Fifth International Conference on Non-Professional Interpreting and Translation

Bridging diverse worlds: expanding roles and contexts of non-professional interpreters and translators

June 3- June 4, 2021

Book of Abstracts

UNIVERSITY OF AMSTERDAM

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Conference Welcome

Dear NPIT5 conference participant,

Welcome to the 5ᵗʰ (virtual) International Conference on Non-Professional Interpreting and Translation. We are looking forward to an exciting 2-day event filled with outstanding presentations by researchers and practitioners who are all dedicated to contribute to furthering the field of interpreting and translation studies. Your continuing work in this field is of great value and, due to the current COVID-19 pandemic, of even more importance now than ever.

One year ago, when the COVID-19 pandemic began and we decided to postpone the NPIT5 conference to 2021, we could not have imagined that up till this date, we would still be in the throes of this devastating global crisis. But alas, here we are. In a strange way though, the theme of the conference *bridging diverse worlds: expanding roles and contexts of non-professional interpreters and translators*, does seem to fit our current situation. Not only are we bridging diverse worlds globally through all the technological means we have at our disposal, thereby expanding everyone's roles and contexts, the COVID-19 pandemic has made existing inequities in all spheres of life, be it healthcare, legal settings, the digital world and so forth, crystal-clear and exacerbated them. As a consequence, non-professional interpreting and translation, already common practice in a myriad of settings, has and will increase even more.

The critical and expanding role of non-professional interpreters and translators within these increasingly complex and diverse contexts, needs continued attention from academia and practice. NPIT5 brings together researchers from various disciplines and practitioners from diverse settings, and provides a platform for researchers and practitioners within the field to share and discuss recent and relevant work within this discipline and related to the activities of non-professional interpreters and translators. It is our hope that NPIT5 will lead to renewed inspiration, collaborations and friendships across the globe, and wish you all a happy conference.

All conference abstracts can be found on the following pages. Please note that all times in the book of abstracts and on our conference website refer to Central European Summer Time. On our conference website links to all sessions can be found, giving you easy access to all plenary, panel, and parallel sessions of NPIT5. We look forward to meeting you virtually there!

Sincerely,

Barbara Schouten, chair of NPIT5
Rena Zendedel, co-chair of NPIT5
Antoon Cox, co-chair of NPIT5

Instruction for chairs

- Please log in at your session through the provided link 15 minutes before the start of the session. Someone from the organizing committee will be there to help prepare for the session.
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- Introduce each speaker and ask permission to record their presentation. The recorded presentations will be uploaded on the conference website after the conference. If presenters agree, start recording the presentation when the presenter begins their presentation and stop the recording as soon as their presentation is finished. Do not record any discussions!
- Presenters are being asked to upload their presentation themselves. Make sure to give them the rights on the platform to do so (i.e. make all presenters co-host in Zoom).
- Ensure that each speaker remains within the time limits (i.e. 30 minutes in total for each presenter, including discussion time). You are free to decide to have the discussion either directly after each presentation or combined at the end of the session. Do reserve some time after each presentation for clarifying questions though.
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- Have your powerpoint presentation opened on your own computer before the start of the session. When it is your turn to present, you can start sharing your screen to display your powerpoint presentation.
- Your chair will ask your permission to record your presentation. If you agree, your presentation will be recorded and uploaded on the conference website after the conference.
- Each presenter has about 20 minutes time for their presentation and 10 minutes for discussion.
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Keynote speakers

