



School of Applied Linguistics  
IUED Institute of Translation  
and Interpreting

# 3rd International Conference on Non-Professional Interpreting and Translation

5–7 May 2016

## Abstracts

The logo for the 3rd International Conference on Non-Professional Interpreting and Translation (NPIT 3) features the text 'NPIT' in a large, bold, black font, followed by a blue speech bubble containing the number '3' in white. The background of the entire page is a photograph of a red brick building with many windows, partially obscured by trees with yellow and orange autumn leaves in the foreground.

NPIT 3



# NPIT3

## Exploring pathways, perceptions, and practices

Probably the most widespread form of cultural and linguistic mediation, non-professional interpreting and translation has slowly begun to receive the recognition it deserves within interpreting and translation studies. Pushing the boundaries of many definitions of translation and interpreting, it encompasses a dynamic, under-researched field that is not necessarily subject to the norms and expectations that guide and constrain the interpreting and translation profession. Even the designation „non-professional“ is unclear, referring at once to unpaid, volunteer translation or interpreting and to translators and interpreters without specific training.

NPIT3 provides a forum for researchers and practitioners to discuss definitional, theoretical, methodological, and ethical issues surrounding the activities of non-professional interpreting and translation. Thus, we carry forward the discussion initiated by the First International Conference on Non-Professional Interpreting and Translation (NPIT1) at the University of Bologna/Forlì in 2012 and continued at Mainz University/Germersheim in 2014 (NPIT2).

### **Conference chair**

Gary Massey

### **Local organising committee**

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Christa Stocker



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# Keynote and invited speakers

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**O'Hagan, Minako**

Dublin City University

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## **Translation Studies 2.0 – how to study illegal and unethical translation in dynamic digital environments**

So far my research has led me to trace the trajectory of mostly illegal fan translation conducted by anime and manga fans in the form of fansubs and scanlation respectively, together with rom-hacking of video games, all dating back to the pre-web 2.0 era. Instead of being squeezed out of the scene, these forms of translation have become more visible and strengthened by the spread of the Internet and digital editing tools; communities of users come together to generate and distribute translation of their choice of content and in a form they feel is appropriate. The more recent manifestation of the deepening user-participation is translation crowdsourcing which is being rapidly adopted by organisations as a legitimate form of distributed problem solving. Faced with infrastructural changes that blur the traditional boundary between professional and non-professional, translation studies must now embrace the increasingly widespread practices of non-professional translation. This presentation seeks to address these practices as key agenda for contemporary translation studies, which I call Translation Studies 2.0. In particular, I will focus on methodological considerations, raising issues of legality and ethics in reference to my own work as well as those of my research students on the study of non-professional translation.

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**Moser-Mercer, Barbara**  
University of Geneva

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## **Professionalizing the humanitarian sector: Covering the last mile**

OCHA, the UN Office for the Coordination of Humanitarian Affairs, identifies 12 different categories of humanitarian support: safety and security, shelter and non-food items, economic recovery and infrastructure, education, mine action, agriculture, protection, water and sanitation, multi-sector, food, and coordination and support services. Multi-sector, food and health make up the lion share in terms of funding, with coordination and support services ranked at the lower end. Only 50% of the 2.6 bn \$ needed overall were funded in the reporting year 2014. There is not one single category of support which could be served without direct communication with beneficiaries; it is the entire humanitarian sector that must rely on multilingual and multicultural communication. It is the only sector of this size that so far has done without professionalising multilingual communication. By comparison, the market size of the global language services industry in 2013, a sector that is largely professionalized, was estimated at 34 bn \$. Multilingual humanitarian communication thus potentially makes up close to 13% of the global language industry, covers some of the most dangerous and fragile contexts where life and- death decisions often rely heavily on the quality of communication, but where professionalisation has yet to arrive. This presentation will address the challenges of multilingual humanitarian communication, the obligation in terms of humanitarian ethics and international humanitarian law of ensuring high quality communication, and pathways to professionalising the sector.

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## **Fuehrer, Ulrike**

European Network for Public Service Interpreting and Translation (ENPSIT)

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### **ENPSIT Training & Accreditation committee – 5-year plan 2016–2020**

#### **Overall objectives of the ENPSIT T&A committee**

1. Agree core competencies and skills based on the relevant ISO standards (13611:2015, 18841.2 and 20228) and available research by June 2016.
  - 1.1. Determine adequate base level competencies (level 1) e.g. for LLD and desirable competencies (advanced/university/level 2).
  - 2.2. Identify skills to be trained to achieve the competencies.

#### **Discussion: Skills vs Competencies – what's the difference?**

'Skill: An ability and capacity acquired through deliberate, systematic, and sustained effort to smoothly and adaptively carry out complex activities or job functions involving ideas (cognitive skills), things (technical skills), and/or people (interpersonal skills).' 'Competence: Competencies may incorporate a skill, but are more than the skill, they include abilities and behaviours, as well as knowledge that is fundamental to the use of a skill. Competency profile: describes in observable form which competencies are required.'

2. Training & Curriculum development (by December 2017)
  - 2.1. Develop a 2-level training course and curriculum on the basis of 1 above.
  - 2.2. Develop training modules for continuous professional development (a) at university level (level 2), (b) for upskilling of level 1 graduates.
3. Testing & Qualification (by December 2018)
 

Collate and adapt existing testing systems with 1. and 2. in mind. Experienced academics and members of testing bodies to be identified for this task. Qualification, accreditation and quality control are related but not identical. Potential overlaps and differences need to be addressed.
4. Accreditation (by December 2019)
 

Existing accreditation systems are to be adapted with 1. and 2. in mind. Testable learning outcomes are to be agreed, leaving room for national requirements and peculiarities. Representatives of accreditation bodies are to be consulted and, ideally, play an active part.
5. Quality Control (by December 2019)
 

In countries where no accreditation can be attained, quality control performed by public procurement or other state agencies on third party training may take the place of formal accreditation. Develop transparent, agreed quality control criteria for public bodies and ISO standards.



6. Pilot project (by 2020)

First ENPSIT training programme to be piloted at level 1 and level 2, under the auspices of the ENPSIT T&A committee and a partner university. To be delivered virtually?

# Podium discussion

## Pathways, practices and predictions

The podium discussion will briefly review the main strands of research and practice that have emerged in the course of the conference and consider some of the major directions in which non-professional translation and non-professional interpreting appear to be moving.

### **Moderator**

Gary Massey (Zurich University of Applied Sciences)

### **Participants**

Ulrike Fuehrer (European Network for Public Service Interpreting and Translation)

Sylvia Kalina (Cologne University of Applied Sciences)

Barbara Moser-Mercer (University of Geneva)

Minako O'Hagan (Dublin City University)

# Panels

The presentations within each panel are listed alphabetically here. The chronological order will be determined by the respective panel organiser.

## Talking about pain and illness in health care settings

Organiser:

**Hofer, Gertrud**

Zurich University of Applied Sciences

Providers and patients who do not speak the same language have to take special measures in order to interact successfully. Among them, communication through an interpreter is frequently opted for.

Studies, however, show that renderings, especially by ad hoc interpreters, are not always satisfactory, and in fact not only occasionally misleading. This may cause considerable disadvantages for both the diagnosis and treatment of pain and illness. In our contributions, we examine data of authentic videotaped interactions between physicians or other medical experts and patients which are mediated by non-professional ad hoc interpreters to gain insight into the interpreter-mediated discourse by drawing on multimodal resources.

The focus is on the patients' experience of feeling ill and suffering pain, as well as on observable particulars of interpreters' renderings of the patients' and the medical experts' utterances with particular attention to cognitive and emotional issues.

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**Hofer, Gertrud**

Zurich University of Applied Sciences

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### **‘It hurts, as if I walked on sand’ – A qualitative analysis of an interpreted diabetes consultation**

This presentation will report on some results of a videotaped consultation between a Turkish-speaking patient and a German-speaking physician at the Basel University Hospital. The communication is facilitated by an interpreter sent to the hospital by a Swiss agency.

The purpose of the case study was to deepen the understanding of phenomena and problems pertaining to medical interpreting.

There are quite a few ways in which the actions of the interpreters have a disturbing influence on the communication concerning the patient’s pain, including omitting or editing crucial information, misrepresenting questions asked by the patient, especially if emotionally charged. Some of the interpreter’s changes are leading to misunderstandings between physician and patient which might be essential for the patient’s treatment of his diabetes.

On the other hand, the insight into some excerpts of the interaction also contributes to a better understanding of how challenging it is for an interpreter to meet the communicative needs of both the medical expert and the patient.

#### **References**

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- Sator M. (2013):** Familiendolmetschung vs. professionelle Dolmetschung I: Eine Fallstudie. In F. Menz (ed.), *Migration und medizinische Kommunikation: Linguistische Verfahren der Patientenbeteiligung und Verständnissicherung in ärztlichen Gesprächen mit MigrantInnen* (pp. 33–145). Wien: v & r, Vienna University Press.

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**Meyer, Bernd / Evrin, Feyza**

Mainz University

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## **Mediating conflicting perspectives on illness and treatment – ad hoc interpreting for a Turkish-speaking cancer patient**

In this case study, we shall focus on the interactions between an ad hoc-interpreter and a Turkish-speaking cancer patient who shows discontent about the medical treatment and basically claims that he doesn't feel ill. The ad hoc-interpreter is a male nurse who works in the hospital. While the patient openly expresses his doubts about the treatment, this is only partially rendered by the interpreter. Our focus is on expressions of emotional stance of the patient (Cirillo 2012, Farini 2013) and his concerns about the way he is treated. We shall investigate how interpreters handle these expressions and sequences. Our main assumption is that certain contributions of the patient do not fit to the overarching purpose of the interaction. As a consequence, ad hoc-interpreters tend to treat such contributions as irrelevant or not adequate for translation.

We will discuss our findings with regard to the notion of 'reflexive coordination' (Baraldi & Gavioli 2012), and the fact that non-renditions (Takimoto & Koshiba 2009) and 'dyadic sequences' between patient and interpreter (Pasquandrea 2012) may play a specific role for the unfolding of the interaction.

