



Multi-Languages Newsletter

High quality language solutions for your global audience



Issue 10, Fall/Winter 2007

Conference on translation and interpretation 2007

9:00 am – 11:00 am

***The Interpreter's Visibility:
Agency as Controversy***

Dr. Claudia V. Angelelli

San Diego State University
American Translators Association
ATA

11:15 am - 12:45 pm

Court Interpretation

Shamin Jhooty

VCC Court Interpreter
MAG Accredited Court Interpreter

1:00 pm - 2:00 pm Lunch

2:00 pm - 3:00 pm

***Perspectives on the
Translator's Visibility***

María Constanza Guzmán

School of Translation and
Hispanic Studies
Glendon College - York University

3:15 pm - 5:00 pm

***Concordancers and Translation
Memory Systems: What?
When? Why? How?***

Lynne Bowker

School of Translation and
Interpretation University of Ottawa

5:00 pm

***Glendon College Translation
Program***

María Constanza Guzmán

5:15 pm

Medical Terminology Project

Nelida Chan

5:35 pm
Multi-Languages Excellence
Award for translators and
interpreters

5:50 pm

Raffle SDL Trados 2007 Licence
(\$995 value)

ATA Points

You can submit this event to earn
American Translators Association
Professional Development Points.
5 Points have been pre-approved by
ATA.

A Certificate of participation will be
provided.

For registration and further
information about the conference:
Vanessa Demko Ext.221
vanessa@multi-languages.com
Full program posted at the website
www.multi-languages.com

Date:

Saturday **November 10th**

Location:

University of Toronto - Victoria
College 91 Charles St.

Time:

9:00 am - 6:00 pm

Fee:

Translators or interpreters working
with Multi-Languages \$115 + GST
General Public \$150 + GST
Registration includes material, lunch,
coffee breaks and SDL Trados 2007
raffle ticket.

**Multi-Languages
is now EN 15038
Certified**



The Austrian Standards
Institute (ON) has performed an audit
on "Translation Services - Service
Requirements" of **Multi-Languages
Corporation** to test conformity with
the European Standards concerning
translation services. We are glad to
announce that **Multi-Languages
Corporation** has passed the test of
conformity and we are therefore EN
15038 Certified. The European
Standards on "Translation Services -
Service Requirements" were published
in 2006 by the European Committee
for Standardization (CEN)
*Thanks to L'Association de
l'industrie de la langue / Language
Industry Association AILIA for the
initiative to bring the ON auditors to
Canada.*

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My Golden Rules For Quality Assurance In Translation

By: Andrei Gerasimov, PhD, ATA & ITI member www.erussiantranslations.com

In the highly competitive global translation market quality may be the main differentiator - a factor that makes the difference between success and failure.

Quality assurance (QA) in translation may be defined as the act of maintaining translation services to ensure conformance to customer requirements or other specifications. QA is implemented by the translation service provider. Don't confuse QA with QC.

Below I suggest some methods that help me to meet the quality requirements of the most demanding customers from various countries and areas of business, both translation agencies and direct customers, such as Ford Motor, Volvo Cars, Philips and more.

1. Accept jobs only within your areas of knowledge/ specialization and translate only into your native language.

Some customers try to make you accept a job before you see the source text. This is a very wrong approach. In such cases I always respond that I need to see the source text to determine whether it is within my areas of knowledge.

2. Always use TM software such as Trados, Wordfast or SDLX to avoid omissions and eye mistakes.

Besides using the main TM function (leverage of your old translations), such software breaks the source text into segments (usually sentences), so you will never miss a sentence or paragraph, which is a rather common mistake. If a sentence contains untranslatable parts (numbers, codes, trademarks, company names, designations etc), use Alt+Ins to copy the source segment into the target text box and overwrite the translatable parts only. Alternatively, you may use the buttons to copy the untranslatable elements into the target segment. However, the TM software has an inherent defect - the segmentation makes you perceive the text as a sequence of individual sentences. At each step you are a bit out of context. Therefore it is necessary to proofread the cleaned-up target language text in MS Word - to improve the integrity and wholeness of the translation. The result is a smoother text with consecutive sentences stitched to each other. This is important not only for creative translation - e.g. ads, but for other types of translation too.

3. Never hesitate to contact your customer for clarifications.

Some source texts are sloppy, contain mistakes, an overly short-hand style, omissions, and sometimes the author means one thing and writes quite another. Without clarifications of such parts your translation will be as poor as the source text.

4. Co-operate with another good translator - hire him/her for second proofreading.

As the Russian saying goes, one head is good, but two are better. You can provide the same service to your colleague in return - this is a win-win solution.