Care and conflict: Child language brokering in a hostile immigration context

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In 2012, during her keynote address at the first NPIT conference hosted by the University of Bologna, Marjorie Orellana spoke about the burgeoning field of child language brokering and how it required: (i) a focus on the positive and not just the negative, (ii) a dialogue across interdisciplinary boundaries and (iii) a focus on youth across social, cultural, geopolitical, linguistic contexts in ways that represented a rapidly globalised world. Since that time the socio-political landscape of many countries has undergone some significant changes. In the UK, for example, there has been a steady erosion of professional and public linguistic services subject to long-standing austerity cuts, which may only be made worse by the covid-19 pandemic. The socio-political context of post-'Brexit' Britain, has led to a wave of anti-immigrant sentiment which is arguably important for language brokers because being 'audibly visible' makes language brokering an activity that marks out one's 'immigrant status'. This talk will draw on research projects from the last 15 years conducted in the UK, that have focused on understanding young people's perspectives and experiences of their own child language brokering activities. In particular, this body of work has used sociocultural theorising and critical approaches childhood to argue that child language brokering has been positioned as both a normal part of everyday family care work and a transgression from what a 'normal' childhood should look like.

In this talk I will focus on child language brokers as mediators of 'care'- being cared for *by* others and caring *for* others. Attention to the social interactional and relational aspects of children's care work and everyday practices show how they facilitate both immediate and long-term settlement for families, peers and communities following migration. As such, their care-giving practices are an important resource. However, when viewed through a critical-theoretical lens of migration, childhood and care, this is a contested arena. Care relationships are complex and may both reflect and amplify power inequalities and tensions. In complex material, symbolic and political spheres of experience, such as the hostile immigration environment, 'children as caregivers' can be treated with suspicion, hostility or made invisible. Young people's own accounts of their language brokering details how the context of their brokering and the reactions of adults, impacts on their own feelings towards brokering. I will also talk about the resources they draw on to navigate or manage conflictual situations in sometimes hostile immigration contexts.

When trust is more important than having professional interpreters

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For some decades, translation and interpreting scholars have participated in collective efforts to build translation and interpreting as recognized professions. This is partly in recognition of the way translated communication requires trust in the mediator: if the interpreter is professionally qualified, their renditions are more likely to be accepted as valid by both clients and end-users. Research with asylum-seekers in Europe and in COVID-19 communication in Australia nevertheless shows that not all interpreters are trusted because of their professional status, and some may indeed be distrusted because of presumptions about their loyalty to institutional authorities. In such situations, communication is mediated through a range of solutions, including online machine translation, use of a lingua franca, intercomprehension, and lay mediators from the CALD community concerned. All these alternative mediation solutions can, in some circumstances, achieve more trust than professional interpreters. This is manifested in some significant tensions between professional interpreters and non-professional community mediators. One of the possible outcomes of this tension is that translation and interpreting scholars may have to rethink their dedication to the cause of building closed professions.

Interpreters' positionings and roles: Lifeworld, system, trust and neutrality
The development of the typology of healthcare interpreter positionings

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The conceptual vagueness surrounding the role of the public service interpreter can hinder collaboration between interpreters and providers. The development of The Typology of Healthcare Interpreter Positionings, based on the discourse of mental health practitioners and inspired by Mason's work on interpreter positionings, is a concrete portrait that depicts the neutrality of the public service interpreter as a powerful driver of collaboration. The application of The Typology to analyzing the discourse of (future) physicians shows that it is useful for capturing the representations of health care practitioners in general about the interpreted intervention. It is also complementary to the analysis of the interpreter's postures (as seen by practitioners) inspired by Habermas' theory of communication action. The typology represents a communication tool that practitioners and interpreters can use to foster collaboration. It is also a tool for professionalization because it reminds us of the importance of neutrality in the work of public service interpreters and their social positioning as professionals.

Parallel and panel sessions

Thursday June 3th, 10.30-12.00

Parallel session 1: Child language brokering and interpreting

Translation strategies used by bilingual children: Natural or universal?

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The analysis of translation universals has been targeted in Translation Studies since corpus-based research was incorporated to this field. The objective has been to prove the existence of patterns that are inherent in the translational behaviour regardless of the languages involved (Laviosa 2002, Mauranen and Kujamäki 2004, Chesterman 2010, among others).