### **References**

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- M. Takimoto & K. Koshiba. 2009: *Interpreters non-rendition behaviour and its impact on interaction: A case study of a multi-party interpreting situation*. *International Journal for Interpreting and Translation*, 15–26.

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**Sator, Marlene**

Gesundheit Österreich GmbH

**Menz, Florian**

University of Vienna

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## **Non-professional and professional interpretation in medical interviews: patient participation and time frame**

### Objective:

This study focuses on the specific problems and challenges in interpreter mediated medical interviews with patients with a migrant background and little knowledge of German in Austria.

### Methods:

The study uses conversation and discourse analysis. The data comprise 75 medical interviews in a headache outpatient ward, which cover different types of (triadic) constellations of multilingual and monolingual communication:

- bilingual interactions between doctors, patients and non-professional interpreters (mostly family members)
- bilingual interactions between doctors, patients and a professional interpreter
- monolingual interactions between doctors and patients

### Findings:

Drawing on an interactionist model of studying the participation framework in interpreter-mediated discourse (Wadensjö 1998), this paper focuses on the management of participation in the interaction. In our data, we find a continuum of decreasing patient participation. It is argued that patients' participation is generally higher if interpreting is done by a professional interpreter than if it is done by a family member. Quantitative results yield no significant difference in length and other interview-related factors between monolingual and bilingual interviews. It can, however, be shown that non-professional interpreting reduces duration of patients' utterances significantly, but not the physicians'.

### Implications:

Professional interpreting tends to help both, the ‚voice of medicine‘ and the ‚voice of lifeworld‘ (Mishler 1984) in being heard. Non-professional interpreting by family members introduces

its own voice, the ‚voice of interpreting‘ (Merlini/Favaron 2005), which tends to support neither the ‚voice of lifeworld‘ nor the ‚voice of medicine‘ but rather the non-professional interpreters‘ own preferences.

#### **References**

- Menz, Florian (2013):** Zum Vergleich von ärztlichen Konsultationen zu Kopfschmerzen bei gedolmetschten und nicht gedolmetschten Gesprächen. In Florian Menz (Ed.), *Migration und medizinische Kommunikation* (pp. 311–352). Wien: v&r Vienna University Press.
- Merlini, Raffaella/Favaron, Roberta (2005):** Examining the »voice of interpreting« in speech pathology. In: *Interpreting* 7:2, 263–302.
- Mishler, Elliot G. (1984):** *The discourse of medicine. Dialectics of medical interviews.* Norwood, New Jersey: Ablex.
- Sator, Marlene/Gülich, Elisabeth (2013):** Patientenbeteiligung in Gesprächen mit Dolmetschbeteiligung. In Florian Menz (Ed.), *Migration und Medizinische Kommunikation.* Wien: v&r Vienna University Press, 147–310.
- Wadensjö, Cecilia (1998):** *Interpreting as interaction.* Longman: London/New York.

## Possibilities of professionalization: certification and quality assurance in community and public service interpreting in Switzerland

Organisers:

**Müller, Michael**

INTERPRET – Swiss Association for Intercultural Interpreting and Mediation

**Favaro-Buschor, Simonette**

LINGUA, Swiss State Secretariat for Migration (SEM)

**Huber, Tanja**

Interpreting services at the High Court of the Canton of Zurich

**Razboresek, Aleksandra / Sirol, Mladen**

juslingua.ch – Swiss Association of Court Interpreters and Translators

Moderator:

**Benninger, Christoph**

District Court Zurich, Interpreting services at the High Court of the Canton of Zurich

During the past two decades the actors in the field of community and public service interpreting have been involved in a continuous process of professionalization. For different public sectors different professional profiles and requirements have been applied. In this panel the possibilities for professionalization and qualification in the various sectors are illustrated by the named organizations as well as by interpreters themselves. Features characterising the respective fields of work and the existing structures, actors, delimitations and possible synergies are presented.



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**Favaro-Buschor, Simonette**

LINGUA, Swiss State Secretariat for Migration

**Bugayong, Lenny**

LINGUA, Swiss State Secretariat for Migration

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## **Grasping the quality phantom: testing non-professional interpreters in the Swiss asylum procedure**

Within the Swiss asylum procedure, each applicant has the right to be heard with the assistance of an interpreter (AsylA Art. 29 Para. 1-2). To ensure that this right is granted, the Swiss State Secretariat for Migration (SEM) has a number of interpreters at its disposal, most of whom, however, have no professional training in neither applied linguistics nor in law. Yet, it is unquestioned that for an asylum request to be treated fairly, a high level of interpreting quality is crucial, even if ‚quality‘ often proves to be a phantom that is hard to grasp.

On the one hand, there is the issue of how to ensure that the interpreting is at all adequate. During most hearings, after all, the interpreter is the only person in the room who understands all that is being said. Therefore, the SEM has, among other things, developed and implemented a testing procedure for ongoing interpreters, which they must undergo when applying to work as an interpreter for the SEM.

On the other hand, the testing procedure itself becomes an exercise in striking a balance between having to meet the growing need for interpreters in many different, mostly ‚exotic‘ languages, and conceding that most of the candidates are non-professional interpreters, whose training will necessarily ensue only by working on the job. Therefore, key players in quality assurance are faced with two questions: what level of quality should be demanded and, perhaps more importantly, what can be expected?

This paper not only aims to present some of the challenges that one encounters when trying to achieve a certain quality standard when working with non-professional interpreters but also offers practical examples derived from the experience with the testing procedure implemented by the SEM.

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**Huber, Tanja**

Interpreting services at the High Court of the Canton of Zurich

**Razborsek, Aleksandra**

juslingua.ch – Swiss Association of Court Interpreters and Translators

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**Public service interpreting: an emerging profession.  
Professionalization of court interpreters in the canton of Zurich**

In the Swiss Canton of Zurich, the professionalization of interpreting in the legal domain began more than 10 years ago. A qualification procedure was developed to assess the personal requirements and the specialist knowledge needed for the demanding task of interpreting at courts and public authorities. Specific training courses and exams now make sure that the interpreters in the Zurich legal institutions possess the necessary qualifications. The interpreters can regularly up-date their techniques and legal knowledge in courses and professional stages. A coaching circle offers the opportunity to reflect on and develop one's understanding of the interpreters' role. These measures guarantee a continuous development process for the approx. 600 interpreters, for over 100 languages, active at the Zurich legal courts.

Professional interpreting also implies professionalism on the part of the law management and structures. A specialised service unit has been created to attend to interpreting matters. The unit acts as a partner for both the interpreters and the users of interpreting services; it promotes the interdisciplinary exchange and the training of the users.

Given the high profile requirements, the interpreters do not see themselves as “non-professionals” with an interesting hobby, but as professionals in a growing domain. They are ready to take on responsibility and engage themselves in a process of continuous professional growth. Faced with a “lonely” activity, they are looking for opportunities for exchange and networking. This led to the constitution of professional associations, which are also able to promote the interests of the interpreters with their counterparts.

On the basis of these developments, in the Canton of Zurich, public service interpreting cannot be considered a non-professional activity anymore. Other Cantons have shown interest in establishing similar structures and training opportunities for their interpreters. At a conference in March 2015 on the topic of harmonizing approaches to public service interpreting, these developments towards professionalization achieved great resonance.

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**Müller, Michael**

INTERPRET – Swiss Association for Intercultural Interpreting and Mediation

**Weber Rudin, Brigitte**

INTERPRET – Swiss Association for Intercultural Interpreting and Mediation

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**Community interpreting in the sectors of education, health and social welfare. The INTERPRET qualification scheme in the context of higher professional education**

Community interpreters are active mainly in the education, health and social welfare sectors. Their core task consists of accurate and complete mutual interpreting (as a rule in the form of consecutive interpreting) during conversations between professional staff in the mentioned sectors and migrants not sufficiently proficient in the local language. About 2'000 community interpreters for the three Swiss official languages and around 80 community languages are available through a network of regional service centres. Over the last few years, the volume has been growing by 10-15% annually; in 2014 the regional services have registered over 215'000 hours of interpreting.

The qualification scheme for community interpreters has been operating successfully for over 10 years. Between 2000 and 2004, on the basis of local initiatives and with substantial support of the Swiss Federal Office for Public Health, national training standards for community interpreters were defined, a modular training scheme was developed, a framework for qualification and validation of competencies was put into place and a quality assurance system established. Now, the qualification system comprises of two levels: Two training modules, along with the necessary language competencies and first practical experience in the field, lead to the INTERPRET Certificate. This represents a basic qualification for community interpreters and is recognised as such all over Switzerland. More than 1'000 community interpreters hold the INTERPRET Certificate, and more than 70% of the interpreting hours worked through the regional service centres are carried out by holders of the Certificate or interpreters in training. After this basic qualification, community interpreters can obtain the title of “Intercultural Interpreter and Facilitator with Federal Diploma of Professional Education and Training”, a professional qualification situated at level 5 of the European Qualifications Framework. The path to the Federal Diploma includes more training modules, a national examination and a considerable amount of reflected professional practice. The 108 community interpreters currently holding this title are responsible for 10-15% of the registered interpreting hours in the field of community interpreting. A code of professional ethics set the rules of conduct for the holders of the INTERPRET Certificate and the Federal Diploma.

## Translation in the news: an instance of non-professional practice?

Organiser:

**Ehrensberger-Dow, Maureen**

Zurich University of Applied Sciences

Because people usually rely on the media to provide them with information about events taking place elsewhere, journalists have an important role to play in mediating between languages and cultures. Despite being professionals in their field, most of them have never received any education in translation or interpreting so what they do can be considered an instance of non-professional translation and interpreting practice. The panel brings together researchers who have been exploring translation and journalism from various perspectives in order to open the discussion of whether and how the translation and interpreting practices of these socially powerful actors and the media companies they work for could be professionalized.

