AUSiT

Australian Institute of
Interpreters and Translators

2015 NSW MINI CONFERENCE

13 & 14 November 2015
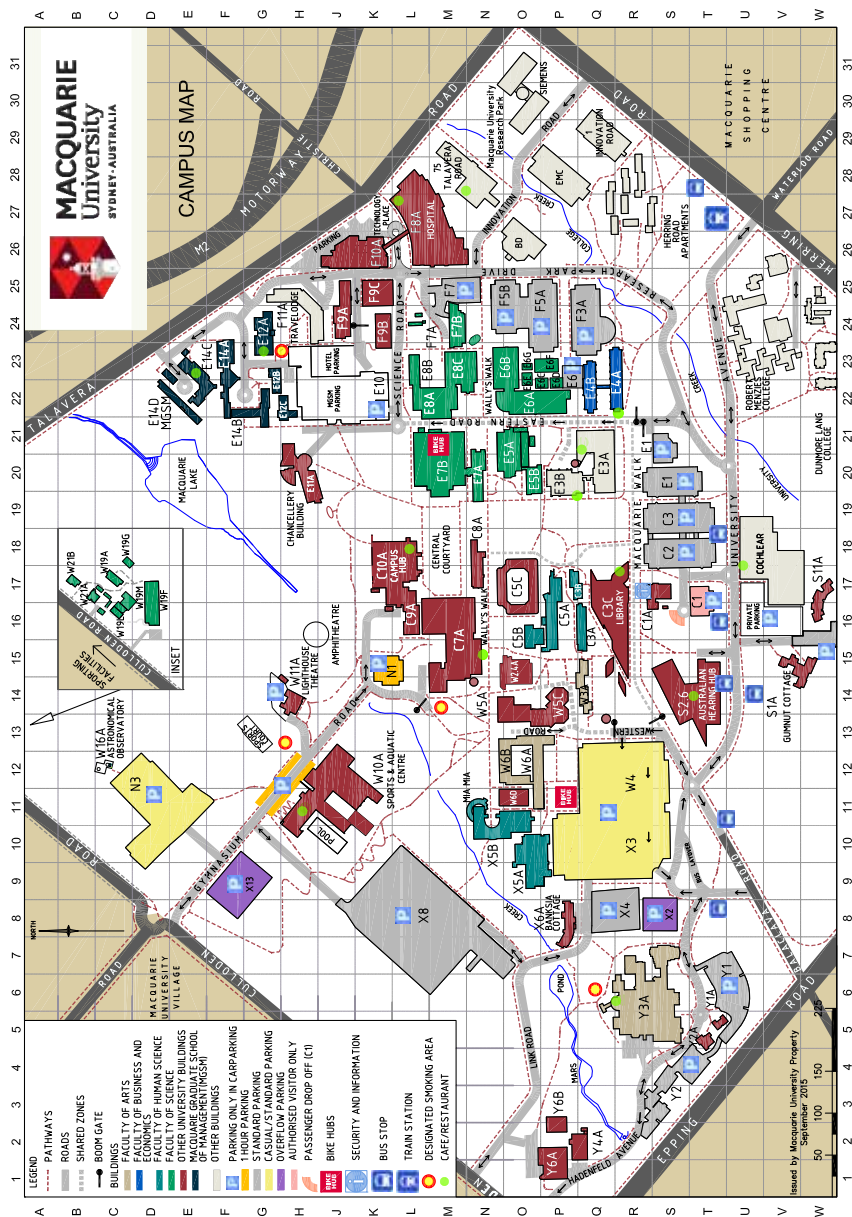
Identifying and Implementing Quality in T&I

MACQUARIE UNIVERSITY

PROGRAM OVERVIEW

The Conference plenary sessions will take place in Lecture Theatre 1, **Building Y3A**. Registration and catering will be in the foyer of Building Y3A. The breakout sessions will be held in rooms (Y3A T1) and (Y3A 212) of Building Y3A (*see schedule*).

