

2016 AUSIT National Mini-Conference Abstracts
Friday, 18th November 2016

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| 9:30 to 10:25 | Room: B214 | Plenary |
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Results of the National Professional Development Survey

Dr. Erika Gonzalez

University of NSW and Western Sydney University

AUSIT National PD Coordinator

At the end of 2015, and in lieu of the high demand for translation and interpreting professional development courses in Australia, AUSIT launched a national survey in order to find out about the professional development needs of our translators and interpreters. The survey was advertised through the e-bulletin and through private, as well as public agencies which assisted in forwarding the survey to their interpreters. We compiled 793 responses. The results show not only the needs and gaps in PD, but also, the differences in the level of our practitioners, the misconceptions regarding AUSIT and the clear necessity for implementing compulsory training prior to gaining accreditation.

In this presentation we will also show the responsible approach that AUSIT has taken in the delivery of high quality professional development courses, and the plans we have drafted for the professional development events of the future.

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| 11:00 to 11:30 | Room: B214 | Education & Training |
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**Towards strategic workplace competence: Voices from Translation Pedagogy and
Translation Practice**

Thu Do
Monash University

This paper seeks to make connections between the work that translators undertake and the learning tasks that trainee translators engage with, focusing on findings of strategic workplace competence that underlies professional workplace requirements theme. Analysis is based on a data set consisting of quantitative and qualitative responses collected in Australia and in Vietnam from professional translators, students and trainers of translation. The model of analysis employed is strategic workplace competence, one of the component competencies within this study's translator competence theoretical framework (adapted from Kelly's (2005) macro translator competence in translator program and Kiraly et al.'s (2016) dynamic model of translator competence towards translator education). The analysis draws on the proposition that translator training should provide training activities underlying professional translation requirements to prepare graduate students sufficient strategic competence in the world of work. Findings from both online surveys and follow-up interviews reveal that translators in the two countries offer translation equally for domestic clients and overseas clients, with a majority of translators in Australia working as freelancers. Referring to the translators' professional work requirements, responses from students and trainers indicate that students are not fully prepared for all the requirements that translators are often requested in their professional work. General indications from this initial finding imply a consideration of international and local requirements integration into translator training so as to prepare students for the globalised translation market requirements.

Keywords: strategic workplace competence, professional workplace requirements, translator competence, translator training, globalised translation market requirements.

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Translator Education and Employability: learning for varied careers

Hayley King
RMIT University

Drawing on 18 months fieldwork, this presentation explores how translator competence models and NAATI act as links between translator education programs and the translation labour market. Integrating trends in Higher Education research with those in Translation Studies, the study adopted an ethnographic approach that integrated features of case study design. Translation programs in two countries – Spain and Australia – were examined in-depth. The study revealed that a minority of students expect to enter the translation labour market, and that they have minimal prospects of full-time work as translators. The findings highlight the need for translator education programs to include employability skills that are flexible and relevant to varied labour markets. Conclusions drawn from the research suggest that it could be advantageous to offer translator education programs concurrently with, or as an added qualification to programs from other fields.

Keywords: translator education; employability; labour market; translator competence models; NAATI; ethnography

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**The status of translation education in Australia in comparison with the EU, the USA
and Canada**

Mamun Ala
Flinders University

This paper investigates the status of translation education in Australia in comparison with the EU, the USA and Canada. The research is based on a thorough analysis of the publicly available data, the extant literature and personal interviews. In recent decades, the global translation market has been growing steadily and the demand for well-qualified translators is also rapidly increasing. This study makes the case that the quality of translation has strong association with the quality of translation education. We propose that the quality of translation education should be assessed using seven criteria, namely curriculum, teaching pedagogy, costs, work placement, professional certification, membership of associations, and collaboration with employers. First, the study looks into the extent to which the quality standards supporting the supply of well-qualified translators exist in the EU, the USA and Canada and then we provide an overview of the quality-related issues linked to the domain of translation education in Australia. We conclude that when compared with the Australian translation students, their counterparts in Europe and North America are likely to get more support from their training institutions as these institutions are more capable in responding to the expanding market demand for translation and identifying learners' needs and expectations appropriately. Also, a supportive policy environment relating to the translation industry has enhanced the capability of the European and North American translation education providers to consistently meet the key quality conditions. The paper recommends criteria for actions that can be taken to enhance the quality of translation education in Australia.

