



# Multi-Languages Newsletter

High quality language solutions for your global audience



EN 15038 Certified

Issue 12, Fall/Winter 2008

## Conference on translation and interpretation 2008

9:00 am – 12:00 pm

**Developing and improving interpreting skills**

**Holly Mikkelson**

Graduate School of Translation and Interpretation - Monterey Institute of International Studies

12:00 pm - 12:45 pm

**What is Terminology?**

**Nelida Chan**

Terminologist Ontario Government Teacher Terminology Glendon College - York University Canadian Convenor to ISO TC37

12:45 pm - 1:45 pm Lunch

1:45 pm - 2:30 pm

**The differences between technical writing and translation**

**Candace Seguinot**

Chair School of Translation Glendon College - York University

2:30 pm - 3:15 pm

**Revision Techniques**

**Brian Mossop**

School of Translation Glendon College - York University Translation Bureau

3:30 pm - 4:00 pm

**Wordfast - Live demo**

**Ilse Wong**

Wordfast consultant and trainer ATIO Vice-President, Translator

4:00 pm - 4:45 pm

**SDL TRADOS - Live demo**

**Sanda Ianculescu**

Project Manager- Multi-Languages Translator

4:45 pm - 6:30 pm

**Panel: Translation and Interpreting Standards: why are they important?**

**Gonzalo Peralta**

President of Language Industry Association AILIA

**Lisete Figueiredo**

Trillium Health Centre HIN Board, Critical Link Canada

**Lola Bendana**

Multi-Languages Corporation, AILIA, HIN Policy and Terminology Committee

**Nancy McInnis**

President ATIO

**Denis Bousquet**

Vice- President CTTIC Director Independent Translators ATIO

**Jennifer Husband**

Senior Policy & Business Analyst Ministry of the Attorney General

6:30 pm - 7:30 pm

**Multi-Languages Award**

Reception: Wine and cheese Music:

**Mariachi Viva Mexico**

**René Sandino** Piano

**Carolina Alvarado** Violin

**Date:** Saturday November 22nd

**Location:** University of Toronto, Victoria College, 91 Charles St.

**Time:** 9:00 am - 7:30 pm

**Fee:** Registration includes material, lunch, coffee breaks and reception.

<b>By invitation:</b> translators and interpreters working with Multi-Languages on a regular basis (minimum number of weekly assignments, those selected will receive the invitation by the first week of September)	<b>Free</b>
Translators or interpreters working with Multi-Languages	<b>\$115 + GST</b>
General Public	<b>\$150 + GST</b>

For registration and further information about the conference:

Mayte Morelos Ext.221  
mayte@multi-languages.com  
Full program posted on the website  
[www.multi-languages.com](http://www.multi-languages.com)

### ATA Points

You can submit this event to earn American Translators Association Professional Development Points. **7 Points** have been pre-approved by ATA. A Certificate of participation will be provided to those attending the full day.

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The Critical Link



## Translation Standards - Who Needs Them?

By: Andrew Fenner

### ***How European standards can help the world of translation***

There once was a time when translation was largely undertaken by individuals, for individuals. Then globalisation arrived, with businesses seeking to market worldwide and national populations becoming increasingly heterogeneous: external and internal globalisation, as it were. With this, the demand for translation has increased way beyond what any individuals can provide; to avoid embarrassment and worse, translation clients have to be certain their message is being conveyed in other languages (even other forms of English) correctly. We have gone past the point where we can leave it to individual professionals to ensure things get done correctly. We are in the era of mass translation.

For individuals and organisations operating in this field, this means we have to get translation right, first time, every time. We have to be certain that the work we produce is what our clients want, and that clients know what they have to produce for any given sector or country.

A number of organisations have tried, and are trying, to define translation standards: if not what the product itself should be (because defining what a “good” translation is in the absence of context is virtually impossible, perhaps), then about the procedures we should use in producing it. Attempts are being made, both within individual languages, such as SAE J 1930 in the automotive industry, and between languages, such as DIN 2345 and, now, the CEN translation standard, which appears to have arisen initially out of the concerns and efforts of the European Union of Associations of Translation Companies (EUATC), although it has now been expanded to include representatives of the profession as a whole. The CEN standard attempts to define what is required for translation to take place, how the various parties involved should deal with one another, and what they can and cannot expect of the results.