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**Davier, Lucile**

University of Geneva

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## **Translation in news agencies as an instance of non-professional translation**

Recent research into non-professional translation has revealed that untrained translators are often fans (for instance in the case of audiovisual translation) or family members (as far as community interpreting is concerned) (O'Brien 2011). The media generally do not rely on non-professional translators and interpreters in this sense. However, most translations done in the media are carried out by professional journalists without specific education in translation (Bielsa and Bassnett 2009, van Doorslaer 2010). This presentation focusses on the practices observed in two newswires based in Switzerland (the Swiss national Schweizerische Depeschagentur [SDA] and the international Agence France-Presse [AFP]) and shows that their production of multilingual information can indeed qualify as an instance of non-professional translation. It also raises the question of whether the journalists who translate on a daily basis could gain from education about multilingualism or translation. In order to address this, fieldwork was conducted at the local bureau of AFP in Geneva and the headquarters of SDA in Bern. Non-participant observation was triangulated with semi-structured interviews. In fact, in both news agencies, translation is given little institutional consideration, is not even mentioned in the agency manual and is expected of new journalists and interns without specific training. Yet reporters are fully aware of the risks this task represents (approximate understanding, confusion between fact and comment, abstraction, etc.). Although the journalists' production of multilingual information is very professional, the aforementioned risks could be mitigated by some training in translation, particularly in the use of adequate tools. This project can therefore provide a sound basis for a professional development course for newswire reporters.

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**Léger, Benoit**

Concordia University

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## **Le reporter et son ombre: représentations de l'interprète dans les récits journalistiques anglo-saxons**

When Wall Street Journal correspondent Hugh Pope has to wait for days for a ferry to take him across the Caspian Sea from Turkmenistan to Azerbaijan, who assists him? When Graeme Smith, covering the NATO involvement in Afghanistan for the *Globe and Mail*, interacts with the child whose family has been decimated by the coalition's attacks, who does the talking and in what language? Some foreign journalists working in crisis situations speak the language of certain countries they are reporting from (e.g. Robert Fisk). However, most do not and must rely on the help of fixers: guides/drivers/bodyguards who usually act as impromptu interpreters, a role for which they have no formal training. The work of fixers has been the subject of a significant body of studies, highlighting an intermediary role which has long remained invisible.

However, the goal of this paper is to analyze the representations of amateur interpreters called upon by four western journalists reporting from the Middle East, from Turkey to the Xinjiang Uyghur Autonomous Region of China: Fred A. Reed, Robert Fisk, Hugh Pope and Graeme Smith. The various descriptions of fixers in these journalistic accounts will be examined, in order to distinguish the different types of rapport between them and the journalists they assist. As well, the paper will explore what these accounts focus on, what they ignore, what images are evoked, and what the position of the fixer is in relation to the journalist.

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**Witchel, Elisabeth (2004):** «The Fixers. Special Reports », CPJ Committee to Protect Journalists. [<http://cpj.org/reports/2004/10/fixers.php>]

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**Perrin, Daniel**

Zurich University of Applied Sciences

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### **Multi-semiotic writing and translation in the newsroom**

Globalization and media convergence have given rise to novel forms of news networks and markets in various languages all over the world, a diversity that poses increasing challenges for journalists and editors of foreign news. The research on professional practice in the newsroom shows that mastering this change requires a multi-semiotic and multimodal mindset, which includes three key competences: using multiple systems of signs (multi-semiotic), writing on all channels (multimodal), and finding emergent solutions in (multilingual) teams. This presentation will focus on multilingual teams engaged in multi-semiotic writing on all channels by 1) explaining its relevance from theoretical and practical perspectives, including those from audiovisual translation, 2) grounding the findings in empirical data from two decades of writing research in the newsroom, and 3) discussing its consequences for the design of work and educational environments. The analyses draw on a large corpora of news items and text production processes (Perrin 2013) and show that translation is involved with every aspect of news production, including how journalists handle their source materials, their target texts, and their social environment. However, even if they are aware of what they are doing, journalists may never have reflected on whether theirs is the best way of doing things or of the possible significance of the implicit knowledge about working between languages that they have. This has consequences for multilingual writing contexts such as newsrooms as well as workflows – and curricula in journalism education.

#### **Reference**

Perrin, Daniel (2013). *The linguistics of newswriting*. Amsterdam/Philadelphia: John Benjamins.



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**Schäffner, Christina**

Aston University

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## **Translation and journalism: professional values and ethics**

As recent research into news translation has identified, journalists do not consider themselves to be translators even if their journalistic text production includes working with sources in a language other than the one they are writing their texts in. Both translation and journalistic writing are concerned with text production which is based on previous texts and which involves aspects of representation. Text production is never neutral, and the reality (re) presented in a text is a constructed reality. Representation links to aspects of professional ethics, which are relevant to both translators and journalists. Both professions have codes of conduct in which expectations concerning ethical behaviour are laid down. This paper will discuss how aspects of ethics have been discussed in Translation Studies and compare them to values and ethics formulated in media institutions to govern journalistic writing.

# Individual papers

The Individual papers are listed by first author. Refer to the programme for details about the day, time, and room number.

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**Aguilar Solano, Maria**  
University Pompeu Fabra

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## **Creating multilingual democratic spaces through ‘neutrality’: a community-based interpreting model**

With the rapid growth of immigrant communities in the United States and the fast demographic changes, language diversity and multilingual justice are emerging as critical factors of this transformation. Despite the increasing awareness of the negative impact of limited English proficiency for the participation of immigrant communities in the social, political and cultural development of globalized societies, such as the United States, little is being done to mitigate this barrier. As a result, community-based organizations are trying to fill the vacuum left by a lack of social awareness and lack of financial resources with regard to language provision and regulation (Valero Garcés & Cata, 2006), and the disengagement of professional organizations of community interpreters with community empowerment and advocacy (Boéri & de Manuel Jerez, 2011). These organizations are not only educating immigrant communities on issues such as community-labor organizing, domestic violence advocacy, or community education and outreach, they are also providing the interpretation needed to create a multilingual space. Their commitment to advance social justice and community empowerment is directly linked to their dedication to create a linguistically diverse society. Recurrent themes such as non-professional, untrained, or advocate tend to occupy the focus of the few research studies that have been conducted on community-based interpreters.

This paper discusses the interpreting practices developed by a non-profit organization of interpreters from Massachusetts, USA. The aim of this organization is to generate awareness among community organizers about the importance of creating multilingual spaces where all members of the community can voice their concerns in their own language through the provision of interpreting. Accordingly, they offer well-organized, high-quality interpreting

services on a sliding-scale fee basis. To achieve this, the collective provides its members with intensive training workshops, monthly interpreting practice and regular meetings. Unlike what has been shown in previous studies on community-based interpreters (Boéri, 2012; Jesús de Manuel Jerez, 2003; Valero Garcés & Cata, 2006), this organization strongly promotes and applies the principle of ‘neutrality’, as a means to position themselves as ‘professionals’ and raise the profile of community interpreting. This paper addresses the impact that an emphasis on ‘neutrality’, specially coming from within the community, can have for the development of the practice, and the existing discourse that fosters interpreters as autonomous agents of the communicative encounter (Inghilleri, 2012).

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### **Ad-hoc interpreting in Swiss migrant-friendly hospitals: latent potential of the (medical) in-house professional for non-professional interpreting?**

In Swiss hospitals, non-professional interpreting by ‘individuals with a certain degree of bilingual competence who perform interpreting tasks on an ad hoc basis without economic compensation or prior specific training’ (Martínez-Gómez 2015:417) is an integral part of multilingual communication management. The focus in this paper is not on relatives, acquaintances or non-qualified hospital staff, but on qualified bilingual medical personnel which is regularly ‘recruited’ for ad-hoc interpreting services and potentially adds to the doctor-patient encounters by bringing in not only the language skills, but also knowledge of the subject matter as well as institutional, technical and even patient-related background knowledge.

In preparation for a larger research project application, preliminary talks and interviews with two major actors in charge of intercultural communication at the Basel University Hospital and the Zurich Children’s Hospital as well as a small-scale questionnaire survey (N=9) among in-house ad-hoc interpreters who (voluntarily) enrolled for a professional development course in medical interpreting at ZHAW were carried out. These preliminary efforts suggest that ad-hoc-interpreting by qualified in-house personnel is indeed an asset to be unfreezed. However, in order to realize its potential for the mutual benefit of all parties concerned, solutions for a number of pressing problems have to be worked out in in-depth empirical investigation.

This paper discusses the points of concern that arise in ad-hoc medical interpreting settings relating to training course requirements (ad-hoc interpreters feel insecure about interpreting skills, role behavior as well as co-constructive aspects and discursive practices in the interaction); micro-organizational aspects (ad-hoc interpreters have to integrate interpreting services into their regular and paid work schedules); macro-organizational aspects (coordination and combination of in-house ad-hoc interpreting with contracted trained community interpreters and use of the national telephone interpreting service as well as integration into differently set-up and specialized hospitals).

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## Research on and involving children: The narrative data approach

The issue of the involvement of minors in research and the paradigmatic shift that, stemming from the subsequent ratification of the UNCRC by many states, changed the perception of children and childhood (Hall and Sham 2007) spurred, as a consequence, a growing attention to the acknowledgement of the children's right to be considered as active participants in society (Lansdown, 1994). This, in its turn, resulted in a great number of studies and publications aiming at 'reconstructing childhood' (James & Prout, 1990, 1997) and uncovering those elements of childhood that until then had remained invisible (Books, 1998; Morrow, 1995) to acknowledged social actors and agents such as public institutions and service providers, academic research, i.e. adults.

This theoretical and methodological shift that has taken place within social research in recent years has contributed to move away from those traditional approaches which perceived minors exclusively as (passive) objects of enquiry, towards a theoretical and methodological framework that views minors as social actors and active agents with a unique perspective and insight into the reality that is the object of study.

By resorting to examples of ethical and methodological practices drawn from the In MedIO PUER(I) project as well as other UK and US-based projects focussing on the study of Child language brokering, this paper will address a few issues/questions related to research projects with and involving minors:

- Why is research with children different from research with adults?
- Are there special and specific ethical issues that need to be taken into account when dealing with minors in research studies?
- Are there shared guidelines and standards that regulate research with and involving minors?
- How is narrative data collected and analysed?