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Training interpreters: what should we teach, why, and how?

Dave Deck

Dave Deck (david.deck@rmit.edu.au) was until recently a teacher of translating and interpreting theory, and also a teacher of Indonesian <-> English translating and interpreting, on the Masters and Advanced Diploma programs at RMIT University in Melbourne. This paper is presented as a contribution to the area of Education and Training.

The paper draws on several theory approaches, notably insights from the Paris School and from Gile's 'effort model', to discuss how the interpreting process can be explained to learners so that they better understand what skills they need to acquire and what level of performance they will need to reach. An analysis of common reasons for failure in interpreting tests (in particular, insufficient memory retention skills and 'rapid transfer' skills) forms the basis for an explanation of various practical activities that the speaker has found to be useful in training novice interpreters.

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Training 21st-century interpreters: challenges and opportunities to adapt to new realities

Marc Orlando
Monash University

Working in a globalised and digitised world, with easy access to new technologies, and having to adapt to many different contexts of work, 21st-century translators and interpreters face various challenges. Few would contest the proposition that they should therefore be trained to cope with the new multifaceted realities of their profession. It is my belief that to meet these challenges and to gain the adaptability necessary to succeed in their role as linguistic and cultural mediators who are instrumental for people of different cultures and languages to communicate, today's and tomorrow's professionals should be exposed to, and learn from all dimensions of the translation field: theoretical, technological, practical and professional. This presentation will focus on the training and education of interpreters. It will discuss today's interpreting contexts of work, required skills and competence, modes of interpreting, technologies and equipment, specialisation, with a view to promote the status of practitioners-researchers or *practisearchers* (Gile, 1995).

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Who will be tomorrow's interpreters? Data and discussion of demographic, motivational and career-aspirational features of trainee interpreters.

Jim Hlavac - Monash University
Jennifer Commons - Monash University
Genevieve Fahey - Monash University

This paper presents data on trainees who may enter the T&I sector in the near future and is based on a sample of 50 trainees who completed a short (40-hour) language-neutral course in 2015 at Monash University, *Entry-level (Community) Interpreting*. This course provided interested bi- or multi-linguals with basic training in the following: roles, ethics, settings of interpreting in Australia, role-plays of dialogue interpreting, sight translation, research skills in locating speeches, texts and terms in English and in languages other English (LOTE) as self- study resources beyond the course. The following data from trainees are discussed: educational and occupational profiles; (self-)perceived strengths and weaknesses in English (most trainees' B-language) and their reasons for wishing to become an interpreter.

Motivations are most often group-based ('community activism' – *I want to help my community*) or personally-based ('linguistic proficiency' - *I wish to improve my English*; 'cognitive- affective' – *It's a stimulating job*; 'altruism' – *I want to help people*). Trainees were asked which procedures they needed to undertake or attributes they needed to acquire to become an interpreter. Procedural steps (*I need to pass the NAATI exam*), occupational experience (*I need to start working as one*), linguistic terminology (*I need to understand hard terms*), linguistic macro-skills (*I need to improve oral delivery and aural comprehension*), cognitive skills (*I need to improve my memory skills*) and educational- attitudinal (*I need to be prepared to keep learning*) are the most-listed attributes. This paper quantifies and compares trainees' responses and provides a 'snapshot' profile of those entering the profession. Data are augmented by responses in longer interviews with five trainees.