One of the fundamental things that translation standards establish is that translation actually exists: it does not just “happen,” it is something that has to be done, and someone has to do it. That may sound bizarre, until you realise how many people think it is simply a matter of “typing it out in French.” Like many service industries, the better the service, the less effort it appears to involve; but many potential and actual clients have little or no idea what translation involves, and don’t want to know either.

The second major implication of translation standards for clients is that they have obligations too. Like choosing the right service provider to do the job, and making sure they have all the resources they need to do the job, such as the correct terminology and background information. There may have been a time when translators were some kind of “elevated experts,” who were presumed to know everything and simply did the job in isolation. Those times are gone.

### **What do translation standards mean for translation service providers?**

Within a translation organisation, one of the simplest but also the most fundamental requirements is that a translation should be checked (revised, edited or whatever term is used) by someone other than the person who did the original translation. The original translator may be a person within that organisation, or a (freelance) subcontractor, it makes no difference which.

There are two fundamental implications here: that the translation organisation (or “translation service provider” in the CEN speak) must actually check the translation before sending it out to the client. Merely taking it out of the translator’s envelope, or internal file folder, and putting it in an envelope or e-mailing it to the client is not enough. It is hardly necessary to say what this implies for less stringent translation companies; but, then again, these are the people the standard is designed to eliminate.

Secondly, it implies that translation service providers (TSPs) must actually have linguists (or at least people who can read) on their staff, who understand the issues involved in translation. This is not always the case at present, as I can testify personally.

### **What do translation standards mean for translators?**

Does having their work checked by another person relieve them of the liability for the quality of the work they produce? Not at all. For my own part, I can safely say that knowing that an organisation I am translating for will check my work does not make me less concerned to produce a quality job - quite the opposite. If I know the company I am doing a job for does nothing to check my work, and merely puts it in their envelope and adds a healthy mark-up, will that not make me less inclined to worry about the product, if anything? It also helps to know that the

TSP I am working for will approach the client to obtain reference and background material if required. Care breeds care.

The CEN standard, and other standards (such as ASTM/ATA) are about working together; this can only have a good effect in combating the isolationism that has been endemic among translators. "This could mean the end of the 'poor' translator - in all senses of the word," to quote Liz Robertson of the BSI CEN Mirror Group.

### Other implications

As standards are adopted in the translation industry, they will inevitably have knock on (or "knock back") effects elsewhere. Educational establishments training translators will have to start training them to work to standards, and establish their own standards accordingly. The quality of undergraduate and postgraduate translation courses on offer varies wildly, if the UK is anything to go by; but there is a major initiative under way at European level here, the Bologna Agreement to establish the European Higher Education Area by 2010. In the interests of "free movement of professionals and professional services" (as amongst doctors and lawyers), this requires all university courses to be validated and approved (validated mutually and by government authorities) by 2010. Any courses that do not meet standards will find themselves deprived of funding. "Live up or die" as it were. It does not take much imagination to realise that the effects of this could be devastating.

So who needs translation standards? All of us do — clients, translation service providers and translators. The idea of the "global village" may have been around since the 1960s, but it is now an established reality; even protests against globalism have themselves become a global phenomenon. We can no longer afford not to understand what we — all of us — are saying.

*Andrew Fenner has been a freelance translator since 1984. He was on the ITI Council for a few years, and helped represent the Institute of Translation and Interpreting at European translation standards meetings.*

## The New Canadian National Standards for Translation (CAN/CGSB-131.10-2008 Translation Services)

By: **Gonzalo Peralta - President**  
Association de l'industrie de la langue  
Language Industry Association - AILIA



The Canadian translation sector is entering a new era with the launch of *CAN/CGSB-131.10-2008 Translation Services*, our new national standards. These standards will certify TSPs (Translation Service Providers) and are the fruit of a very committed group led by the *Canadian government Standards Board* (CGSB), one of Canada's leaders in the creation of standards. Prior to CGSB's involvement, a full 18 months of work was completed. First, the *Association de l'industrie de la langue/Language Industry Association* (AILIA) worked with *Industry Canada* to determine the best type of standards for Canada's Translation Sector. National standards were selected because they meet the needs of clients and TSPs across Canada and, since they are approved by the *Standards Council of Canada* (SCC), are well positioned in the international arena where Canada is represented in ISO. Secondly, a working group of the AILIA Translation Committee worked diligently, meeting on a weekly basis over a period of six months to prepare recommendations for the Translation Standards Committee to be led by CGSB. The committee members selected by CGSB met in committee and working group sessions over a period of six months. In all, close to 3,000 person hours were spent in the process and we owe our gratitude to the many volunteers that contributed their time and resources to this endeavour.

