



Izabel Arocha

Interpreters have been viewed historically as 'language' experts, or 'linguistic conduits'. The roles of community interpreters are controversial, as issues of 'invisibility' and 'multiple roles' have always been in question in triadic settings. The multidisciplinary model presented utilizes the paradigm that community interpreting is a practice profession. This model also expresses a broader view of the competencies required for success as a professional in this field, in addition to the specializations required to work in particular settings. While educational institutions and consumers continue to focus on the linguistic skills of interpreters, community-based organizations are beginning to focus on the comprehensive set of competencies required by the realities of their work environments. This presentation will present an innovative competency model for the profession, and point to another area in need of international standards: community interpreter competencies. This model is particularly useful for interpreters who want to assess their individual competencies. This presentation includes the findings of a study conducted in the US with 355 interpreter respondents to evaluate this model, and discussion about the applications of this multidisciplinary competency model. *

In the past twenty years, important advancements have occurred in the work towards a credible, inclusive, accessible and transparent certification process. The International Medical Interpreters Association (IMIA) certification tool underwent two pilots, in 2001 and 2003 (with the collaboration of California Health Interpreters Association and the National Council on Interpreting in Health Care) and has since been working to launch certification. Most recently the IMIA announced its public/private partnership with Language Line University (LLU) and Professional Services Industry (PSI) to launch an even more comprehensive national certification program for interpreters in all languages in 2009. The workshop will cover the general structure, latest national job analysis results, pre and post requisites, the registration process, and contents of the written and performance exams. This certification program will be available to medical interpreters outside of the United States and collaborative agreements are being sought with other organizations to endorse the performance exams of already certified interpreters.

Izabel S. Arocha, M.Ed. is the President of the International Medical Interpreters Association. She is also Cultural and Linguistic Educator at Cambridge Health Alliance, comprised of 3 community hospitals and 25 health centers. She works to help increase the linguistic and cultural capacity and competency of the organization which has hired medical interpreters since the late 70s. She is an experienced consultant, trainer and group facilitator with a long history of advocacy for culturally and linguistically diverse patients. Izabel worked as a Medical, Conference, Court and Federal interpreter for many years prior to establishing her own translation firm, Global Mind, Inc. Her firm worked to develop the 30-language medical interpreter access poster required in all emergency rooms in Massachusetts, which later were adopted throughout the country. As an international presenter on certification and medical interpreting roles and competencies, she has presented her Multidisciplinary Competency Model in Belgium, Australia, Canada, Japan, China, and across the US. She draws on

her own cross-cultural upbringing experiences, having been born in Australia and raised in several countries: Belgium, Spain, Japan, Mexico, Serbia, and Brazil. She has participated in numerous expert panels on interpreting and translation. She is currently a lecturer of Boston University's one-year Medical and Legal Interpretation program and has developed and is on the faculty of the Mental Health Interpreting Certificate Program at Cambridge College. She holds a Bachelor in Management from Lesley University, a Translation Certificate from University of Cambridge, England, and a Masters in Education from Boston University. She is fluent in Spanish and Portuguese and speaks French well. Contact: iarocha@imiaweb.org

Andrew Clifford

In the world of conference interpreting, it has been the norm for some time that professionals are trained in the classroom. At schools around the world, conference interpreters learn the fundamentals of their trade. They hone their skills at sight translation, consecutive interpreting, and -- above all -- at simultaneous interpreting. Compared to this, the world of community interpreting stands out in sharp contrast. Training opportunities have traditionally been in short supply for community interpreters, which means that professionals are largely left to their own devices. The drawbacks of this situation are obvious enough for sight translation and consecutive interpreting, but they are especially glaring when it comes to work in the simultaneous mode. Given that simultaneous is a challenging and arguably unnatural ability to acquire, how can community interpreters be expected to develop simultaneous technique on their own?

This presentation examines the issue of simultaneous interpreting and community interpreters in several ways. First, it will briefly present some of the latest research on simultaneous interpretation, so that participants can better understand the processes involved in this complex cognitive task. Second, it will outline two of the principle approaches that guide the teaching of simultaneous interpreting to conference interpreters, in an attempt to identify any relevant "lessons" for community interpreting. Finally, it will attempt to bridge the current training gap by offering some basic exercises and techniques that working and student community interpreters can use to begin to develop their simultaneous skills.

Dr. Clifford's first contact with the professional translation world came when he began working as a community interpreter in the early 1990s. He interpreted for the *Immigration and Refugee Board*, what was then the *Worker's Compensation Board*, and a number of healthcare institutions. He later went on to work as a translator, a technical writer, and finally a conference interpreter. He holds an MA in conference interpretation from the University of Ottawa, and he is an accredited conference interpreter with the Government of Canada.

To pursue his research interests, Dr. Clifford completed a PhD in Translation Studies at the University of Ottawa in 2003. His dissertation was a psychometric analysis of interpreter certification exams. Since that time, he has gone on to publish a number of peer-reviewed articles using theoretical frameworks from evaluation and measurement, ethics, and pragmatics to examine conference interpreting, community interpreting, scientific translation, and other topics.