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| 11:00 to 11:30 | Room: B215 | Politics, Ethics & Publics |
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**Invoking social and public policy to implement T&I services in the healthcare sector:
data from TALS (Transcultural and Language Services), Northern Health, Melbourne**

Jonathan Beagley - Monash University
Emiliano Zucchi - TALS, Northern Health
Jim Hlavac - Monash University

Australia has had egalitarian and progressive policies on linguistic diversity since the advent of multiculturalism as a feature of national policy since the mid-1970s. In 1987, the *National Policy on Languages* was released which still remains the most far-ranging and inclusive policy document that any predominantly Anglophone country has ever had, and which sets out the recommended provision of translation and interpreting (T&I) in various fields of public life. This paper tracks the provision of linguistic diversity in social and public policies and how T&I is a means for Limited English Proficiency (LEP) residents to access public services. These include social cohesion – *Growing Victoria Together to 2010 and beyond, A Fairer Victoria. Progress and Next Steps, The Charter of Human Rights and Responsibilities Act 2006*; multiculturalism – *Multicultural Victoria Act 2004, Victorian Education for Global and Multicultural Citizenship 2009-2013, All of Us - Victoria's Multicultural Policy 2010*; anti-discrimination legislation – *Human Rights and Equal Opportunity Act 1986, Racial and Religious Tolerance Act 2001*; healthcare – *Victorian Health Services Act 1988, Victorian Department of Health's Cultural Responsiveness Framework*.

These policies have been the basis on which TALS, over the last eight years, has been able to implement and operationalise T&I services at one of Melbourne's most linguistically diverse healthcare providers. This paper features accounts from NH staff outside TALS as well as from TALS, and from other language services providers on how the implementation of augmented T&I services has occurred. Comparative data are drawn on in relation to TALS services in the period from 2007 to 2015 on staffing level of in-house interpreters and the number of service requests for interpreting services. We are able to point to a correlation between an increase in the provision of interpreting services and a decrease in the average length of stay (LOS) amongst LEP patients. We conclude by addressing the concept of 'comprehensive T&I services' which is a stated aim of most policies, and how and when we know if we are approaching this goal.

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The Reconstruction of Political Ideology in the Translation of Highly Political and Emotional Books via Mood and Modality: The Case of Three English Works by Chinese Migrant Writers and the Chinese Translations

Keven Li
Macquarie University

A number of Chinese migrant writers (CMW), such as Jung Chang and Li Cunxin, have achieved success in writing in English. Their works have been subsequently translated into Chinese, often with personal contribution from the Source Text authors. However, due to political sensitivity, these books and their Chinese translations have only been allowed for publication outside of Mainland China. The current author's previous studies show a deliberate manipulation of political ideology in the Chinese translation of *Wild Swans*. This article seeks to investigate the manipulation of political ideology in terms of the interpersonal metafunction (Halliday, 2014), specifically the patterned choices of 1) mood and 2) modality. Two English works by Chinese migrant writers, respectively *Wild Swans* by Jung Chang, *Mao's Last Dancer* by Li Cunxin, together with their parallel Chinese translations, have been singled out. Clauses have been extracted from chapters which are considered the emotional peak of the three autobiographies. Quantitative and qualitative results in this study how patterns of meaningful choices of MOOD and MODALITY can significantly alter the ideological stance of a book.

Keywords: MOOD, MODALITY, *Wild Swans*, *Mao's Last Dancer*, *Life and Death in Shanghai*, Political Ideology, SFL, Translation

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Interpreting and gender: perspectives from practitioners and trainees about themselves and their clients

Jim Hlavac – Monash University

This paper looks at interpreting and gender and the following two questions: Does gender play a role in the likelihood of females or males to be interpreters, and to be clients of interpreters? Are there aspects of interpreter performance that are better performed by females or males? The paper is data-driven, based on empirically gathered responses from both practising interpreters and trainee interpreters. Results and findings from three Australia-based data samples are presented. The first sample is from six professional interpreters across five languages who provided data on the gender of their non-English-speaking clients in 500 interpreting assignments. The second sample is a data set of over 400,000 interpreting service requests from 2015 with information on the frequency of gender-specific requests. The third sample is from a group of 92 practising and 79 trainee interpreters who report on the incidence of male or female clients preferring interpreters of the same gender. Further, informants were asked about their beliefs that some aspects of interpreting practice and performance may be performed better by men or women: self-introductions and role- explanation; level of linguistic proficiency (in A- and B-language); oral/aural skills; interaction management; troubleshooting; displaying empathy; knowledge of non-verbal and paralinguistic cues; reporting grievances. Responses from the last sample are cross-tabulated with the gender of the informant to show if differences in responses pattern in a way to show that the gender of the interpreter co-occurs with particular attitudinal differences.