5. To ensure the use of corporate-specific terminology, use references materials and specialists/consultants from the local representative office which will use your translation.

When a French translation agency asked me to translate a Philips mobile phone manual, I got the agency's permission and contacted the Moscow Philips office for reference materials, terminology and consultation. This was important because all Russian representative offices and dealers of western mobile phone manufacturers use various terminology. The TM and glossary created as a result of this initial consultation have helped me to translate Philips manuals since 2000.

6. Know the target audience of each translation project and translate for this audience.

When you translate into Russian (or any other language), you need to know where your target audience (potential readers) reside. This info determines the terminology you should use. Terminology mini-surveys are very helpful when you need to choose a correct project-specific language register.

7. Understand clearly the objectives of each translation project.

You need to understand what this or that text is meant for, i.e. what task it will fulfill. Some texts are designed just to inform the target audience about something, some texts (ad copies) stimulate the desire to buy a service or product, some (PR texts) are designed to create or improve brand identity, some (manuals) to help users operate a device. Your translation must be "honed" to fulfill the particular task most efficiently. This determines the language register that should be used.

8. Arrange close and direct co-operation with the end customer specialists.

The best way to keep your business is to provide top quality translation, and in many cases this is possible only through close and direct co-operation of the linguist and end customer specialists.

9. Use "test readers" representing the target audience of your translation

The price of mistakes in medical translation may be very high. This is why special expensive QA methods such as back-translation and the use of test-readers may be justified in this area. Remember that you translate not for the translation manager or editor or proofreader - you translate for your target audience. This audience has the last word on whether you are good at your job or not, and it is the target audience that pays for your work in the final analysis.

I called these rules golden because my first hand experience shows that nothing improves the translator's bottom line as effectively as the high quality of his/her translation services.

Medical Terminology Project update

By: Nelida Chan Course Director

In the Spring Newsletter a project to develop a multilingual terminology management system (TMS) in the field of healthcare was announced. The purpose of the TMS is to serve as a language tool to assist interpreters and translators better serve the healthcare community as well as a pedagogical and research tool in terminology and transcultural research. The database will include ten languages, the two founding languages, English and French and eight of the languages most requested in the healthcare sector in the Greater Toronto Area: Chinese, Spanish, Italian, Portuguese, Vietnamese, Polish, Russian and Arabic.

In September, the project was launched with the beginning of the Terminology Management course offered in the MA in Translation Program at York University. The Terminology Committee of the Healthcare Interpretation Network (HIN) interviewed and selected interpreters to participate in the project. Each of the eight students enrolled in the course was paired with an interpreter in one of the eight languages. In the first phase of development, the students in collaboration with the interpreters identified the data categories and customized the i-Term application accordingly. Non Latin scripts, such as Chinese, Vietnamese, Russian and Arabic, were tested to ensure that they were legible on the screen.

The students and interpreters are currently compiling bibliographic and electronic sources in the field of Human Anatomy and drawing up a list of candidate names of health and language professionals who will be invited to vet the terminology for technical accuracy and linguistic correctness in each language. The class will soon begin researching a small list of concepts dealing with the human skeletal system with a view to preparing multilingual terminology records in the i-Term system. Each student will search for the technical terms and definitions along with the more common everyday words in English and in French for each concept while the interpreters will compile the terminology and complete the multilingual records in the other languages. These records will serve as a base for establishing a procedure for recording the research findings and vetting activities as well as the multimedia files that will support the terminology record.

For Further information about the project contact:
Nelida Chan - Terminologist and Course Director
York University nchan@yorku.ca

Lisete Figueiredo - Co-Chair Terminology Committee
HIN Board of Directors figlis@sympatico.ca

Lola Bendana - Co-Chair Terminology Committee
HIN Board of Directors translations@multi-languages.com

The Healthcare Interpretation Network Policy Committee will launch this November the *National Standard Guide for Institutional / Community Interpreting*

This initiative has been possible due to the efforts and dedication of several individuals and organizations representing a wide variety of sectors across Canada.

- * The Association de l'industrie de la langue/Language Industry Association – AILIA www.ailia.ca www.illi.ca
- * Association of Canadian Corporations in Translation and Interpretation – ACCTI www.accti.org
- * The Critical Link www.criticallink.org

This first National Standard Guide for Institutional / Community Interpreting will ensure the highest quality of interpreting when adopted for assessment, training, hiring, performance monitoring and possible future professional recognition.

Adopting this Standard Guide at the national level is crucial in the effort to achieve professionalization in the field.