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## **Non-professional translation of political texts in times of conflict: The case of the Arab Peace Initiative**

This paper looks into non-professional translation of political texts in times of conflict, namely in the context of the Arab-Israeli conflict. Data examples are derived from the Arab peace initiative (API). The API was put forward by the Arab League in 2002 as a comprehensive offer of peace to Israel. It was negotiated and drafted in Arabic, then translated into English by the Arab League but not into Hebrew. It was later translated into Hebrew by the Israeli left-wing newspaper, Ha'aretz, but the translation came out incomplete. The initiative was well received in the United States, but not in Israel. The Israeli media, politicians and critics depicted the initiative as 'a blueprint for Israel's destruction' arguing that it requires Israel to accept the possible return of millions of Palestinian refugees. In 2008, Ilai Alon, a non-professional translator, translated the initiative into Hebrew and published it on the website of the Israeli organization, Peace Now. Alon is a professor of Philosophy at Tel Aviv University and author on issues of negotiations in the Arab World and Islamic political thought. He argues that the Hebrew translation available to the Israeli people is 'faulty' and this could be part of the reason why the Israelis ignored it. In his translation, Alon appeals to the Israeli readers and tries to convince them that the Arab peace initiative deserves serious consideration. The analysis, informed by concepts and methods of descriptive translation studies and critical discourse analysis, examines the textual profile of Alon's Hebrew translation focusing on its function and how is this function reflected at both the macro- and micro structural levels. The concluding section sheds light on the role non-professional translators play in times of conflict and the ethics of this role.

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## **“There is fear.” Training needs of interpreters working with unaccompanied minors**

The authors will focus on the specific challenges interpreters have to face when interpreting for unaccompanied minors in asylum interviews. Interpreters play a crucial, yet often neglected role in asylum hearings: As it is often not possible for applicants to provide written evidence to corroborate their claims, their oral reports are the sole basis of the asylum adjudicators' decision; applicants have to be entirely reliant on the interpreters to present their claims accurately. Adjudicators will also have to rely on the interpreters to fully render an applicant's statement to be able to fairly and effectively process a claim. If the applicant is an unaccompanied minor, the situation becomes even more complex for both interpreters and adjudicators as minors will respond and react differently to adults in such a highly institutionalised setting. Interpreters will have to be aware of the linguistic, cognitive and emotional constraints that limit communication in such a setting and be able to communicate in a way that is understandable to children and minors.

The authors will present a literature-based overview of the challenges of interpreting for minors and determine specific trainings needs for professional and non-professional interpreters working with and interpreting for especially vulnerable individuals such as minors. With respect to training needs and possible training environments, a 12-module training programme, that was developed in a project funded by the European Refugee Fund and the Austrian Ministry of the Interior and led by UNHCR Austria, will serve as an example and an incentive for further discussion.

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### **Locating the non-professional interpreter in Asian business: organisational ethnographic approaches**

In-house interpreters are demonstrably crucial to firms operating internationally. As they enable the crossing of language barriers, interpreters also mediate exchanges of organisational knowledge, business objectives and managerial directives across cultures. Their work is clearly of interest to those involved in managing such internationally-active firms, and to scholars in fields such as cross-cultural management and organisational studies. This does not necessarily mean, however, that in-house interpreters can readily be identified as discrete objects either of management or of scholarly investigation. In many cases, the crossing of language barriers within a firm is accomplished on an ad-hoc, informal basis, mainly by employees with no training in either formal interpreting or cultural mediation. This paper explores some of the challenges of identifying, classifying and understanding interpreting/translation work in such situations, with a particular focus on Asian business settings. Drawing on ethnographic case studies of Japanese firms' operations in Australasia, the paper seeks to understand the positioning of in-house interpreters as an intersection of a variety of macro-economic and socio-cultural factors with specific organisational and managerial dispositions.



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## **Crowdsourced Chinese translation at twitter: An approach using the gamified field**

Twitter launched the Translation Center back in February 2011, and now its service is available in more than 50 languages through voluntary crowdsourced translation. As a newly-emerged practice in the digital era, crowdsourced translation is conducted in a virtual social space where translation agents (e.g. translators, moderators and managers) collaborate or compete with one another while carrying out the translation task. Also, this translation activity contains game-like elements, such as the rules of the game (e.g. Twitter's Translation Guide) and game mechanics (e.g. the translator leaderboard and badges). Put differently, Twitter's translation project seems to be situated in a gamified field. Accordingly, this paper will draw upon the following theoretical insights and make a thorough sociological analysis of the crowdsourced Chinese translation at Twitter: (1) the concepts of field, doxa, habitus and capital from Bourdieu's field theory (Bourdieu 1993; Bourdieu and Wacquant 1992), and (2) the notions of mechanics, dynamics and aesthetics from the theory of gamification (Zichermann and Cunningham 2011).

The sociological exploration of Twitter's Chinese translation aims to investigate (1) how the doxa embedded in Twitter's gamified field of Chinese translation and the relationship between all the engaged translation agents shape the Chinese translator's habitus; (2) the connection between the translator's habitus and the translation strategies adopted; and (3) the coordination and competition between translation agents. To achieve the purposes listed above, this paper will analyze both contextual and textual data. The former include the workflow, roles of different translation agents, translation-related resources (e.g. the translation/voting platform, discussion forum, leaderboard and badges) and various guidelines; the latter contain Twitter's English/Chinese glossary and its English and Chinese interfaces. The analysis results can contribute to a better understanding of how a for-profit organization mobilizes its users to voluntarily translate its web interface and what implications this crowdsourced model can bring to translation practices and research.

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### **Child language brokering in school: when should a child not be used as a language broker?**

When families migrate to a new country their children often learn the local language faster than their parents. In particular, the children's attendance at school expedites learning the new language, and in turn they often become translators or interpreters for their family. Schools are one of the most common settings for this activity. As part of a wider study examining teachers and child language brokers experiences of brokering in school we sought answers to the following questions: What are the special characteristics of schools as sites for child language brokering (CLB)? To what degree are CLBs used in routine contacts with parents (their own & those of others), in more sensitive discussions about vulnerable pupils (e.g. about special educational needs) and in discussions when crucial matters are being resolved (e.g. planning for subject choices during their secondary school career)? There is general acceptance of the principle that children should not be asked to translate for their parents or others when very serious or sensitive matters are being discussed, but do those who are directly involved abide by that principle? This paper will report data that is relevant to these questions from an online survey and a series of episodic interviews with teachers who had used CLBs in their schools and young adults who had acted as CLBs during their own school career. The ways in which these questions are resolved in UK schools have to be understood in the context of national traditions of pastoral care in education. The participants' observations reflect underlying assumptions about the nature of childhood and emerging development that they themselves had or perceived in others.

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### **Institutional and cultural implications for (ad hoc) interpreters in the emergency department**

It has already been proved that language barriers in healthcare lead to a lower quality of health services, worse patient health outcomes, and higher treatment costs. From the results of a variety of studies, it could be argued that the best remedy is to use professional interpreters. However, hospital staff may face a number of challenges in making effective use of professional interpreters, in particular in specific contexts such as an Emergency Department (ED). As a result, hospital staff often reverts to non-trained, ad hoc interpreters instead. Drawing on the existing quantitative literature as well as on their own qualitative research, Cox and Lázaro-Gutiérrez describe the situation of the provision of interpreting services in the Emergency Room; the characteristics of the communicative event; the contextual or institutional factors that characterise the encounter, and how cultural difference plays a role in the effectiveness of communication. For so doing, a set of recordings of real conversations in the ED will be analysed from a discourse linguistic perspective on the one hand, and an intercultural communication focus on the other hand. The results will be linked to the ensuing implications for ED management and interpreter training.

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## **Child language brokering: Spaces of belonging and mediators of cultural knowledge**

The study of child language brokers (i.e. young people who interpret and translate for their families and others), has mainly been concerned with specific activities or features of young people's lives (Tse 1995). There has been less systematic work looking at how cultural knowledge and identity is mediated by children through the process of language brokering (for exceptions see Orellana et al. 2009; Crafter et al., 2014). This paper draws on data collected with young people which moves beyond a focus on literal translation to look language brokering as mediator of knowledge, identity, values and norms. The study is interested in looking at how language brokering works as a 'cultural contact zone' where cultures meet, are negotiated and perhaps, confrontational (Pratt, 1999; O'Sullivan-Lago & Abreu, 2008). We also look beyond the physical spaces of language brokering and attempt to access the 'imagined' spaces of identity belonging to explore the 'aboutness' of self (Zittoun, 2007) in the process of language brokering in young people.

Data was collected using qualitative interview vignettes with young language brokers (aged 14–18) from schools in London and the South of England. Our child language brokers describe the integral connection of language to their sense of belonging and ability to access to particular cultural and social spaces. They told us that brokering did help them to understand their own culture, the host culture and other cultures better. They also report on the challenges of cultural mediation and highlight particular examples of incidents where confrontation, humour and embarrassment result when different cultures meet.

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### **Survival kit for non-professional interpreters to address urgencies**

Given the new refugee situation developing in Europe, German authorities have to rely on the good will of those staff members with a command of foreign languages to make initial contact in emergencies and other cases of urgency. In the Federal State of Lower Saxony, some employees were prepared to help the authorities by providing ad hoc communication and intercultural mediation services, but within a few months, they had become overwhelmed by the new tasks and demands. The department of staff administration and development was then asked to provide support, taking the initiative of launching a tender for a first intensive workshop of 16 hours. In this paper, the author presents the workshop that was awarded the contract and her experiences in giving it. Based on the ISO standard ISO/FDIS 13611:2014(E) and the SIGTIPS EU-Project, the programme she delivered consisted of several 90 minutes modules. After receiving short introductions to fundamental aspects of language mediation and intercultural communication, participants completed a variety of exercises and took part in various role-play scenarios. In all the modules, particular attention is directed towards ethics.

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### **Reported speech in ad hoc interpreting: Managing socially problematic actions in Finnish-Brazilian Portuguese everyday conversation**

When relaying others' talk, interpreters may use reported speech (e.g. s/he says) to frame the translated talk. In prior research, the use of reported speech has been regarded as a means of distancing the speaker from what is being translated, managing the interpreter's speaker role in general, displaying stance, segmenting complex turns and managing turn-transfer (see e.g. Bot 2005, Johnen & Meyer 2007). This paper investigates reported speech in the context of ad hoc interpreting in everyday conversations among family and friends. The paper shows that in addition to managing speaker roles, reported speech is here used for managing socially problematic actions.

