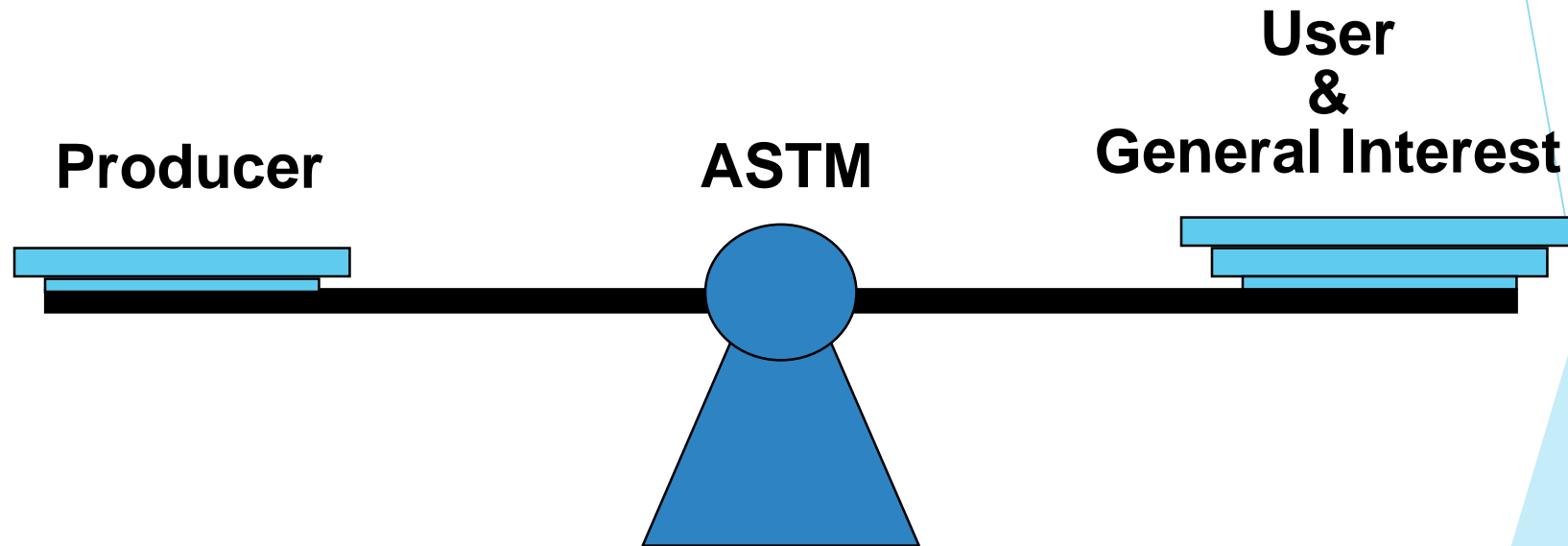




ASTM F2089-15 Standard Practice for
Language Interpreting
ASTM F2575-14 Standard Guide for Quality
Assurance in Translation

Helen Eby

Balance of Interest



***Technical Committees are balanced.
No excess influence by any interest group.***

ASTM International Standards are:

- ▶ Referenced by government agencies in codes, certifications, regulations and laws
- ▶ Cited in contracts
- ▶ Used globally by tens of thousands of individuals, companies and agencies

National Technology Transfer and Advancement Act (1996)

All Federal agencies and departments shall:

- ▶ Use technical standards developed or adopted by voluntary consensus standards bodies if compliance would not be inconsistent with applicable law or otherwise impracticable; and
- ▶ Consult with voluntary, private sector, consensus standards bodies and shall, when such participation is in the public interest and is compatible with agency and departmental missions, authorities, priorities, and budget resources, participate in the development of technical standards.