CAMPUS MAP

		Session 1 (Y3A T1)	Session 2 (Y3A 212)
Friday 13 Nov 2015	9:00	**Registration**	
	9:30	**Plenary Speech** Professor Sandra Hale, Interpreting & Translation, School of Humanities and Languages, UNSW and AUSIT National President	
	10:30	**Morning Tea**	
	11:00	**Presentation of Papers**	
		Session 1 (Y3A T1)	Session 2 (Y3A 212)
	11:00–11:40	*Machine Translation Quality: Managing Expectations and Mitigating Risk* Dr. Stephen Doherty	*The impact of training in quality and professionalism* Dr. Erika Gonzalez
	11:40–12:20	*How to improve the quality of health care interpreting? – Ethnographic study of interpreter-mediated medical encounters between Korean patients and English-speaking medical professionals* Sophia Ra	*"Put Yourself in Their Shoes": A Qualitative Exploration of Effective Translation Teaching in Universities* Zhi Huang
	12:20–1:00	*Reflection on Practice and Professional Boundaries* Nicolas Canadas	*Towards a Model for Analysing and Assessing Translation of Qur'anic Idiomatic Phrasal Verbs* Dr. Ali Aldahesh
	1:00	**Lunch**	
	2:30	**Healthcare Interpreting Panel Discussion** Anna Kenny, Professional Development Coordinator with NSW Health Care Interpreter Services	
	4:30	**Student Awards & Drinks**	
Saturday 14 Nov 2015	9:00	**Registration and Welcome Morning Tea**	
	10:00	**23rd Jill Blewett Memorial Lecture** Delivered by Mark Painting, NAATI CEO	
	11:00	**National Annual General Meeting** Registrations	
	11:30	**National Annual General Meeting** Financial Members of AUSIT only	
	12:30	**Lunch**	

Speaker: Professor Sandra Hale (UNSW), AUSIT National President

Dr Sandra Hale is Professor of Interpreting and Translation at the University of New South Wales, where she teaches Interpreting in the Master of Interpreting and Translation Studies. She has lectured in the areas of forensic linguistics, legal, community and conference interpreting, and research methods and has designed the Interpreting and Translation curricula for many undergraduate and post-graduate programs.

She is the national president of AUSIT, the national professional association for translators and interpreters and she is currently co-authoring a national protocol on court interpreting with the Hon Dean Mildren, sponsored by the Judicial Council on Cultural Diversity, chaired by the Hon Wayne Martin.

She is a NAATI accredited Spanish-English translator and Conference interpreter and has many years of experience interpreting in community, legal and international settings. Her qualifications include a Bachelor of Arts in Interpreting and Translation, a Diploma of Education (Spanish and Italian), a Master of Applied Linguistics

and PhD in court interpreting. She was also conferred a Doctorate Honoris Causa in recognition for her contribution to community interpreting research by the University of Antwerp in April 2014.

She has conducted much of her research into legal interpreting issues. She has conducted a nationwide survey of interpreters, judicial officers and tribunal members on interpreting practices in courts and tribunals commissioned by the Australasian Institute of Judicial Administration (AIJA). She also led the recent NAATI review. She is currently involved in a number of funded research projects dealing with different aspects of interpreting in court, police and medical settings.

She is the sole author of the books: *The Discourse of Court Interpreting* (2004) and Community Interpreting (2007), translated into Spanish and Japanese, and co-author of four other books, including the latest one with Jemina Napier *Research Methods in Interpreting* published in 2013 by Bloomsbury. She has also written numerous journal articles and book chapters.

She is regularly invited to deliver plenary addresses and workshops on interpreting to lawyers, judicial officers and tribunal members as well as to Interpreting related academic and practitioner conferences.

How can interpreting research inform the practice and lead to change?

ABSTRACT
Applied research has been instrumental in developing the theories of community interpreting and the curricula for the education and training of practitioners (e.g. Wadensjo, 1998; Berk-Seligson, 1990; Hale, 2004, 2007; Angelelli, 2004; Ozolins, 2004; Lee, 2009; Tebble, 2014). However, not all practitioners have had the privilege to have received academic training or to have been exposed to the results of research. This paper will present an overview of the different multidisciplinary research projects the author is involved in. It will also highlight the importance of collaboration with other experts and provide examples of how research is not only useful to inform and improve the practice of interpreters, but also to educate interpreting service users, and to lead to policy changes and improved interpreter status, recognition and working conditions.