This investigation is part of a larger Conversation Analytic study on the turn-design resources that bilingual speakers employ when engaging in translating in multilingual everyday conversation (Harjunpää in preparation). In addition to metalinguistic means such as reported speech, the study covers a range of other organizational resources, including syntactic fronting and detached, phrasal turn-beginnings. With the latter, a translatory mode (Müller 1989) is established without explicit metalinguistic framing. That is, both explicit and implicit means for doing translating are available for the speakers. The study examines the interactional contexts and motivations for these different ways of translating.

This paper presents two contexts where translating is done as reported speech. First, reported speech occurs as a response to requests for clarification (cf. Pöchhacker 2000). Second, it occurs in spontaneously produced translations of dispreferred actions, such as rejections of an offer (cf. Knapp-Potthoff 1992). In both cases, the speakers are dealing with something more than problems of understanding linguistic content. They deal with the accountability (Garfinkel 1967, Heritage 1984) of the actions being translated, in other words, their acceptability and intelligibility as normatively organized social actions.

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## **Multimodality and performativity in interpreter-mediated church discourse**

Recent theoretical and methodological developments in Translation Studies have emphasized the role of non-verbal semiotics in understanding, interpreting and translating spoken and written texts (for a review see Kaindl 2012, Perez-Gonzalez 2014). The majority of research on multimodality and multimediality has hereto been widely applied to the analysis of written texts such as comics and advertisements while little attention has been paid to the implications of this semiotic resource in face-to-face interpreting. Of relevance to the analysis of semiotic interaction in church interpreting are the studies of opera and theatre translation, which further highlight the idea of performativity and its centrality to meaning making (Loxley 2007).

In this paper the concept of performativity is theorized as a way of integrating semiotic analysis with insights from New Homiletics (the rhetoric which informs modern-day public preaching). Thus, it argues that *homo performans* is experienced by all participants in this social context as an act of embodiment of the divine (*actio divino*) (Bartow 1997) that is made incarnate in the words, voices and bodies of men and women who deliver the message (preachers and interpreters alike). Consequently, the paper considers how the complex semiotics of the preached discourse is reproduced in interpreted discourse. By focusing on the resources deployed by interpreters in contrast to those used by the preachers and analyzing interview data about the use and the norms regarding these choices it also addresses the issue of the role and responsibility of non-professional church interpreters.

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## **Joint exploration of the application of qualitative methods for the study of non-professional interpreters**

In this session we would like to undertake a joint analysis of three often applied qualitative methods (namely in-depth interviews, ethnographic observations, focus groups) in the study of non-professionals. Qualitative methodologies are often considered difficult to critique, presumably due to their highly subjective nature, but we would like to discuss through a joint analysis, together with session participants, of key stages of the research process how methodology-specific reasoning can be applied in order to ensure rigour.

Socially constructed realities and relationships between the researcher and what is being studied are essential components of qualitative inquiry (Denzin and Lincoln, 2003). We are interested in hearing other participants' experiences of three different research cases and we will together examine how these are (co-) constructed in different contexts (church interpreting, child language brokering but also professional interpreting) and for different data collection methods. We posit these three cases and research methods to the audience, but are also interested in other experiences within the qualitative framework. Issues related to emic and etic approaches will also be mentioned.

In the case study of church interpreting, a field dominated by endogenous research projects, we discuss the differences between conducting ethnographic research by academics who do not belong to the communities of practice and those who do. We shall also discuss methods of collecting and presenting non-linguistic data as well as the merits and drawbacks of interviewing via Skype.

For child language brokering, we will discuss the need for ethical approval, strategies of recruiting juvenile participants and the challenges in creating mutual trust in order to conduct a focus group discussion yielding valid and interesting data.

For the in-depth interviews, we will explore how interviewing professional interpreters differs from working with non-professionals. Issues concerning ethical rigour will be reviewed with

regard to both data collection and handling. The choice of language for interviewing and transcribing is another important consideration when dealing with multilingual subjects. Ethical rigour is also important when interviewing for research purposes subjects who are colleagues or friends. In this case, we would like to discuss the role of the interviewer and how to analyze the data accordingly.

**Reference**

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## **From scratch to the phone: Evolution of competencies for telephone interpreting. Insights from seasoned interpreters and non-professionals**

Telephone Interpreting is already a long established professional practice employing thousands of interpreters throughout Europe. However, official formal training is still lacking, and when it is offered it is the remote communication companies that provide specific courses to their own interpreting staff. Consequently, more often than not, telephone interpreters have to tap on their intuition, when interpreters work with languages of less diffusion where little or no training is offered, or on their conference or community interpreting skills to grapple with telephone interpreting challenges. Telephone interpreting environments present their own challenges and limitations (Oviatt & Cohen 1992; Rosenberg 2007; Lee 2007, Ozolins 2011), and contribute to the production of a particular type of remote dialogue. Interpreters have to acquaint themselves with these challenges and develop ad hoc competencies and skills. This study is part of a large European Project:

SHIFT in Orality: Shaping interpreters of the future and of today. The study presents a record of the evolution and acquisition of competences and skills for telephone interpreting. The primary focus of the analysis is to compare the views and experiences of difficulty in telephone interpreting of seasoned versus non-professional interpreters.

Quantitative data were obtained by means of an on-line questionnaire, which elicited participants' socio-personal, training, and professional background. These findings were then tallied with participants' qualitative narratives of their experiences of difficulty (factors and situations that result in more difficulty), and how they have learned to cope and navigate these difficulties. How they first grappled with new technology based telephone interpreting problems and how they cope with these challenges now. Which specific competencies they have had to develop and how these skills have evolved throughout time as they became experts. Participants include interpreters working for three major telephone interpreting companies in Europe, as well as interpreters working for other smaller companies that recourse to telephone interpreting occasionally. Finally, recommendations and training lessons by seasoned telephone interpreters will be extracted for the benefit of interpreting trainers, less experienced telephone interpreters and/or interpreters with no background in this setting.

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## **Investigating the role of the pastoral interpreter**

The role fulfilled by an interpreter is integral to the success of communication between speakers of different languages. When investigating the role of the interpreter, an increasing (albeit not new) trend towards a more 'involved' role model is apparent when looking at literature on the topic. Anderson (1976:209-217; 2002:217-230) has for a long time posited that the role of the interpreter is marked by uncertainty and ambiguity and adds that the interpreter's role is dependent on expectations of the parties involved. Wadensjö (1998:41) and Linell (1997:53) continues by also taking into account the importance of the interactive nature of each communicative event which expects a much more involved role from the interpreter – which has not been the case until recently.

Kotzé (2012; 2014) ascertained that the role of the educational interpreter is indeed influenced by the specific communication taking place in the educational setting (expectations, limitations etc.) and asks whether the role of the pastoral interpreter should not also be investigated in terms of the setting in which it takes place, taking into account the different and specific needs present in the pastoral setting.

In an attempt to answer this question, this paper will report on a study which investigates the role of interpreters working within different settings, in this case, that of the pastoral interpreter. The study aims to provide insight into pastoral interpreters' perceptions of the role they fulfil which could, in turn, shed light on what motivates pastoral interpreters and how the church environment influence role fulfilment.

This study finds itself within the parameters of Grounded Theory as originally developed by Glaser and Strauss (1994, 1999) and Strauss and Corbin (1990, 1994, 1997, 1998). To achieve triangulation a mixed-methods approach was used: firstly a qualitative data collection round determined trends and patterns regarding typical role fulfilment amongst respondents by means of semi-structured interviews and/or focus group interviews. This was followed by a quantitative data collection round where a survey was done by means of questionnaire which was sent to a representative sample of interpreters in order to test and quantify the trends and themes identified during the qualitative round.

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### **Abusively abusive or a newly-gained autonomy? An exploratory study of fansubbing textual practices in mainland Chinese contexts**

Recently, there has been a shift in research focus in audiovisual translation studies; this represents a movement away from the study of mainstream subtitling towards the subtitling activity initiated by non-professional subtitlers or fansubbers and, in particular, in the context of Japanese anime. One of the recurring research foci in existing fansubbing scholarship has reinforced the importance of ‘the dialectical relationship between media technologies and the participatory practices these technologies enable’ (Chouliaraki 2010:227). Empowered by audiovisual technologies, conventional media viewers have become ‘prosumers’ (i.e. producer-cum-consumers) (O’Hagan 2009), collaboratively participating in self-mediating and co-creating the media contents to their preference (Pérez-González 2014: 66). The self-mediated nature of fansubbing practice is conspicuously reflected in the textual presentation/mediation, known as abusive translation, (Norn 1999). Abusive translation suggests a ‘source-oriented’ translation, where genre-specific cultural references, also known as ‘the narrated culture’ (Pérez-González 2007: 68-9) is conspicuously preserved and explained by virtue of translators’ notes, including ‘headnotes’ and ‘glosses’, on the screen space (Díaz Cintas and Muñoz Sánchez 2006: 46). The fansubber’s undisguised interpretation of the untranslatable or impenetrable cultural terms (Dwyer 2012: 226) has been understood as a method that discontented fansubbers apply to counterbalance the domestication translation strategies keeping the ‘foreignness’ to a minimum – the translation norm demanded by the subtitling industry (Pérez-González 2007). Similarly abusive translation approaches can also be identified in the textual mediation in Chinese fansubbing contexts. In some cases, Chinese fansubbers are becoming abusively abusive; translators’ notes are not only used to introduce the foreignness embedded in the source text, but also applied as ‘viewing guides’, to help viewers understand subliminal messages, and the ‘translator’s log’, including any translator’s thoughts that may be irrelevant to the scenes. However, unlike their Japanese counterparts counteracting the industrial norm, the radical abusiveness of the Chinese fansubber’s textual mediation is argued to be an exemplar of their newly-gained and technologically-empowered democratizing autonomy against the media and subtitling environment under the heavy shadow of Chinese nation-state censorship and control.