<http://www.epa.gov/laws-regulations/summary-national-technology-transfer-and-advancement-act>

- ▶ Revision of OMB Circular No. A-119, “Federal Participation in the Development and Use of Voluntary Consensus Standards and in Conformity Assessment Activities”
- ▶ A Notice by the Management and Budget Office on January 27, 2016
- ▶ <https://www.federalregister.gov/documents/2016/01/27/2016-01606/revision-of-omb-circular-no-a-119-federal-participation-in-the-development-and-use-of-voluntary>

ASTM F43 Committee on Language Services and Products

Subcommittees under its jurisdiction:

- ▶ [F43.01](#) Language Interpreting
- ▶ [F43.02](#) Foreign Language Instruction
- ▶ [F43.03](#) Language Translation
- ▶ [F43.04](#) Language Testing
- ▶ [F43.05](#) Quality Assurance in Language Services
- ▶ [F43.90](#) Executive
- ▶ [F43.91](#) Terminology
- ▶ [F43.95](#) ISO/TC 232 Learning Services Outside Formal Education
- ▶ [F43.96](#) US TAG to ISO/TC 37 Terminology and other Language and Content Resources

How are standards approved?

- ▶ F43 Subcommittee balloting:
 - ▶ 60% member participation
 - ▶ 66% approval
- ▶ F43 Main Committee balloting:
 - ▶ 60% member participation
 - ▶ 90% approval
- ▶ All negative votes must be addressed
- ▶ One vote per organization, regardless of organization size.

Revised ASTM F2089 Standard Practice for Language Interpreting

- ▶ Members of the F43.01 Drafting Group represented a wide area of interests:
 - ▶ Court Interpreters (both federal and state)
 - ▶ International conference interpreters (AIIC)
 - ▶ Sign language interpreters
 - ▶ U.S. Government agencies
 - ▶ Interpreter union
 - ▶ Language services companies

Definitions from ASTM F2089-15

Interpreting—the process of first fully understanding, analyzing, and processing a spoken or signed message and then faithfully rendering it into another spoken or signed language.

Definitions from ASTM F2089-15

Modes of interpreting:

- ▶ *Simultaneous*
- ▶ *Consecutive*
- ▶ *Sight translation*

Definitions from ASTM F2089-15

- ▶ *Simultaneous Interpreting*—the rendering of a speaker's or signer's message into another language while the speaker or signer continues to speak or sign.

Definitions from ASTM F2089-15

- ▶ *Consecutive Interpreting*—the rendering of a speaker's or signer's message into another language when the speaker or signer pauses to allow interpreting.

Definitions from ASTM F2089-15

- ▶ *Sight Translation*—the rendering of a written document directly into a spoken or signed language, not for purposes of producing a written document.

Definitions from ASTM F2089-15

Delivery modalities:

- ▶ On-site interpreting
- ▶ Remote interpreting
 - ▶ Video-conference
 - ▶ Prescheduled
 - ▶ On demand
 - ▶ Audio-conference
 - ▶ Prescheduled
 - ▶ On demand

Interpreting skills and abilities per ASTM F2089-15

- ▶ *Concentration*
- ▶ *Knowledge of subject matter*
- ▶ *Research skills*
- ▶ *Comprehension*
- ▶ *Analytical skills*
- ▶ *Short term auditory and visual memory*
- ▶ *Consecutive note taking*
- ▶ *Cultural awareness*
- ▶ *Clear delivery and signing*
- ▶ *Interpersonal skills*
- ▶ *Flexibility*

Competency levels or qualifications

- ▶ Post-secondary education or its equivalent,
- ▶ Successful completion of interpreter training by a recognized post-secondary institution,
- ▶ Endorsement by a certifying/credentialing body or professional organization,
- ▶ Qualifying scores as established by industry recognized certifying bodies in language proficiency tests,
- ▶ Qualifying scores as established by industry recognized certifying bodies (in interpreting tests as required by specific areas of interpreting; and
- ▶ Evidence of expertise and competence in interpreting demonstrated through a performance examination or experience or both as accepted by professionals in the field.

Areas of interpreting

- ▶ Diplomatic
- ▶ Conference
- ▶ Media
- ▶ Business
- ▶ Labor Relations
- ▶ Community
- ▶ Social Services
- ▶ Healthcare
- ▶ Educational
- ▶ Legal
 - ▶ Court/Judicial
 - ▶ Out-of-Court
- ▶ Security
- ▶ Military
- ▶ Disaster Relief and Humanitarian

Needs analysis: Number of Interpreters required

To reduce the risk of error resulting from fatigue, during lengthy assignments interpreters should work in teams and alternate at regular predetermined intervals. Interpreting is extremely mentally taxing because the interpreter is under pressure to preserve the form and full content of the source language message.