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Conflict: doing jobs you're not supposed to do

Esther Dean and Sharon MacMillan

Northern Territory Aboriginal Interpreter Service (AIS)

AIS interpreters are trained in the AUSIT code of ethics. We have long discussions around the concept of impartiality and when to turn down jobs due to conflict of interest. We also discuss when Aboriginal interpreters must turn jobs down due to cultural conflict. AIS provide services in 18 major languages across the NT, to government and non-government agencies. Most jobs are scenarios that will have a major impact on an individual's life circumstances – police interviews, health consultations, court appearances, meetings with Centrelink, family and children's services, etc. When taking into consideration the location of interpreters, timeframes, cultural relationships with clients and appropriate levels of experience for particular jobs, there is often no appropriate interpreter available; and rules must be bent. This presentation will explore experiences of AIS interpreters who have had to bend the rules to provide an essential service to those in need, and how they were able to do so.

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Description of Injuries in physical assault and family violence matters

Jason Schreiber

Victorian Institute of Forensic Medicine

In the setting of a medical assessment, particularly family violence, language interpretation may face additional challenges beyond the demand of pure linguistic skills. The practitioner is exposed to an environment where he/she may perceive the disturbing aspects of human unwellness. Thus, additional ethical questions are raised, and the exposure to disturbing sight and smells as well as an application of different language styles may be required. Language may have to reflect both the doctor's attempt to feel in and achieve true partnership with the patient and accurate academic and concise description of the medical signs and condition. Efforts as such may have to be made by the language facilitator at the same time.

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**Translating the Precariat:
An Exploration of Collaborative Translation Practices
in Filipino Migrant Communities in Victoria**

Reagan Maiquez PhD

This paper is an introduction to an ongoing research project in the Migration, Identity and Translation Network (MITN) between Monash University and the University of Warwick. Entitled *Collaborative Translation, A Model for Inclusion*, the research project seeks to understand the issues and prospects of collaborative translation in selected social contexts in Australia and the UK. Our part of the project is a case study on the knowledge, perceptions and attitudes on translation as a tool for accessing social services among members of the Filipino migrant community in Victoria. It intends to interrogate the uses of translation in the realities of these migrant Filipinos by examining it qualitatively in the light of the language politics in the Philippines and Australia on the one hand, and the dynamics of the Filipino diaspora on the other. By focussing on the experiences of migrant women involved in cases of domestic violence, this research interrogates the peculiar role of translation in a community that identify as speakers of English on the whole but are incapable of expressing themselves in the language in very specific circumstances of migration.

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| 11:30 to 12:30 | Room: B218 | Demands in the Workplace & New Media |
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Interactional management in a simulated police interview: Interpreters' strategies

Sandra Hale – University of New South Wales

Jane Goodman-Delahunty & Natalie Martschuk – Charles Sturt University

Past empirical studies comparing the performance of trained interpreters and untrained bilinguals in police interviews have focused on the accuracy of the propositional content. Little is known about the relative skill of these two groups regarding other key tasks performed by interpreters such as the management and coordination of turn-taking and compliance with ethical protocols. This paper will present the results of an empirical study that tested these skills in a realistic simulated police interview. A total of 100 English-Spanish bilinguals and trained interpreters in the greater Sydney area interpreted for 20-30 minutes while professionally-trained actors role-played the detective and suspect for each participant. Raters who were blind to the interpreters' background evaluated each interpretation in terms of the effectiveness of management of the interaction, use of correct interpreting protocols and professional credibility. Convergent results from quantitative analyses and discourse analysis of 17 illustrative excerpts confirmed that interpreters with specialised training outperformed the untrained bilinguals. Although skills in managing turn taking and ethical dilemmas fall outside the scope of propositional accuracy, they are integral to professional interpreting and distinguished the performance of the two participant groups.