References

Angelelli, C. (2004). *Medical interpreting and cross-cultural communication*. London, Cambridge University Press.

Berk-Seligson, S. (1990). *The bilingual courtroom. Court interpreters in the judicial process*. Chicago, The University of Chicago Press.

Lee, J. (2009). "Conflicting views on court interpreting examined through surveys of legal professionals and court interpreters." *Interpreting* 11(1): 35-56.

Hale, S. (2004). *The discourse of court interpreting. Discourse practices of the law, the witness and the interpreter*. Amsterdam/Philadelphia, John Benjamins.

Hale, S. (2007). *Community Interpreting*. Basingstoke: Palgrave Macmilla.

Ozolins, U. (2004). *Survey of interpreting practitioners*. Melbourne, VITS LanguageLink.

Tebble, H. (2014). "A genre-based approach to teaching dialogue interpreting: the medical consultation." The Interpreter and Translator Trainer 8(3): 418-436.

Wadensjö, C. (1998). *Interpreting as interaction*. London/New York, Longman.

Mark Painting

Mark joined NAATI as Chief Executive Officer in August 2015. Prior to this appointment, he held a number of corporate, commercial and operational roles at senior executive levels in the Australian and NSW Public Sectors, most recently in the Department of Immigration and Border Protection (DIBP). Prior to joining the Australian Public Service, Mark worked in the NSW public service in a number of corporate and operational roles within the water industry. In addition to his public sector career, Mark also has experience as a Director on a commercial board and a number of governance and audit committees. In addition, he has experience as a part time lecturer/tutor at TAFE and university. Mark holds a Masters of Public Administration from the University of Sydney (Graduate School of Government), a Graduate Certificate in Public Sector Management and a Bachelor of Business Degree. Mark is a Graduate Member of the Australian Institute of Company Directors, a Fellow of the Australian Institute of Management and is a member of the alumni of the ANZSOG Executive Fellows.

NAATI, Where to from here?

ABSTRACT
More than three decades ago Jill Blewett joined NAATI and commenced work on improving standards for certifications for translators and interpreters in Australia. More recently, stakeholders have raised concerns about the reliability and suitability of our current system of accreditation and contemporary standards. In response to this, in 2011, NAATI initiated a review into the current system to determine whether it was fit for purpose, particularly into the future. The review evolved into the Improvements to NAATI Testing (INT) Project, which aims to improve the validity, reliability and practicality of the Interpreter and Translator certification scheme in Australia. It seems timely now to progress this conversation and report on progress of this important initiative. Amidst these discussions, there has been some confusion throughout the industry about NAATI's purpose and directions for the future credentialing system. In this lecture, the new CEO of NAATI will report on the status of the planned changes and how this will affect practitioners, as well as share some initial insights from someone new to the industry.

Session 1: Practice

1. Machine Translation Quality: Managing Expectations and Mitigating Risk

Author: Dr. Stephen Doherty
  Bio: *Dr. Stephen Doherty is a lecturer and researcher in the School of Humanities & Languages at UNSW. His teaching includes translation technology, media and specialised translation, audio-visual translation, and translation theory. His research topics include machine translation, translation process studies, translation quality assessment, and subtitling.*

ABSTRACT
In this paper I provide an overview of the contemporary approaches to machine translation in the context of education and practice, focussing on hybrid, statistical, and online systems given their dominance in professional workflows.

This leads to discuss the need to manage expectations of quality and the multitudinous usage scenarios of machine translation from the perspectives of all stakeholders: developers; translation vendors and buyers; LSPs; freelancers; and everyday end-users.

I then move to emphasise the necessary awareness of the often implicit assumptions of machine translation, and the risks of implementing "free" online machine translation in professional practice. Here, I focus on the key issues of: customisation; quality; and professional ethics.