<http://aiic.net/page/1125/remote-interpreting-assessment-of-human-factors-and-performance-parameters/lang/1>

Needs analysis: Number of Interpreters required

- ▶ **Consecutive Interpreting:** It is recommended that two interpreters be hired for meetings longer than 2 hours or dealing with complex, technical and/or specialized subjects.
- ▶ **Simultaneous Interpreting:** Two Interpreters shall be assigned per language for any event lasting over one hour. Interpreters should alternate every 15 to 30 minutes.

Needs analysis: Preparation materials

To ensure interpreting quality and accuracy, interpreters shall have **access to or be briefed on pertinent materials** that will be discussed or referenced at the event.

- ▶ Program/agenda;
- ▶ Written text of speeches, scripts, handouts, and other printed matter;
- ▶ Reports;
- ▶ Power Point presentations;
- ▶ Materials from previous meetings;
- ▶ Classroom materials;
- ▶ Case files;
- ▶ Jury instructions; and
- ▶ Exhibits.

Code of professional conduct

- ▶ Impartiality
- ▶ Conflicts of interest
- ▶ Confidentiality
- ▶ Competency
- ▶ Accuracy
- ▶ Professional development
- ▶ Professional demeanor (cont. on next slide)

Not listed: advocacy - Not allowed in Washington State or in court interpreting

Code of professional conduct

- ▶ Professional demeanor (from previous slide)
 - ▶ Be prepared
 - ▶ Be punctual
 - ▶ Be polite, respectful and tactful to all parties
 - ▶ Be dressed appropriately
 - ▶ Avoid attracting undue attention to him/herself

Needs analysis: Basic working conditions

- ▶ **Visibility:** Interpreters need to see:
 - ▶ The speaker
 - ▶ The audience
- ▶ **Acoustics:** Interpreters need to hear the speaker well.

Interpreting

Basic information

Work order number	
Payer	invoicing details
LEP Client(s) / Patient(s)	
Requester	Name, job title, contact information including cell phone
Contact person for further details	
Date of original request	
Date of acceptance of estimate	

Interpreting Event

Date	
Prep time	Not always applicable, but very important for conference interpreting.
Start time	
End time	
Location	

Interpreting Service Needed

Delivery modality	On-site or remote (video conference or audio conference). Remote interpretation should be used only when participants are meeting remotely.
Area of interpreting	e.g. diplomatic, liaison, conference, media, business, labor relations, community, social services, healthcare, educational, legal (judicial or quasi-judicial), security-related, military and conflict zone, disaster relief and humanitarian
Languages and dialects	
Language combinations and directions	for example, English <> Spanish or English > Spanish

Interpreting Service Needed

Event setting	one-on-one meeting, group hearing, presentation, conference, trial, media, deposition
Venue	conference center, meeting room, courtroom, correctional facility, police station, detention center, educational facility, office, theater, TV/radio studio, healthcare facility, business/industrial complex, agricultural/outdoors.

Interpreting Service Needed

<p>Number of interpreters needed</p>	<p>Consecutive interpreting: To ensure interpreting quality and accuracy, it is recommended that two interpreters be hired for meetings longer than 2 h or dealing with complex, technical, and/or specialized subjects.</p> <p>Simultaneous interpreting: Two interpreters shall be assigned per language for any event lasting over 1 hour. An additional interpreter may be assigned when the team is required to interpret bi-directionally.</p> <p>Factors that increase information complexity and density:</p> <ul style="list-style-type: none">• Rate of speech• Oral recitation of written documents• Visual aids and prerecorded videos• Technical subject matter
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Interpreting Qualifications, background information

Interpreter qualifications	Certification	Certified court interpreters should be required for legal interpreting, and Certified Medical Interpreters should be required for interpreting in medical settings.
	Security Clearance	
	HIPAA Certification	
	Immunizations	
Background or supporting documents	To ensure interpreting quality and accuracy, interpreters shall have access to or be briefed on pertinent materials that will be discussed or referenced at the event., such as program/agenda, translated handouts, written text of speeches, handouts, etc., PowerPoint slides, materials from previous meetings, jury instructions, etc.	