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Web-based Unofficial Dubbing into Persian: The Status Quo

Masood Khoshsaligheh
Ferdowsi University of Mashhad, Iran

The paper is an attempt to describe the current status of the dubbing by non-experts on the Internet in the Iranian context from a number of aspects. Dating back to 70 years ago, dubbing has always been the primary choice for audiovisual translation of all types of foreign products like movies and television series into Persian for official broadcast on state-run national channels. Home distribution companies run by private sector similarly have similarly used dubbing for the translation of audiovisual products like feature movies, and videogames. Voice-over as another mode of audiovisual translation has been used for documentaries and news interviews. Since a few years ago, all has been managed and conducted by the state and private sector was not involved. Following the swift development of the new phenomenon of translation by amateurs world-wide, in recent years, besides non-expert subtitles online for foreign movies, Persian dubbed versions or soundtracks of foreign feature films, television series are also increasingly accessible online for the Persian speaking viewers. Despite the relatively short life of this phenomenon in the Iranian context, it enjoys a variety of types such as fan dubbing, fundubbing, and semi-professional dubbing with specific features in terms of product quality, origin and agenda. In this paper, after a general overview is offered, each type is introduced and their defining features are compared with one another.

Keywords: audiovisual translation, unofficial, non-expert, dubbing, Persian, Iran

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| 12:30 to 1:00 | Room: B218 | Demands in the Workplace & New Media |
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Demands in the Workplace: Translating a Minority Language

Mayra Walsh

Dragonfly Consulting and Translation Services

I am a Tetum – English translator working in a unique translation environment in our region, East Timor. Since East Timor became officially independent in 2002 the language of the largest ethno-linguistic group, Tetum, has rapidly transformed from an oral language into a national language.

Tetum is characterized by very frequent use of loanwords, a new orthography that very few native - speakers are aware of or adhere to, and the need for a significant degree of intralingual translation due to influences from colonial languages (Portuguese and Indonesian) on different generations and social classes.

My presentation will consider several of the challenges I face in my work and will describe the strategies I use to respond to these challenges. In order to deepen my analysis and draw broader and more meaningful conclusions, I will conduct several qualitative semi-structured interviews over the next two months with other translators also working in Tetum and English.

There are three key challenges I'd like to address. Firstly, in terms of alternative translation practices, the majority of my work requires me to translate into my second language. Secondly, the demanding requirements of intralingual translation when working in the Timor context. Thirdly, experiences of a nonstandard career pathway due to limitations with professional development and training opportunities. I will draw general conclusions that I hope are not only interesting in terms of this specific case, but also relevant for other minority-language translators.

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The complexity of legal translation in the drafting of bilateral treaties between Italy and English-speaking countries.

Dr Rocco Loiacono
Curtin University, Perth, Australia

As observed by Deborah Cao (2007), the translation of law has played a very important part in the contact between different peoples and cultures in history, and is playing an even more important role in our increasingly globalized world. The difficulties of legal translation have been analysed in several contexts, namely: at a national level (with regard to countries such as Switzerland and Canada), at a supranational level (in particular with regard to the European Union), and at an international level (with regard to multilateral treaties). However, the problems arising in the translation of bilateral treaties do not appear to have been explored as extensively when compared with the analysis undertaken in the three areas mentioned above.

Therefore, this paper aims to explore legal translation in the context of bilateral treaties. It will investigate what problems or difficulties have been encountered in the interpretation and implementation of specific provisions regarding bilateral treaties entered into between nations from different legal cultures, with particular reference to treaties entered into by Italy (civil law) and English-speaking countries (common law). The paper also aims to explore the evolution (or lack thereof) of translation practices in the drafting of bilateral treaties to ascertain how translators have attempted to bridge the legal and cultural divide between the contracting parties, thus shedding new light on legal translation conventions, practices and problems.