Finally, I highlight the need for accessible education on translation technology, and argue that the translation community needs to remain informed about such developments if we are to use these technologies effectively and be in a position to inform and advise others on what they can do, and, more importantly, what they cannot. I close by sharing several existing resources to support this initiative and contend that translation technology education is now an essential component of professional training, not an optional extra.

2. How to improve the quality of health care interpreting? – Ethnographic study of interpreter-mediated medical encounters between Korean patients and English-speaking medical professionals

Author: Sophia Ra

Bio: *Sophia Ra is a PhD candidate at the School of Humanities and Languages of the University of New South Wales in Sydney, Australia. She obtained her Master's degree in Translation and Interpreting at Macquarie University in Sydney, and her Postgraduate Certificate in Linguistics Research at Macquarie University. She has a career as community interpreter and translator, subtitler and educator. She is interested in health care interpreting and cross-cultural communication. Her work has been published in a research international peer reviewed journal, Translation and Interpreting, and presented in international or national conferences, such as Asian Studies Association of Australia (ASAA), and AUSIT (Australian Institute of Interpreters and Translators) biennial conference.*

ABSTRACT

In spite of the national standard and policy of health care interpreting in Australia, health care interpreters still face various challenges in reality due to disparate reasons. I will be presenting the results of an ethnographic study that took place at a public hospital, consisting of observations and interviews of Korean interpreters. The original research questions were about the existence of cross-cultural communication challenges, and the interpreters' perceptions on to what extent they can offer cultural brokerage in similar contexts. Total of 20 interpreter-mediated medical encounters in one of the major hospitals in Sydney were observed, and five interpreters agreed to participate in follow-up interviews. The following issues emerged: (1) Challenges in end-of-life situation, family involvement, patient autonomy and informed decision making, non-verbal communication, mental health service utilisation and alternative medicine; (2) Institutional barriers that health care interpreters face; and (3) False expectations of medical professionals or patients about the role of the interpreters. The findings of this study will debunk the myths of cross-cultural misunderstanding being such a big deal when, in fact, they are not. Also, the potential risks for interpreters of being a cultural advisor will also be indicated.

3. Reflection on Practice and Professional Boundaries

Author: Nicolas Canadas

Bio: *Nicolas Canadas-Luque has been working as an accredited Community interpreter and translator for over 20 years. During that time he has practiced in many areas including legal, medical and corporate forums. His current interests include sharing his knowledge in the hopes of helping to further the profession.*

ABSTRACT

The Australian Institute of Interpreters and Translators' (AUSIT) Code of Ethics and Code of Conduct (2012) makes clear reference to the importance of impartiality and the clarity of role boundaries to ensure accurate and unbiased knowledge transfer. Inherently, the responsibility and accountability of meeting these professional practice guidelines remain with the interpreter.

In practice however an interpreter's responses and behaviour may not always adhere to these, resulting in the interpreter inadvertently crossing boundaries and taking on a biased stance. In extreme cases, boundary violations could potentially have serious implications on client outcomes; at its best, boundary crossings, such as engaging in an independent dialogue to clarify information, may not have adverse consequences.

It is therefore imperative for interpreters to have a good level of self-awareness, engage in self-reflective practice and adopt self-regulating strategies that can help maintain impartiality and professional boundaries.

Whilst acknowledging the potential barriers within this process, this paper aims to discuss strategies for engaging in self-reflective practice and self-regulation, as well as recognising and identifying what constitutes quality practice. In conclusion, a brief overview of the concept of professional supervision will be presented as a supportive measure for interpreters to enhance their practice.

Session 2: Pedagogy

1. The impact of training in quality and professionalism

Author: Dr. Erika Gonzalez

Bio: *Dr. Erika Gonzalez is a lecturer and tutor at UNSW and UWS, where she teaches translation and interpreting at undergraduate and postgraduate level. She also works as a freelance translator and conference interpreter, and is the AUSIT national PD coordinator. She completed a PhD on professionalism in community interpreting and believes that education and training is the key for achieving high professional standards and recognition.*

ABSTRACT

This presentation will show the results from an empirical study conducted with the aim to demonstrate the impact training has over professionalism in the field of community interpreting.