Interpreting Working Conditions

Acoustics	When the speakers use microphones, the interpreter is able to hear them more clearly. The interpreter should also have a hands free microphone and a podium for consecutive interpreting.
Visibility	The interpreter should have as much visual input as possible including an unencumbered view of the speaker or, in the case of videoconferencing, large screens showing the speaker. Sign language interpreting is particularly dependent upon a clear line of sight between the interpreter and the deaf consumer.

Interpreting Equipment

Sound	Headphones	The interpreter should only hear the speaker, not the interpreter, through the headphones. Interpreter operated volume control
	Microphone	Interpreter controlled on/off switch and cough button
Booths	Silent ventilation	
	Soundproof	
	Writing table, with adequate reading light	
	Silent chair	

Interpreting Equipment

Tech support	Technical personnel for booth and audio equipment setup, dismantling and monitoring	Contact information
Wireless Equipment	Transmitters	One per language
	Receivers	One per person
	Microphones	One per interpreter
	Headphones	One per person
	Backup equipment	Sufficient, at least one of each type of equipment
On stage	Microphones	Separate hands free microphone for interpreter
	Podium	Extra podium for interpreter

Interpreting Document Preparation

Determination if written translation is necessary for attendees

- Pre event translation
- Post event translation
- Set up separate translation work order

Interpreting Payment Conditions

Hourly rate for interpreting		
Minimum duration		
No-show		
Late cancellation		
Transportation	Mileage	
	Travel time	
	Parking, ferry, tolls	
	Other	

Interpreting Payment Terms

Timeline	
Mode of payment	EFT, check, credit card, etc.
Documentation needed	IRS Form W-9 (Request for Taxpayer Identification Number and Certification), USCIS Form I-9 (Employment Eligibility Verification)

Revised ASTM F2575-14 Standard Guide for Quality Assurance in Translation

Content:

- ▶ Scope
- ▶ Referenced Documents
- ▶ Terminology
- ▶ Significance and Use
- ▶ Selecting a Service Provider
- ▶ Description of Project Phases

Revised ASTM F2575-14 Standard Guide for Quality Assurance in Translation

▶ Specifications Phase (revised 2014):

- Translation Parameters
- Source Content Information
- Target Content Requirements
- Process Parameters
- Project Environment
- Project Stakeholder Relationship

Revised ASTM F2575-14 Standard Guide for Quality Assurance in Translation

- ▶ Production Phase
- ▶ Post-project review
- ▶ Appendix

How does this fit with every project?

- ▶ It is the context for every project.
- ▶ It gives the client an understanding of my role - and his.
- ▶ The specific details of the project are arranged by email.
- ▶ No, I don't complete a worksheet for every project. I often simply ask the pertinent questions for the project at hand.
- ▶ The worksheet is at <http://wp.me/a5uXWG-8h>

What is a translator?

“Translators work with the written word, converting text from a source language into a target language. This is far more than replacing one word with another. The translator must also convey the style, tone, and intent of the text, while taking into account differences of culture and dialect. The finished document should read as if it had originally been written in the target language for the target audience.”

<http://najit.org/documents/03082016/T&I%20Descriptions%20-%202016-03-05.pdf>

What is a translator?

Though the translator must be able to

- (1) read and comprehend the source language and*
- (2) write comprehensibly in the target language, the translator must also be able to*
- (3) choose the equivalent expression in the target language that both fully conveys and best matches the meaning intended in the source language (referred to as congruity judgment)."*

What is a translator?

Certified Translators:

- ▶ can document
 - ▶ certifying or assessment body
 - ▶ language combinations assessed
- ▶ Maintain Continuing Education credits
- ▶ Follow a code of professional conduct

When certification is not available for a language pair:

- ▶ sample translations reviewed by highly-qualified third parties may provide an acceptable practical alternative.