Two of the most analysed universals in professional translation are simplification and explicitation, i.e. less or more information in the target text, respectively. The use of both strategies, however, has been under-researched in non-professional multilingual settings like bilingual homes, where children usually interpret naturally when the situation demands it (Harris 2003; Álvarez de la Fuente and Fernández Fuertes 2015, 2019; Fernández Fuertes and Álvarez de la Fuente 2017). In order to explore the nature of these universals in natural interpreting, we examine the interpreting practice of 23 bilingual children with different language pairs whose oral production is available in CHILDES (MacWhinney 2000) as well as in other compilation forms like diaries or annotations (Ronjat 1913; Leopold 1935-1945; Swain 1972; Lanza 1988, 1997, 2001; Cossato 2008). The 637 cases of natural interpreting found in the data were classified in terms of the two universals in combination with other variables (e.g. the type of data, spontaneous *versus* experimental).

Our results show how these two translation universals emerge and develop in a natural interpreting context at varying degrees in that simplification seems to be more represented. Our analysis offers an expanded approach to the study of translation universals in the context of the non-professional interpreting performed by child interpreters at home.

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Internal and external stressors as predictors of child adjustment to language brokering

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Language brokering is likely too complex to be uniformly portrayed as solely a positive or negative individual psychological experience (Hua, 2017). This might explain the mixed findings in the extant literature about the effects on bilingual children's behavioural and emotional development.

On the basis of a multidimensional approach and the consideration of LB as a dynamic, interactional process, a corpus of approximately eight hours of recorded, semi-structured interviews with ten former language brokers sharing their retrospective childhood experiences allows the author to reflect on the stressors arising from the brokering experience and the challenges language brokers have to face.

The author looks in greater depth at the concept of ethnicity and the different conceptions of identity or self, and its influence on individuals' conduct in terms of coping and psychological adaptation (Kuo, 2014). Thus, the hypothesis is that stress management and feelings about LB may differ between children from collectivistic and individualistic cultures.

Commitment to one's ethnic identity appears to be associated with greater psychological well-being, self-esteem and life satisfaction (Smith and Silva, 2011). Thus, it could be assumed that environments with close family and social bonds may function as stress moderators, reducing the intensity of stressors that can arise as a result of being involved in more complex situations than a child would normally encounter.

Finally, a neuro-educational approach that promotes the integration of emotional intelligence in interpreter training programs is encouraged in order to develop effective coping strategies which ultimately should promote professionals' wellness and prevent burnout.

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Unveiling a covert but common practice: Child language brokering in the province of Barcelona

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Studies of Child Language Brokering (CLB) have been rather scarce in Spain, with only few exceptions such as García-Sánchez (2010) and Foulquié-Rubio (2015). This contrasts with the rapid expansion of the practice during the past years. This paper presents an ongoing research project, which seeks to shed light on this topic by describing CLB in the province of Barcelona. Furthermore, it aims to provide objective, empirical information about the extent and characteristics of this relatively covert practice among the major migrated communities (Moroccan, Romanian, Chinese, Pakistani). We will present the methodological approach adopted in the research, which combines quantitative and qualitative methods, namely questionnaires, focus groups and interviews. The project takes into account the various perspectives of the actors involved in child-mediated interactions (child and young interpreters, former child interpreters, parents, public service providers). We will also present the first results of this work in progress, which cover a wide range of aspects: emotional impact, identity, language learning, interpreting skills, gender, differences among communities, etc. Finally, we will also discuss the suitability of developing specific CLB pedagogical tools aimed at schools with students from culturally diverse backgrounds.

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Parallel session 2: Fansubbing

Fansubbing in the land of subtitling

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Fansubs, subtitles made by fans for fans, have become a global practice, and it is by now a fairly well-described phenomenon, particularly for fansubs of Japanese *anime* (cf. e.g. Cubbison 2005; Díaz Cintas & Muñoz Sánchez 2006; Pérez-González 2006). However, for Sweden, which has a long and strong tradition of prosubs, i.e. commissioned professional subtitles, there have hardly been any studies of this increasingly prolific phenomenon. This study thus seeks to remedy that by investigating 16 subtitled versions of ten English-language films. The study uses the FAR model of quality assessment (Pedersen 2017) and also investigates other aspects, such as creativity. The results show that there is great variety between the various fansubbed versions. On average, Swedish fansubs are found to be of lower quality, less adhering to norms and also more abusively faithful than prosubs. Moreover, the fansubs in this study are hardly creative at all. This could be due to fansubbing being a rather marginal phenomenon in Sweden, the land of subtitling.