The standards document presented to the SCC was voted on by the 29 members of the committee and was passed overwhelmingly with a vote of 26-3 (one abstained). Representatives from industry, users, professions, universities, and government participated in the process. As a member of the committee, I was impressed by how well each group was represented, not only in numbers but in the quality of their contribution. CGSB also did a great job in guiding us through technical and legal rigours of national standards.

AILIA is now prepared for the next step in the process: implementing *CAN/CGSB-131.10-2008 Translation Services*. Over the next year AILIA will work with auditors to create a certification process and a program to support members wishing to undergo certification. Some major users have already demonstrated interest in applying certification to their procurement process, and we must ensure we are prepared. Going from a non-certification to a certification arena for a whole sector does not happen overnight and AILIA is committed to supporting its members through the process, whether you are one-person or a multi million dollar company. As a first step, we will hold information sessions on what the standards are – watch for our announcements!

# Academic Programs - Professional Development - Certification

## Events

### IV Inter-American Language Management Seminar

Ottawa, Ontario

October 1-3

<http://www.ilob.uottawa.ca/sigl2008>

### Terminology in Advanced Management Applications

Gatineau, Quebec

October 9-10

[www.uqo.ca/tamacanada2008](http://www.uqo.ca/tamacanada2008)

### International Medical Interpreters Association (IMIA)

#### Annual Conference

Boston, Massachusetts

October 10-12

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

### American Translators Association ATA

#### Annual Conference

Orlando, Florida

November 5-8

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

### L'Association de l'industrie de la langue

#### Language Industry Association

#### AILIA

#### Annual

Ottawa, Ontario

November 17

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

### Multi-Languages Corporation

#### Annual Conference

Toronto, Ontario

Saturday, November 22nd

[www.multi-languages.com](http://www.multi-languages.com)

### M-L Customized Workshops

"How to effectively work with interpreters?"

"Code of Ethics and Interpreting Skills"

"Guide on buying Translation Services"

\$350 per session

Free for our regular clients

(advanced booking required)

## National Standard Guide for Community Interpreting Services

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

(Free and easy download)

## Glendon College York University

Certificate in Translation  
(English-Spanish)

[frdirosa@glendon.yorku.ca](mailto:frdirosa@glendon.yorku.ca)

BA in translation  
(English-French)  
Certificate in Technical and  
Professional Writing

[translation@glendon.yorku.ca](mailto:translation@glendon.yorku.ca)

MA in Translation  
[jangoh@glendon.yorku.ca](mailto:jangoh@glendon.yorku.ca)

[www.glendon.yorku.ca](http://www.glendon.yorku.ca)

## Professional Certification

Association of Translators and  
Interpreters of Ontario - ATIO

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

Canadian Translators,  
Terminologists and Interpreters  
Council

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

Ordre des traducteurs,  
terminologues et interprètes  
agréés du Québec - OTTIAQ

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

American Translators Association

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

## Notice

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).

Those interpreters that obtain the **LITC** will receive a **higher rate** provided they comply with all other requirements.

## Seneca College Language Interpreter Training Certificate

180-hour Certificate program

### 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.

### 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](mailto:jake.atteslander@senecac.on.ca)

[www.senecac.on.ca/parttime/pip-language\\_interpreter.html](http://www.senecac.on.ca/parttime/pip-language_interpreter.html)

## MULTI-LANGUAGES CORPORATION

80 Corporate Drive Suite 305  
Toronto, Ontario M1H 3G5  
Tel: 416-296-0842  
Fax: 416-296-0859  
Toll Free: 1-800-568-8861

Website: [www.multi-languages.com](http://www.multi-languages.com)

### Our voice mail system:

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