<http://najit.org/documents/03082016/T&I%20Descriptions%20-%202016-03-05.pdf>

Translation Worksheet

Payer	full invoicing details
Work order number	
Date of original request	
Date of acceptance of estimate	
Deadline	Depending on the text and the type of editing required, a reasonable time frame would be 2000 words per day, with at least two work days to complete each project in order to have time for input from a reviewer. This can be adjusted depending on the type of document and the needs of the client.

Translation Worksheet

Requester	name and contact info
Project manager	name and contact info
Translator	name and contact info
Reviewer	name and contact info
Other team members	name and contact info
Delivery method	Electronic, physical, etc.

Translation Source Text

Source text	Locale and audience it was written for	
	Subject matter	Medical, legal, science, etc.
	Type of document	brochure, inter office memo, etc.
	Format, including graphics	PDF, inDesign file, etc. Word files are easier for translators to work within the editing process.

Translation Target Text

Target text	Target audience locale and nationality	
	Purpose of translation	Publication, gisting, information for medical staff, etc.
	How much localization is expected?	Are the units going to be converted to metric? Is it acceptable to change some text to communicate the same point in a more culturally relevant way? Changes of this type will be submitted to the requestor for approval before being implemented.
	Format for delivered text	Straight text? Formatted text?
	Style guide to be used	
	Layout expectations	

Translation Responsibilities

Responsibilities	How to handle text in graphics	Sometimes the translator doesn't have the ability to modify graphics that include text elements.
	Desktop publishing responsibilities	Sometimes the same desktop publisher the business used for the original document, with input from the translator before publication.
	Terminology research	
	Software testing	
	Other ancillary responsibilities	

Translation Qualifications

Qualifications	Knowledge of source and target languages	Can be demonstrated using test scores, certifications, or degrees obtained.
	Translation competence	ATA certification, a degree in translation, experience, references may be indicators of competence.
	Task type competence	Polished translation, gisting, extraction of information, identification of topics
	Subject field competence	
	Text-type competence	
	Translation technology competence	
	Clearances	For some work, security clearances are required

Translation Environment, reference materials

Process, project environment	Location where work will be performed	Usually the translator's office, but when confidentiality is at a premium the translator may work at a location of the client's choice
	Third party review	If the requester will have another party review the document after delivery, the translator should have an opportunity for input after the review.
	Use of specialized tools	
Reference materials provided by requester	Source and translated versions of similar texts	Previous translations or materials published in both the source and target languages on the topic will help the translator be consistent with previous work done by others. In some cases, the translator may suggest alternate terms.

Translation Compensation

Compensation	Fee	
	Terms of payment	
	Method of payment	
	Identification of translator in target document	
	Fee for ancillary services (desktop publishing, software testing, extensive terminology research, etc.)	

Process of translation

- ▶ Specifications agreement
- ▶ Terminology
 - ▶ develop glossary using client's resources and ongoing translation process
- ▶ Translation

Process of translation

- ▶ Compare source text to target text for:
 - ▶ completeness
 - ▶ accuracy
 - ▶ free from misinterpretations
- ▶ Referring only to target text:
 - ▶ coherence
 - ▶ readability

Process of translation

- ▶ Formatting and compilation
- ▶ Proofreading and verification:
 - ▶ typographical errors
 - ▶ spelling
 - ▶ formatting
- ▶ Comparison with specifications
- ▶ Delivery
- ▶ Client review

Translation

Examples of quality

- ▶ 30 second spot can be read in 30 seconds.
- ▶ Pickling crane: no more accidents with the galvanized steel process.
- ▶ Patients follow post-op instructions.
- ▶ To accomplish this, linguistic quality and translation accuracy are essential. The ultimate goal is an elegant document that meets the specific need for accuracy.
 - ▶ Elegant: The language does not get in the way of the message.

Client response

Wow! You are a professional!

**Gaucha
Translations**

QUESTIONS REGARDING THE ASTM STANDARD FOR INTERPRETING or TRANSLATION?



Helen Eby: helen@gauchatranslations.com

Charts at

<http://wp.me/a5uXWG-kb> - interpreting

<http://wp.me/a5uXWG-8h> - translation

ASTM Download links:

<http://www.astm.org/Standards/F2089.htm> - interpreting

<http://www.astm.org/Standards/F2575.htm> - translation