The document encompasses definitions of interpreting terminology, human resources requirements, responsibilities of interpreting parties - clients, service providers and interpreters, professional standards of practice, core ethical principles, etc.

The Guide will be distributed for free at the HIN AGM and the AILIA Showcase. It will be available at the HIN site as well.

www.healthcareinterpretationnetwork.ca

The printing of the Guide counts with the financial support from AILIA.

Professional Practice Conditions for Conference Interpreters in Canada

Conference interpreters are recruited by the day. Given the physical and mental fatigue they sustain due to their high level of concentration, they work in teams.

The number of interpreters in a team and the makeup of the team are to be determined according to the hours of work, the working languages, the mode of interpretation and the type of conference. Thus, teams of interpreters shall include at least:

For simultaneous or whispered interpretation

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

- | | |
|--------------------------|----------------|
| * maximum 40 minutes | 1 interpreter |
| * maximum 3.5 to 4 hours | 2 interpreters |
| * maximum 6 hours | 3 interpreters |
| * maximum 8 hours | 4 interpreters |

For meetings with three working languages: at least six 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 ways. The use of relay should be avoided. As well, one team member should not be exclusively responsible for interpretation from any given language.

The number of interpretation booths is equal to the number of languages into which interpreters work, except in the case of conferences with two working languages, which only require one booth.
<http://canada.aiic.net/>

Academic Programs - Professional Development

Glendon College - York University

Certificate in Translation
(English-Spanish)

frdirosa@glendon.yorku.ca

BA in translation
(English-French)

Certificate in Technical and Professional Writing
translation@glendon.yorku.ca

MA in Translation

jangoh@glendon.yorku.ca

Website: www.glendon.yorku.ca

Seneca College Language Interpreter Training Certificate

Language Interpreter Training Certificate

This 180 hour Certificate program is intended to train interpreters to work in various settings including health care, social services private industry and the legal system.

LITP Assessment and Placement

Before you can enroll in any of the Language Interpretation subjects listed in this package, you must complete the Language Interpretation Assessment and Placement test (EAP100) or apply for Advanced Standing in order to determine your initial placement level in an English subject. EAC149 is the suggested co-requisite for most non-literature Liberal Studies subjects.

Courses

- * Introduction to Spoken Language Interpreting
- * Consecutive Interpreting
- * Skills Development - Sight Translation
- * Skills Development - Simultaneous Interpreting
- * Setting Specific Interpreting
- * Capstone Course, Skills Integration

Email: jake.atteslander@senecac.on.ca
www.senecac.on.ca/parttime/pip-language_interpreter.html

Certificate in Business French and Translation -The Chang School Ryerson University

The Certificate of Business French and Translation is designed mainly for individuals working or intending to work in French, in a business environment.

Admission requirements

- * completion of the Certificate of Proficiency in French
- * Advanced Grammar and Writing II (CFRE 610) with a minimum grade of C+
- * admission by placement assessment and interview.

Certificate requirements

- * Advanced Grammar and Writing I (CFRE 510)*
- * Advanced Grammar and Writing II (CFRE 610)*
- * Business French I (CFRE 502)
- * Business French II (CFRE 602)
- * Introduction to Stylistics and Translation I (CFRE 507)
- * Introduction to Stylistics and Translation II (CFRE 607)
- * Introduction to Stylistics and Translation III (CFRE 707)

* Unless waived by the Department of French and Spanish.

For more information, visit
www.ryerson.ca/french-spanish/cecificates,
Dr. Kathleen Kellett-Betsos
416-979-5000, ext. 6130

Coming Events

Association of Translators and Interpreters of Ontario - ATIO

English Grammar Workshop

Toronto - October 27

Ottawa - November 3

www.atio.on.ca

American Translators Association ATA 48th Annual Conference

San Francisco, California

October 31-November 3

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

Healthcare Interpretation Network AGM

Toronto

November 9th

www.healthcareinterpretationnetwork.ca

Multi-Languages Corporation Annual Conference

Toronto

November 10th

www.multi-languages.com

L'Association de l'industrie de la langue / Language Industry Association AILIA

Canadian Language Industry Showcase 2007

Gatineau, Quebec

November 30

www.showcase2007.ailia.ca

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Our voice mail system:

- 1 Book interpreters
- 2 Written translations
- 3 Location, hours, website
- 0 Immediate assistance
- 221 Vanesa Demko
- 222 Lola Bendana
- 223 Ann Menoudakis
- 224 Sanda Ianculescu
- 225 Interpreters to report assignment times

We require our interpreters to have the CILISAT/ILSAT as well as interpretation training of at least 60 hours (information sessions don't count as training). The new College Certificate will be mandatory in the near future.