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## **Training volunteer interpreters in healthcare settings**

This communication revolves around the situation of healthcare interpreting in Spain. During last years of economic decline healthcare interpreting has undergone serious difficulties. We have witnessed the complete disappearance of interpreting services in some hospitals and healthcare centres. Many times this has been justified because of the publication of new regulations concerning the provision of healthcare assistance. An Act enacted in April 2012 containing urgent measures to guarantee the national healthcare system sustainability implied hard reductions including the assistance to undocumented foreigners. The former Spanish universal healthcare system vanished together with the idea that every of its users should obtain assistance in equal conditions. Interpreting services even became unpopular, as it was generally thought that money should be destined for other purposes.

However, some interpreting services found a way to survive through witty and innovative mechanisms such as crowd funding. Some constituted associations of healthcare staff, social workers, activists and patients and managed to get some private and public funding to provide interpreting. On the other hand, hospitals and healthcare centres still needed interpreting services and, when nothing else was available, resorted to NGOs which provided volunteer interpreters.

This communication deals with a project carried out by an alliance of a group of healthcare providers, an immigration NGO and a university who re-launched interpreting services in a hospital in a highly populated and diverse area near Madrid. In particular, we will deal with the constitution of the team of interpreters and how training was provided for a group of volunteer interpreters who were already providing interpreting services in the hospital. The training programme will be described as well as the organization and management of the new interpreting service. Some conclusions about the outcomes of the project and the suitability of this new system will be offered.



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## **Explicitation strategies in the translation of popular science by professional and volunteer translators: a corpus-based study**

There is a growing interest in collaborative and volunteer translation in academic circles (O'Hagan 2009, Jiménez Crespo 2014) because this activity offers learning and training opportunities for students of translation and novice translators alike.

In a world of multimodal texts and technologies, volunteer translation in audiovisual open translation projects such as TED: Ideas worth spreading [<https://www.ted.com/>] is motivating (Olohan 2014, Cámara 2015), especially for students of Scientific and Technical Translation. Both watching and translating TED Talks promote science literacy and creativity, and facilitate the comprehension of specialized terms. The same is also true for the analysis of volunteer translations in TED, an activity that can provide good examples of translation strategies and creative solutions in the dissemination of science.

The aim of this presentation is to compare explicitation strategies used by volunteer translators in TED talks with those used by professional translators in translated popular science. A corpus-based approach will be used. We draw on our experience in the research and development projects VariMed and CombiMed<sup>1</sup>, which focus on the cognitive and communicative motivation for term variation in medicine, and the teaching innovation action Tradusaluda: audiovisual resources for the promotion of health in Europe: accessible subtitling and translation [<http://tradusaluda.wordpress.com>].

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<sup>1</sup>Some of the results of those projects are published in an online medical resource called VariMed [<http://varimed.ugr.es/>].

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**Rethinking the interpreter's role: lessons from non-professionals**

Non-professional interpreters' shifts in participation status have traditionally been linked to significant communicative alterations and disruptions. The fact that they may act as a primary participant has been widely censured because of potential disempowerment of the parties to the interaction (Pöchhacker & Kadric 1999; Elderkin-Thompson et al. 2001). Contrarily, emerging research findings point to the positive contributions of adult non-professional interpreters, from bilingual staff's familiarity with the institution (Rhodes & Nocon 2003) to relatives' privileged access to patient health information (Rosenberg et al. 2007). Whereas the former group of studies often uses methodologies where the researcher singlehandedly performs quality analyses, the latter tend to incorporate the opinions of all participants to the interaction.

This study merges these two approaches in order to determine which deviations from traditional interpreting norms about role (as assessed by the researcher) actually create communication problems (as experienced by users). Using Conversation Analysis, I study 26 NPI-mediated interviews recorded in two Spanish prisons. After identifying footing shifts (following an adapted version of Merlini and Favaron's typology of interpreter footings, 2005), I analyze their immediate cotext, in order to reveal users' attitudes towards them and to assess their impact on communicative success.

In light of my results, I argue that not every deviation from normative interpreter roles is conducive to communication breakdown. Indeed, by highlighting areas of agreement and disagreement between users' and researchers' views on the interpreter role, based on actual data, I aim to reveal what can be learned from NPIs' work in prison settings. It is my contention that their lack of exposure to interpreting norms before they undertake these tasks may allow them to be sensitive to different aspects of the triadic interaction that researchers and professional interpreters may inadvertently overlook.

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**Brokering as a rite of passage:  
Child and adult sign language interpreting experiences in the deaf  
community**

Some children act as ‘language brokers’ between their parents and members as minority language users and majority language users within public institutions (Antonini, 2010). Children interpret for their parents in a wide range of settings, regardless of the availability of professional interpreters, and young people have mixed feelings about their experiences, sometimes feeling empowered and at other times burdened (Orellana, Dorner & Pulido, 2003).

These are also the experiences of children with deaf parents, who broker between their signing deaf parents and the hearing majority who use a spoken language. These people are often referred to as Codas (Children of Deaf Adults) (Preston, 1994) or People from Deaf Families (PDFs) (Napier, 2014). PDF experiences seem to mirror the positive and negative experiences of children growing up speaking a minority language at home (Napier, in press).

Through the replication of spoken language brokering studies (Tse, 1996; Valdes et al, 2003; Weisskirch & Alva, 2002), this paper will present findings from a mixed-methods study that involved 11 semi-structured interviews with PDFs ranging in age from 13 to 50+ in order to explore: (1) where PDFs typically broker and when they began, and (2) how PDFs feel about their language brokering experiences.

Brokering experience can be considered as an asset (Orellana, Dorner, & Pulido, 2003), and it is important to recognize and value the ‘fund of knowledge’ that PDFs have and how we can harness this expertise into developing future professional interpreters (Napier, in press).

Nine of the adult PDFs interviewed in this study now work as professional interpreters and report on how brokering was a ‘rite of passage’ for them in terms of their identity and professional career choice. The findings of these studies have implications for consideration of signed language interpreting provision, as well as for signed language interpreter education and accreditation.

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## **Attitudes of non-professional translators towards the use of hedging markers: Wikipedia translators and journalists in comparison**

A typical trait of non-professional translation seems to be the common use of hedging markers before translated words and expressions. These indicate that the proposed solution may not be a completely accurate or trustworthy rendering; in English, a frequently used hedging marker before translated words is ‘means roughly’. In two earlier studies (Norberg 2011, Norberg/Stachl-Peier in print), we have studied the use of hedging markers in articles written for Swedish Wikipedia sites and in a Swedish quality newspaper, and thereby discussed the code of ethics that might lie behind the frequent use of hedging markers, even in front of very accurate and complete translations.

These previous text-based studies are here supplemented with an interview study. Interviews were held with a number of Wikipedia authors and journalists concerning their attitude towards hedging markers in translation and the ethics of translation. This attitude might reflect views among the general public regarding translation.

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**Follow the eagle not the ego. Ethical and professional guidelines for ad hoc court interpreters**

Court interpretation requires talents that go beyond the use of words; first of all, the interpreter needs to be a reliable person, and also have neutrality, impartiality, emotional control, and extensive knowledge of legal and criminal terms, among other crucial skills. Making the speech of the „enemy‘ intelligible so that he can have a fair and neutral judgment without interference of inner values, being only a linguistic bridge between two or more languages, and fundamentally prioritizing invisibility, are, of course, major challenges in the life of a court interpreter. In addition, interpreters must have full control of simultaneous and consecutive interpretation skills, as well as those of sight translation.

The legal system in many countries is still striving to prepare ad hoc court interpreters to work ethically. The literature about court interpretation worldwide has reported a common concern in this field, especially for rare languages.

In this presentation, I will address some difficulties and possible predicaments that may take place in courts when interpreters do not adhere to high standards of ethical and professional behaviour. I will also discuss excerpts of professional conduct guidelines I have written to inform and prepare forensic interpreters for their ethical and professional responsibilities so that they can deal with common challenges in court proceedings in an appropriate manner.

My humble experience on Federal courts in San Francisco, California (USA) while observing, interacting and learning from interpreters how the US judicial system prepares and trains them, provided me with the basis I needed to write the first guidelines on Ethics and Professional Standards in Brazil. The guidelines are widely known by the court system in Sao Paulo state and have brought a new and more efficient scope to bilingual and/or multilingual trials.

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## **Training volunteer translators for crisis communication: The Translators Without Borders example**

Translation and interpreting play important roles in crisis communication. However, analysis of the literature on crisis communication suggests that the role of translation and interpreting in crises is not given adequate consideration. There is a growing need for a more serious consideration of translation and interpreting requirements for crisis communication and for the embedding of translation into crisis communication policies, frameworks and training. Training translators for crisis communication would likely challenge traditional translator training models. Shorter, more directed training of volunteer translators might be both appropriate and adequate. This paper presents an evaluation of the potential for such training using the context of short courses provided by Translators without Borders in Kenya. Two rounds of training were conducted in 2014, the first with 11 volunteers, the second with 5 volunteers as part of a Rapid Response Translation for Ebola Project. A simulation exercise was then run where the volunteers had to translate short messages into specific languages. The translators were asked to fill in a short questionnaire before and after the translation simulation task. The questionnaire draws on the concept of self-efficacy in which a person rates their own ability to perform a task and their confidence in their self-ratings. A quality evaluation of the translations was also carried out. This paper will present results from this preliminary experiment.

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### **Tracking the distribution of non-professional subtitles to explore the impact of the non-professional subtitling phenomenon**

One of the main characteristics of non-professional subtitling is its immediacy: non-professional subtitling communities work against the clock to complete the subtitles for TV products as soon as they are first released. By exploring the data offered by non-professional subtitling websites, it is possible to know which languages are more relevant for a certain product, how much time it takes for communities to create and post non-professional subtitles and how many people access the subtitles. In this paper we aim at describing the distribution network of a series in the website Addic7ed.com in order to study how the different agents in it play different roles and enact different types of power. We draw on the analysis of the creation and distribution of the subtitles for third season of the series House of Cards. Using web-scraping techniques, we collected data related to the release of the subtitles for the thirteen episodes of the third season, the number of downloads of each set of subtitle over time and the editions of the subtitles in Addi7ed.com. The data represent the subtitles for nine languages: Bulgarian, Dutch, English, French, Italian, Portuguese, Persian, Russian and Spanish. The data collection staged took place over two weeks after the release of the TV series, from February 27 to March 15, 2015. The data provide insights into the behavior of downloaders and give us information about distribution of audiovisual content at a global scale. Non-professional subtitling regularly raises discussions about its clash with professional subtitling and the translation profession. However, it is likely the case that non-professional subtitles service only a niche market which is interested in meeting specific needs, such as speedy distribution of products or the fulfillment of the needs of specific audiences, such as the deaf and hard-of-hearing.

