agreement.
Source Language	Language from which the spoken, signed, or written message is to be translated or interpreted
Target Language	Language into which the source text is translated or interpreted.
Interpretation Quality	Degree to which the characteristics of an interpretation fulfill the requirements of the service specifications contained in the client-TSP/ISP agreement, which include following the specified Quality Assurance process.

TWO AUTHORS ONE IDEA

Lola Bendana

Lola Bendana 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.

She has been involved in the translation and interpreting field for over 28 years; since 1997, she has been the Director of Multi-Languages Corporation. She has published numerous articles about interpreting and a book in collaboration with Dr. Alan Melby "Everything You Ever Wanted to Know About Translation".

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; 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.

She served on the IMIA Executive Board 2009-2014 where she served as the President of the IMIA for the last 4 years and as delegate to FIT North America (2012-2014). She was the Chair of the Language Industry Association of Canada (AILIA) Translation Committee and member of the Interpreting Committee. She was a member of the ASTM F43 Committee on Language Services and the Canadian Council on Community Interpreting (CCCI). In 2013-2014 she was a member of the Board of Directors of the International Network on Terminology TermNet.

Presently, she serves on: the Board of Directors of the Language Industry Association of Canada (AILIA), as Past-President, 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, and is the Chair of the Ontario Council on Community Interpreting (OCCI).

On the personal side, Lola has a passion for psychology and personal empowerment, is a Senior Leader with the Anthony Robbins organization and Director of the Toronto Power Group. Lola is a published author of the Chicken Soup for The Soul: "Time to Thrive".

Helen Campbell

Helen Campbell is a conference interpreter. She was a staff member of the Interpreting Service (Directorate-General for Interpretation) of the European Commission in Brussels from 1973 until 2011.

A highly experienced trainer of conference interpreters, she continues to give master classes in interpreting at universities all over the world as well as training for trainers seminars and CPD courses on demand. These include courses in Rio, Sao Paulo, Toronto, Paris, Vilnius (Lithuania) and Tallinn (Estonia), and London, York and Bath in the UK.

She is an Honorary Fellow and Council Member of the Chartered Institute of Linguists, Director on the Board of the Educational Trust of the CIOL and an honorary member of the Irish Translators' and Interpreters' Association. She was on the Board of the European project "Optimale" and since 2013 has been the Director of the National Network for Interpreting, part of the UK Government-sponsored project 'Routes into Languages'. She has co-edited five publications: "Reflections on Legal Translation", "Translating Justice", "Language, Law and Translation", "Essays on legal and Institutional Translation" and "Translating the Law" with Jesus Baigorri and Iciar Alonso of the University of Salamanca, published by Comares, Granada.

She contributed to setting up the MCI at Glendon College, York University, Toronto and has been a regular teacher as well as chief examiner on the course since. She also teaches interpreting regularly at the University of Malta. 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.