The first part of the study consisted of a mock dialogue based on a worker's compensation case, containing medico-legal jargon, which a pool of 5 NAATI accredited interpreters with training and 5 with no training had to interpret. In order to establish the criteria for the assessment, a definition of professionalism was provided and the assessment was based on the parameters which define the concept of professionalism. In order to obtain objective data, a quantitative method was preferred for this part of the study and therefore, the results were based on the detection of errors under each parameter.

The second part of the study consisted of a survey distributed among AUSIT members, where aspects regarding the role, ethics and self-perception of the professional image were addressed. This section of the research provided quantitative as well as qualitative data.

2. "Put Yourself in Their Shoes": A Qualitative Exploration of Effective Translation Teaching in Universities

Author: Zhi Huang

Bio: *Zhi Huang is an Australian NAATI accredited professional translator between Chinese and English languages. Having completed Master of Advanced Translation at Macquarie University and Master of Education in TESOL at the University of Sydney, he now works as Academic Manager at Sydney Institute of Interpreting and Translating and a tutor at Macquarie University. His research interests involve English language teaching, teacher quality, translation theory and pedagogy. He has published articles at English Language Teaching, T&I Review and Journal of Language Teaching and Learning.*

ABSTRACT

This paper investigates effective translation teaching in universities through a qualitative exploration, building upon the findings of a previous survey and using focus groups and interviews with Australian university translation teachers and students to further investigate translation teacher qualities in more depth. The results show that the key areas to be an effective translation teacher include profound knowledge in languages and translation, mastery of translation skills and industry experience, engaging and communicative teaching methods, being inspiring and humorous as a person, using encouragement in giving constructive feedback, and understanding and helping students for the purpose of independent learning. This study can be applied to teaching generally in terms of classroom management and feedback given to students and other disciplines as well so that all teachers can find their own ways to motivate student thinking and achieve teaching quality, making independent learning possible and teaching outcomes more effective.

3. Towards a Model for Analysing and Assessing Translation of Qur'anic Idiomatic Phrasal Verbs

Author: Dr. Ali Aldahesh

Bio: *Dr. Ali Yunis Aldahesh is a Lecturer in Arabic Language, Literature and Culture at the University of Sydney. He holds a PhD in Translation and Linguistics (2008), an MA in Translation and Linguistics (2003), and an MPhil in Semitic Studies (1998). Dr Aldahesh has taught Arabic language and literature at three leading Australian universities (The Australian National University, the University of Sydney, and the University of Western Sydney). His areas of interest include the Qur'an translation, translation theory, contrastive linguistics, lexicography and pedagogy.*

ABSTRACT

This presentation focuses on depicting a working model for analysing and assessing translation of Qur'anic Idiomatic Phrasal Verbs (QIPVs). There are two categories of QIPVs: metaphorical and figurative. The former falls under the definition of 'metaphor' and fulfils its two purposes (referential and pragmatic) and three components (object, image, and sense). The latter category do not meet these criteria yet, still, semantically non-transparent. Drawing on the speech acts theory and the contrastive analysis approach, our model attends to these two categories from semantic and pragmatic perspectives. We argue that adequacy of equivalents given to the QIPVs should be determined according to closeness to the intended meaning ascribed by the authoritative exegetical and lexicographical works (tertium comparationis). Semantically speaking, the closeness to denotative meaning should be considered since it reflects the informative level of meaning, and has to be given the priority over the other levels of meaning, i.e. expressive and aesthetic. Pragmatically speaking, the adequacy should be measured according to faithfulness to connotative meaning. Equivalents provided to QIPVs in a corpus of ten English translations of the Qur'an are closely scrutinised. The results reveal that the majority of equivalents demonstrate semantic deviation, overtranslation, undertranslation or miscalculation the intended conversational implicature.