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## **Immigration, language and identity: non-professional interpreting in social settings in Quebec**

Quebec, a unilingual francophone province in a bilingual country with a high immigration rate, has developed a complex system of language laws and legislation to regulate the use of language, and help establish language as a foundation for the cultural identity of the province. However, the large and growing number of allophone immigrants with a limited command of the French language challenges the linguistic and cultural identity of the province. As a result, this group requires the assistance of an interpreter when dealing with local authorities and representatives of the healthcare and social services.

Following an overview of the legislative, institutional and ideological framework regulating communications and social interactions between the province's allophones, government representatives and health care providers, this paper examines the gap between the communication needs of the allophone community and the provision of publicly funded interpreting services in Quebec. Due to the translation culture created by the political and ideological context related to the use of language in Quebec, there are incompatibilities between the strictly unilingual approach of the government and the linguistic reality in the province. This paper will discuss the context in which professional and non-professional interpreters work by analyzing statistical data concerning the language needs of the allophone population, the official and non-official language services provided by agencies, and the characteristics of the client population, in order to identify the conditions and circumstances in which the interpreters operate.

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## **Training South African sign language interpreters**

This paper presents a short course training, Introduction to Interpreting, for South African Sign Language (SASL) interpreters, as a response to the South African Language Practitioners Council Act (SALPCA), which is aimed at professionalizing language practitioners in South Africa. Wits University is unique country-wide in that it is the only tertiary institution to offer short courses in interpreting that are aligned with NQF unit standards at both undergraduate and postgraduate level and which provide SASL interpreting students with a meaningful and recognised university certificate of competence on completion of the course.

The course is offered at first year level and aims to equip students with no prior formal interpreting training with interpreting skills at a community-based level, as well as to enhance linguistic and cultural knowledge and improve their ability to reflect on the process of interpreting in the South African context and specifically in the Deaf community. The purpose of this unit standard is to ensure that the quality of the target message is of a standard that will ensure successful communication between the hearing and Deaf parties. Learners must be able to adapt the source message in such a way that the intended function of the source message is fulfilled. By meeting this unit standard, the general standard and status of interpreting services in the country and specifically the Deaf community, will be improved and enhanced.

Credited learners are required to decode source culture in order to transfer language from source to target. Learners will identify and describe norms and conventions specific to target culture, assess interpretation of source culture against relevant criteria and justify interpretation of source culture for specified contexts. Such interpretation capabilities ensure the involvement of participants from various language groups, ensuring that target language accurately represents source language, facilitate access to information, and multi-lingualism.

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### **Ad hoc interpreting on the Allegro train**

I study the Allegro train shuttling between Helsinki, Finland, and St. Petersburg, Russia as a translational space, i.e. the place where translation/interpreting takes place (see Cronin & Simon 2014). In addition to Russians and Finns, representatives of more than 120 different nationalities travel on the Allegro, thus, producing multilingual, cross-border community in which the train personnel, border officials and passengers represent different languages and cultural backgrounds. Interaction between them creates institutionalized as well as spontaneous translational spaces. I study the translational spaces of the Allegro by means of on-the-move observation and interviews of passengers, the train personnel and officials, since video/audio recording is not possible on the train. Another source of data comes from officially established multilingual policy of the Allegro.

The Allegro is officially trilingual - Russian, Finnish, and English. Still, the foreign language skills of passengers, the train personnel and officials sometimes are not sufficient enough for handling particular situations. In these cases, participants turn to colleagues or to co-passengers for an ad hoc interpreting. According to passengers, 'there is always someone who speaks foreign languages and can help with translation'. Translational help provided by the train personnel or by passengers can be characterized as a linguistic first aid. Lay people become agents of translational space spontaneously and act in a collaborative, solidarity manner. In this paper, I describe the translational spaces of the Allegro in terms of its policy and practices and discuss challenges pertaining to a theoretical description and categorization of such a kind of an ad hoc interpreting.

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## **Toward a theoretical framework of informal-interpreter mediated communication in health care**

Informal interpreter-mediated communication in health care is a regular occurrence in many contemporary societies. However, the research field lacks a theory-based framework explaining the informal interpreter-mediated communication process, that takes into account the various approaches represented in this field, making it difficult to synthesize research findings and to develop effective interventions to improve this triadic communication process and its outcomes. Hence, the aim of this paper is to develop an interdisciplinary theoretical framework of informal interpreting in health care, by means of the concept approach (Kok, Schaalma, Ruijter and van Empelen, 2004). That is, the empirical literature on the concepts identified as main issues (i.e. interpreter roles, control, power and trust; Brisset, Leanza and Laforest, 2013) within interpreter-mediated communication is reviewed and linked to a much-needed theoretical explication of those concepts. The proposed framework is a first step in furthering our understanding on the relations between the antecedents of interpreter-mediated communication, the communication process itself and communication outcomes, and can be a fruitful starting point to develop and implement effective interventions to improve the quality of health care to migrant patients who make use of informal interpreters to bridge the language gap with their healthcare providers.

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## **Translating Wikipedia: identifying the mechanisms of non-professional crowd translation**

Wikipedia, the online encyclopaedia, is one of the best-known and most successful examples of non-professional on-line collaboration around the world. In addition to creating, expanding and improving articles, contributors frequently translate articles between the different language versions of Wikipedia. The vast majority of these translations are done by amateurs with no formal training in translation, who may or may not have native or near-native competence in the target language. Nevertheless, due to the collaborative principles of Wikipedia that allow users across the globe to easily modify almost any article, most translations are rapidly improved by other contributors.

This paper examines and analyses the process of modification and improvement of imperfectly translated Wikipedia articles, with the aim of identifying the underlying mechanisms of crowd-driven translation. Particular attention is paid to the differences between the ways that lexical, structural and stylistic deficiencies are identified and dealt with by non-professional translators, providing interesting insights into which linguistic features are most likely to attract the attention of the lay translator and which strategies are employed.

The data gathered for the purpose of this study comes from a set of articles translated from Spanish ([es.wikipedia.org](http://es.wikipedia.org)) to English ([en.wikipedia.org](http://en.wikipedia.org)), dealing with culturally specific topics related to Spain and its regions. The initial imperfect translations, produced by Spanish university students, are the outcome of an educational project at the Universitat Jaume I in Castellón; a control set of almost flawlessly translated articles serves as a basis for comparison. Subsequent changes to these translations can be accurately traced, step by step, as the precise history of each Wikipedia article is recorded and publically available.

Ultimately, the aim of this paper is to gain a better understanding of crowd-driven, collaborative, non-professional translation in which the role of individual translators becomes increasingly blurred.



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## **Translating the Bible into Swiss-French Sign Language: investigating a single case-study involving non-professional practitioners**

Our study focused on a group of Deaf and Hearing non-professional translators meeting in French-speaking Switzerland to translate the Bible from simplified French into recorded Swiss-French Sign Language. With Deaf people participating more in hearing discourses and entering professional workplaces, new forms of translation have started to appear. The emergence of the practice of translating between written and signed texts seems a natural consequence, supported by technological advances that enable the recording of signed discourse. Due to the fact that we have a fixed written text and we can record multiple times the signed target text, the notion of sign language translation rather than interpreting is emerging. Through the investigation of a single case study, we tried to describe such an activity and contribute to research in the Translation Studies field. At the same time, non-professional translation and interpreting is advancing to the core of economic and cultural activities, challenging our perception of professional identities. This study aimed at contributing our current knowledge of translational practices where non-professional translators are involved, to challenge widely established assumptions on the profession.

A social constructionist perspective was adopted, allowing a thick description of the case study. Not only we analysed the wider socio-cultural context but also the more immediate social surroundings. It was then possible to account for language change phenomena that were observed in the translation process. Drawing on research made in the field of New Literacy Studies was useful to focus on how texts are perceived, prepared and received.

This research aimed at proving that both the source and the target texts are not static elements, but they are shaped according to the perceptions of those working on them as well as the media involved. Data generated through observation of videos and analysis of source and target texts as well as preparatory documents revealed an event that is both influenced by the media and by the participants' awareness of source and target literacy practices.

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## **Taking a linguistic ethnographic approach to non-professional translation at NGOs: what academic research can access and offer by entering the field and collaborating closely**

Despite international NGOs' powerful position in politics and society, not much is known about how these organisations communicate in various languages and how they organise translation work with the often limited funds available. In translation studies, the interest in the phenomenon of volunteer translation has increased, and some scholars have explored voluntary networks such as Translators Without Borders, Babels and ECOS (Gambier 2007; Boéri and Maier 2010; Folaron 2010). However, research tends to focus on the volunteers as agents and does not usually investigate the NGOs' institutional context.

This paper will describe the methodology and the findings of a doctoral research project on translation policies at Amnesty International. The research used a linguistic ethnographic approach in which language, and in this case more specifically translation, and the social world are seen as mutually shaping. The paper will focus on fieldwork that was carried out at Amnesty International Flanders, where no professional translators are employed but translation is nevertheless part and parcel of the office's work. Its organisation of translation will be discussed, describing the often ad-hoc solutions that it reverts to. Some examples from the corpus analysis of source and target texts will be presented to indicate how these ad-hoc practices affect translation output.

To conclude, the scope will be opened up by referring to translation at other Amnesty offices. The paper will address the main issues that Amnesty staff have indicated they are struggling with, and link this to discussions with other NGOs that for example took place during a round table on translation policies at NGOs at Aston University in June 2015. The paper will thus aim to do two things: to demonstrate how research on non-professional translation could be tackled by using linguistic ethnography and going into the field, and to show how academics could support NGOs in their research needs concerning non-professional translation.