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Spaces of national identities: a case study on issues of news translation in community newspapers

Gaia Aragrande
Monash University

News translation is a growing field in Translation Studies (Bassnett, Bielsa, 2009; Conway, 2005), and this is because issues of translation and multilingualism have become more evident and visible through globalisation and internationalisation of mass media and communication, influencing thus translation and the transmission of information creating new pressures mainly dictated by the phenomenon of time-space compression (Massey, 1994; Cronin, Simon, 2013). This case study is intended to contribute to and give a different perspective on the complex issues that characterise translation, journalism, and immigration. Community newspapers represent a unique example of an on-going struggle between forces of a twofold globalisation (i.e. mainstream host- and homeland country culture and language) and the will of defining their identity and finding a unique and independent voice as a full-fledged community. This case study on an Italian community newspaper in Melbourne, “Il Globo”, explores translational aspects of the articles published under the section “Stati e Territori”, which focuses on Australia’s national issues. Thanks to the cooperation of F. Antoniazzi (senior journalist at “Il Globo”), it was possible to retrieve ST(s), draft TT(s) and published TT(s), representing a rare opportunity to have a privileged look into news translation practices and outcomes. Finally, taking on a more discursive perspective, a discussion of the broader issue community newspaper poses to news translation and journalism will follow, considering how this case study’s results and the comparison between different community newspapers can help shedding light on issues of globalisation, community, language and nationality.

Keywords: news translation, translation studies, discourse analysis, globalisation, journalism, community newspapers.

References

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| 3:15 to 3:45 | Room: B218 | Practice |
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Savage Congress: From academic studies to a first crime novel translation

Hanna Lofgren

Leafbranch Translations

In this paper I will provide a practical overview of my first foray into literary translation with the translation of *Savage Congress*, a crime novel by Swedish debut author, Anna Karolina, published by Melbourne-based Echo Publishing in August 2016. I completed a Master of Science in Translation Studies (University of Edinburgh) with a focus on Swedish to English and Spanish to English translation. Subsequently, I worked as a NAATI accredited translator for eight years, mainly in commercial and immigration translations. Then, quite fortuitously, I was offered the opportunity to try my hand at something new: literary translation. I had been keen to work in literary translation for some time, but getting started was a challenge.

I will describe how this opportunity arose in an area of translation in which it is notoriously difficult to get professional experience. In equal parts, serendipity, active networking, writing reader's reports and joining the Australian Association for Literary Translation (AALITRA) all played a role. I will then outline what I see as the four main phases of the actual literary translation process: the acquiring of a translation contract and negotiating conditions, a pre-translation editing phase, the main translation phase and a post-translation editing phase. Finally, I will reflect on the theoretical knowledge and experience of literary translation gained in my tertiary studies and their relevance to my professional experience. Ultimately my purpose is to provide an open and practical insight into a first experience of literary translation for mainstream publication in the current Australian context.

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Lexical profile of a corpus of Disputes Tribunal decisions

Erwin La Cruz

Interpreting New Zealand

Knowledge of specialised terminology is a constant challenge for interpreters and translators. This is particularly so for interpreters as they more commonly work as generalists rather than focus on a specialised area. The present study will look at the advantages of corpus analysis in identifying the most frequent terminology used in the court setting. It has been argued (Bhatia, Langton and Long, 2004) that analysis of legal language can be carried out manually and that there is little need for automatic frequency measures. However, this study aims to demonstrate the advantages of using corpus linguistics tools in identifying the terms more frequently used in the court setting.

In this presentation, I will focus on the vocabulary load of legal texts. I will explore how raw frequency and relative frequency (Quero, 2015) can be applied to determine the most common lexical terms in a monolingual corpus of court decisions. The corpus consists of decisions of public interest published by the Court in New Zealand.

One of the limitations of corpus studies is the availability and number of texts. Although larger corpora are recommended for better reliability, most specialised corpora tend to be rather small. This corpus study consists of around two million words of legal texts available in the public domain. We propose cross validation as a viable alternative to use in the case of smaller corpora.

The results from the present study show that corpus analysis can help interpreter trainers identify the lexis required for particular subject areas. Although the study is based on legal texts, the techniques can be easily adapted to other subject areas.