HEALTH CARE INTERPRETING PANEL DISCUSSION

Literature on community interpreting presents a wide range of standards for health care interpreters. These are a reflection of the beliefs that practising interpreters, interpreter educators, clients and service administrators hold on what the optimal role of the medical interpreter is.

At one end of the spectrum, the ideal medical interpreter is an invisible conduit of messages who leaves all judgment and decision-making to the clients. At the centre of the spectrum of role, the interpreter is a professional who maintains accuracy and professional detachment, and at the same time manages the interaction and occasionally intervenes to repair communication, making decisions based on the goals of interaction and consequences of actions. At the other extreme, we find a highly visible interpreter who is a cultural broker, a mediator and an advocate.

In order to identify what constitutes quality in health care interpreting in relation to the different positions on role, this discussion panel will explore quality in health care interpreting from the following perspectives:

- What constitutes successful communication in a health care context?
- What does the interpreter need to do to enable clients to achieve their communicative goals?
- What are the health professionals' expectations of health care interpreters?
- From the perspective of professional interpreting practice, how does the interpreter maintain a balance between the different positions along the spectrum to achieve successful communication?
- What are the expectations of employers of Interpreters and what standards should be applied to examine interpreter conduct?

The panel members are:

- **Dr Helen Slatyer**- Lecturer in the Department of Linguistics, and Director of the Translation and Interpreting Section at Macquarie University.
- **Jasmina Bajraktarevic-Hayward**- Community Services Coordinator for NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors
- **Bakri Gabir**- Sudanese Arabic Interpreter with Western Sydney Health Care Interpreter Service (HCIS)
- **Marlis Walther**- French and German Interpreter with Sydney HCIS involved in training and management of Interpreters
- **Vesna Dragoje**- Hunter New England HCIS Manager

The discussion will be facilitated by Anna Kenny, Professional Development Coordinator with NSW HCIS and a Polish medical interpreter with 22 years of experience.

SPONSORS AND EXHIBITORS

Venue Sponsor

For more than 50 years, Macquarie University has been a progressive voice in Australia and across the Asia-Pacific region. We continue to break new ground with research ranked in the top one per cent in the world. Located in the heart of Australia's largest high-tech precinct, our Sydney campus brings together 40,000 students in one exciting hub of discovery. With a 5-star QS rating and a global reputation for our expertise in areas like business, health and medical sciences, Macquarie produces graduates that are among the most sought after professionals in the world.

The Department of Linguistics at Macquarie University is one of the largest and most diverse linguistics departments in Australia and internationally. The translating and interpreting program offered by the department has a wide range of postgraduate level courses catering to different student profiles. Our courses provide bilinguals with the linguistic, technological and professional skills to work as translators and interpreters in a range of professional settings.

Student Award Ceremony Sponsor

The National Accreditation Authority for Translators and Interpreters Ltd (NAATI) is the national standards and accreditation body for translators and interpreters in Australia. NAATI's purpose is to strengthen inclusion and participation in Australian society by helping meet its diverse and changing communication needs and expectations through setting, maintaining and promoting high standards in translating and interpreting and implementing a national quality-assurance system for credentialing practitioners who meet those standards.

Trade Exhibitors

Founded in 1964, ATL is the oldest private agency based in NSW providing Interpreting and Translation services Australia wide. ATL is recognised as one of the leading agencies providing language services for Government departments, Local government, Insurance companies, Solicitors, Migration agents and services, Investigators, Rehabilitation companies and a large range of national and international companies. The human and personal method of working gives our staff the greatest ability to deal with any urgent request, rare languages, in Legal, Medical, Business, and Personal matters. ATL uses new technologies, innovating software to facilitate the booking management, improve the security process, and offering clients and interpreters the opportunity to save time and money.

Contact Details
Marie BANCEL-GUEZELLO
Executive Director
atl@atl.com.au
www.atl.com.au
P: 02 9231 3288

LIABILITY
The Conference Organisers accept no responsibility for personal injuries, damages or loss of cash or property during the Conference. Program is subject to change.