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### **School topics: Communicating with parents – Child language brokers' view**

Swedish schools have a well developed system for both teaching children with a mother tongue other than Swedish, and the reception of recently arrived immigrant children. Children with other mother tongues than Swedish can both take classes in their mother tongue, and, if they have recently arrived to Sweden, they also have the opportunity to take the so called core subjects in their mother tongue. Furthermore, a screening system with interviews and tests via interpreters and translated documents is used and being further developed in order to map the recently arrived child's previous knowledge (Skolverket, 2009).

However, the reception, education and inclusion of the students do not necessarily include information to parents, or the parent-teacher conferences. Furthermore, many schools have limited resources, and the translation of communications to families or interpreting for parent-teacher conferences are not prioritized or simply discouraged. There are no general guide lines for the contact between schools and families with low Swedish proficiency.

In order to find out how the contact between parents and schools function in different contexts, focus groups are being held with middle and high school students at different Swedish schools. The student focus groups discuss the information between schools and families as well as the roles of the students in the parent-teacher conference. The aim of the focus groups is to find out how the communication works and what the students think about it. Another idea for the outcome of the research is to develop student grounded guide lines on how the communication should work.

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## **Aspects of trust in interpreters: A review of evidence in the literature on healthcare interpreting**

In the literature on interpreting, trust is a recurring topic, often involved in the discussion of non-professional interpreters versus professional interpreters. Edwards et al. (2005) assess that people from minority ethnic groups who need interpreters to access services consider trustworthiness a quality of a good interpreter. While service users tend to prefer family and friends over professional interpreters as they find them more trustworthy (ibid.), service providers generally approach family member interpreters with distrust (Robb/Greenhalgh 2006). These findings suggest an apparent tension between the interpreting service users' expectations and highlight the important role of trust in interpreted interactions. Yet, with few exceptions, trust has not been addressed in much detail from an interpreting studies perspective and remains a frequently occurring but unquestioned side issue.

This presentation explores the under-researched phenomenon of trust in interpreters in literature on interpreting in healthcare settings. To identify aspects of trust in medical interpreters from the perspective of patients and healthcare providers, two types of empirical studies on healthcare interpreting were selected for a systematic analysis: (a) papers in which trust in interpreters is of central concern and (b) papers in which trust in interpreters is only marginally addressed. The review results in a synthesis of existing findings, systematizing the following aspects of trust: understandings of trust, types of trust, determinants of trust and consequences of trust and lack of trust.

The results are integrated with sociological theories and research on trust, drawing particularly on an understanding of trust as a multidimensional concept, including emotional as well as rational elements. This conceptualization of trust contributes to a deeper understanding why trust in interpreters matters and how trust can be established. The findings are a starting point for theory building and future empirical research on trust in interpreter mediated conversations.

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## **Non-professional interpreting carried out by vets and veterinary staff for British pets' owners in the south of Spain**

It is widely known that many British people enjoy their retirement in the South of Spain. Many of these people own pets and rescue others from shelters. The owners' lack of Spanish obliges both vets and veterinary staff to interpret for these pet owners when arriving to the clinic to receive on site assistance or to deal with further enquiries that they may have, such as the paper work and documentation required to enter back into the UK with their old pet or sheltered one. Following the works of experts in the field of non-professional interpreting such as Harris this paper endeavours to show the nature of the interpreting work that these animal health professionals offer to the British community in the South of Spain, hitherto unexplored, by contrasting it to the medical interpreting carried out for the health needs of the British community. By drawing on qualitative data, which has been collected through recordings and then analysing them, we find a notable difference between the two types of interpreting, which suggest a marked difference in the stress levels that are generated with interpreting in a veterinary setting if compared with the activity performed at a hospital and therefore bringing into question a range of variables that affect the very interpreting process, including language specific proficiency, content, setting, culture specific values, and emotionally charged dyads. The findings indicate that the interpreting that is carried out in veterinary clinics is open to a wider range of 'communication cul-de-sacs', and misfiring of communication than at medical settings, where patients can anticipate a scope of predictable elements, unlike in a veterinary clinic.

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## **“I don’t interpret, I’m working in two languages” – non-professional interpreting practices in a multilingual hospital**

My paper presentation focuses on healthcare interpreting in a multilingual hospital with emphasis on interpreting from the point of view of the staff and the role of interpreting in professional encounters. My research is based on an electronic questionnaire sent to the staff of a district hospital, Vaasa Central Hospital. In addition to the questionnaire I have conducted individual in-depth interviews, for which a phenomenological-hermeneutical approach is used for data analysis.

In my research I explore how interpreting is performed in a hospital used by a population of 167 000, of which 51 % speaks Swedish as their first language, 45 % Finnish and 4 % other languages (cf. the total population of Finland with 89 % Finnish as their first language). In the hospital both Finnish and Swedish are used in parallel in most functions. As the linguistic diversity is more extensive in this central hospital than in many other hospitals in Finland, the hospital is a suitable subject for research on interpreting practices in a bi- and multilingual organization.

According to the more than 500 respondents of the questionnaire and 20 interviewees, professional interpreters are often used for other languages than Finnish and Swedish, but up to 48 % of the respondents report that they themselves have acted as interpreters, mostly Finnish – Swedish.

In my paper presentation I explore how healthcare professionals described and understood their main tasks and roles in a situation where they were interpreting. My research combines quantitative and qualitative data with a sociolinguistic approach. According to the questionnaire many respondents feel quite confident when acting as interpreters, but about 16 % admit that they have not felt sure with their own interpreting. All of the interviewees even implied that according to themselves they don’t actually interpret, they are only working in two languages. This gives implications for a discussion on existing practices and ethical implications for the hospital as a bi- and multilingual organization.

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### **Mediated or not mediated? Occasional, non professional oral translation and the use of English as lingua franca: the case of international music workshops**

Recent studies on non-professional interpreting and translation (Pérez-González, & Susam-Saraeva 2012) have shed light on how, in a variety of multilingual and international settings and in the absence of professional interpreters, one or more participants can act as occasional, ad hoc language mediators in face-to-face interactions. Such phenomenon has been investigated, for instance, in international work meetings and research settings (Müller 1989; De Stefani et al. 2000; Merlino & Mondada 2014), classroom interaction (Müller et al. 2013), health care services (Baraldi & Gavioli 2012; Bührig et al. 2012), church and prison settings (Hokkanen 2012; Martínez-Gómez 2014), and with a focus on child-language brokering (Valdés 2003; Orellana 2009). However, little attention has been so far devoted to performing arts as more and more internationalized settings where participants may not share linguistic repertoires.

A case in point is interaction among musicians; based on the analysis of audio- and videorecorded ensemble music workshops held in Italy (in English), by an anglophone conductor, with Italian and U.S. musicians, the study examines how communication can be mediated through non-professional oral translation provided by in situ designated ‘translators’, but also how it can be occasionally non-mediated and characterized by the use of English as lingua franca. By adopting a Conversation Analysis perspective, it is thus analysed how on the one hand non-professional oral translation accomplished by participants themselves can give rise to collaborative practices enhancing participation, and how, on the other hand, the use of English only, while allowing a direct interaction between conductor and musicians, might pose some challenges to mutual understanding. The paper explores such partly conflicting dynamics and the way participants handle it, against the background of the alternation between ‘talk’ and musical action typical of the setting (Weeks 1985; Haviland 2011), and of musicians’ orientation to music progressivity rather than to talk progressivity.

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### **Non-professional interpreting: Some New Zealand insights, problems and solutions**

Like other immigrant receiving countries, New Zealand displays an astonishing range of languages that reflect changes in the country's immigration policy as well as adverse events around the world. Whilst over 80% in the population of about 4½ million are monolingual English speakers, 190 other community languages are also spoken (Statistics New Zealand 2013). As a consequence, the need for interpreting is massive, particularly in the health sector, in legal transactions and the justice system, for tenancy services and city councils, for example. Whilst professionally trained translators are employed in government departments such as Immigration, and the justice system reportedly uses only professional interpreters and translators, non-professional mediators are involved in many other situations. The use of non-professional interpreting largely goes unrecorded in New Zealand unless inadequate service creates problems. Recent consultations between the translation and interpreting team at Auckland University of Technology and government agencies showed the need to investigate if the use of non-professional interpreters and translators is behind such complaints, especially in areas in which accurate interpretation is vital, and what is/can be done to solve these problems. This paper reports on the investigation that arose from these consultations. The study uses a snowball method to survey the use, problems and solutions involving non-professional interpreting services in government entities particularly in Auckland, where most immigrants and refugees settle.

#### **Reference**

Statistics New Zealand (2013): Census totals by topics – tables / languages. <http://www.stats.govt.nz/Census/2013-census/data-tables/total-by-topic.aspx> Accessed August 2015.

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## **Family interpreting among Turkish migrant patients in Dutch general practice**

Family interpreters are often present in GP consultations with Turkish migrant patients in the Netherlands. Hence, in order to contribute to the theoretical development of the field and to gain more knowledge about this type of triadic interactions, we have investigated the perspectives of the three interlocutors from an integrated theory base, focusing on interpreters' roles, trust in the interpreter and interpreter's control of the interaction.

Semi structured interviews were conducted with 21 first generation Turkish-Dutch patients, 17 family interpreters and 16 general practitioners (GPs) using a topic-list covering questions about interpreters' role, trust and control. The interviews were transcribed verbatim and analysed using the framework method with the aid of MAXQDA, 2007.

Interview data show discrepancies in the perspectives of the three interlocutors regarding interpreters' roles, trust and control. For instance, patients expect the advocacy role from family interpreters, who willingly perform this role, while GPs are often annoyed when family members advocate on patient's behalf. Moreover, patients trust family interpreters, because they believe that the family interpreters would act in their best interests. GPs, on the contrary, often mistrust family interpreters because of their lack of linguistic competence and honesty in translating information, a view confirmed by family interpreters themselves. Finally, our findings indicate that family interpreters are perceived as having control over the medical interaction, for instance when they speak on behalf of the patients and answer the GP's questions. This behavior empowers the patients, but makes the GP feel powerless. Thus, our findings indicate frictions in perspectives of the three interlocutors, which should be addressed to improve the communication process. The present study describes the perspectives of the three interlocutors and builds on a theoretical framework to better understand interpreter-mediated medical interactions.

# Notes









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