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When Wor(I)ds Collide: Translating for Television

Stephen Schafer
SBS Australia

Editors at SBS face several challenges with translations from LOTE for English renarrations and subtitles for a wide range of television programs. Many translation issues arise at the interface between source and target languages and cultures. These include considerations of cultural context and sensitivity; language, dialect and idiom; and genre and subject matter. In addition, translation for television is influenced by changing cinematographic style and the proliferation of reality-show-style programs; rapid dialogue, both scripted and unscripted, overlapping speech; and recent developments in machine translation technology. These create specific demands in the workplace, influence how editors at SBS engage with translation practice, and how translation practitioners and their publics interact in order to increase awareness of the contribution of a diversity of cultures to the continuing development of Australian society.

This paper discusses different examples, including whether terminology from source languages should be retained, explained or translated into English based on the political, cultural and linguistic differences involved; editorial style; and comprehension vs ambiguity.

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| 3:15 to 3:45 | Room: B218 | The Profession |
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What do we know about telephone interpreters in Australia? A national survey on challenges, interpreter's role and quality in telephone interpreting

Jihong (Lily) WANG
University of Queensland

The aim of this survey research was to gather information about a demographic profile of telephone interpreters in Australia, what they like and dislike about interpreting over the phone, challenges in their telephone interpreting work, their perceptions of the interpreter's role, and the effectiveness of telephone interpretation. A total of 465 interpreters across Australia responded to this survey. Results of the survey shed light on the demographic profile of telephone interpreter practitioners, their working conditions, difficulties in this mode of interpreting, and ways to improve the quality of telephone interpreting. Implications for interpreter training, professional development, and how to improve telephone interpreting service will be discussed.

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The INT Project: Our Next Steps

Robert Foote
NAATI

In 2011, NAATI began a journey to raise our standards of testing and certification. NAATI-commissioned research, led by Professor Sandra Hale, resulted in the Improvements to NAATI Testing Report and the subsequent formation of the Improvements to NAATI Testing (INT) Project.

The INT Project is NAATI's plan for our future and viability of the industry. The core objective of the INT Project is to improve the integrity and efficiency of the NAATI certification system.

It seeks to do this by establishing transparent and reliable criteria for awarding a certification through a valid, rigorous and consistent process supported by innovative technology and best practice.

Project work to date has included identifying and validating the knowledge, skills and attributes (KSAs) that translators and interpreters require for professional practice, considering the alternatives for delivering keyboarded translator assessments and developing the new certification model and associated descriptors for each certification. This work provides the foundations for a new certification system that will be implemented in 2018.

The design of the certification scheme has considered research and input from Australian and international sources. Once implemented, the scheme is intended to establish a system which:

- has integrity and accountability;
- sets the standard for interpreting and translating in the world; and
- establishes a clear process for continuous quality improvement.

With just over a year to go until its implementation, it is timely to report on progress of this important initiative. In this presentation, NAATI will set out the status of the planned changes and how this will affect practitioners.

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Health care interpreters' voices: Responses from an online survey

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University of New South Wales

The need for a link between practice, research and training of community interpreting has been emphasised by researchers (Hale, 2007; Hale & Napier, 2014). Despite the growing numbers of research studies in community interpreting, interpreting students and practitioners often have questions about the need for research in community interpreting and the link between research training and practice.

Although health care interpreting services have been used in Australia for a long time, there has been few studies in Australia that give particular attention to the voices of health care interpreters.

This presentation will discuss the findings of an online survey of health care interpreters in Australia. It builds on a bigger study conducted in 2015 based on observations and interviews. The main aim for the bigger study is to find out how often health care interpreters face challenges due to cultural differences and how they deal with them. This subsequent online study aims to reach a larger number and a wider range of participants to support the previous results.

This survey study has been distributed to professional interpreters in Australia who are/have worked as health care interpreters. Real-life health care interpreting experience unveils various issues including cross-cultural difficulties, clients' lack of knowledge of how to work with interpreters, clients' misunderstandings of the interpreters' roles, as well as ethical challenges. Based on the results of this study, recommendations for improvement on the practice and the implementation of current guidelines will be made, for health care interpreters and medical professionals around Australia to be able to work together more efficiently.

References

Hale, S. (2007). *Community interpreting*: Palgrave Macmillan. Hale, S., & Napier, J. (2013). *Research methods in interpreting: A practical resource*. UK, USA: Bloomsbury Publishing Plc.