Another aspect of fansubbing that is often discussed is the legality of the practice, which is often described as a grey area. Recent development, however, has shown that things are not as grey as is often claimed. Recent court cases in Amsterdam (Rechtbank Amsterdam 2017) and Stockholm (Svea hovrätt 2018) have shown that subtitling, creative and copyrighted as it is, is still dependent on copyright of the source text. Disseminating fansubs is thus illegal.

However, there are those (e.g. Massidda 2015) that claim that it is more moral than e.g. crowdsourced subtitles. So, even if the legality of fansubbing can be said to be settled, it may still be a grey area morally.

Fansubbing and censorship in the Arab world

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In a globalised era, where the continuous technological advances make it easier to circulate a plethora of media productions among Internet users, and face to the shortage in translators, there is a thriving trend, called fan-subbing. That is, the subtitling of a given media genre (e.g. Korean drama) carried out by fervent fans, who dedicate their time and effort to make these series available to other fans. This is also made possible by the availability of subtitling and processing programs, and the advent of the participative Web 2.0.

This research leans on the results of the analysis of the Arabic subtitled version of two American movies: "The Hangover" and "the Bridesmaids" as broadcast by MBC[1]. It further studies the elements subjected to censorship, namely those related to religion, sex, excrements, sexist terms of abuse, physical and mental handicap and politics, at the levels of image, subtitles, and sounds. It also studies the Arabic version of "The Bridesmaids" and its subtitles, as provided by fans on the website: ww.fansubbing.com. Thus, finding out whether the subtitling process has followed the same approach.

By examining the two versions, it appears that the MBC version, is subject to heavy censorship, especially when it comes to sex and religion related items. Translators/subtitlers are instructed to censor problematic elements, and act as a firewall blocking all that it judges as potentially offensive to the *new* audience.

On the opposite side comes fan-subbing. Fansubbers seem to create a space of their own where they freely circulate their work (subtitles) and provide technical support for each other. Also, at the level of translation, they seem to take a detour from the traditional translation practices, breaking the pre-set rules of subtitling, as perpetuated on MBC, for instance. They allow themselves to be present and take credit for their translations, and even go as far as expressing their own feelings and attitudes towards some scenes. This is done through introducing comments, highlighting foreign concepts or introducing explanations on the screen, as they see it fit. The studied fansubbers' version of the "Bridesmaids" has also demonstrated the inclination towards a more literal translation of even elements that might have been judged as offensive or problematic to the target audience. In addition, the original version of the movie has remained intact, thus, the difference from official/professional translation or subtitling practices.

[1] The Middle East Broadcasting Centre (MBC), A Saudi-owned channel based in Dubai

Fansubbing communities in Portugal: An exploratory survey study of fansubbers

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Fansubbing has emerged as a response to the technological development and globalization, but it also reflects complex motivations based not on monetary reward, but on social connectedness and reciprocity. In fact, fansubbing grows on social connectivity provided by the Web 2.0 that allows fansubbing to engage with others fansubbers in more dynamic ways. This phenomenon that is based on spontaneous drive can been seen as a type of crowdsourcing and collaborative translation, stressing the emergence of prosumers, whose profiling is the aim of this paper.

Previous research on fansubbing (with the exception of Díaz Cintas & Remael, 2007; Orrego-Carmona, 2011; Bold, 2011) some of which on fansubbing in European Portuguese (with the exception of Sousa, 2011; Rocha, 2012; Pais, 2015) does not address the topic of profiling the fansubbing community.

This paper, thus, seeks to profile fansubbers of Portuguese fansubbing communities based on a survey. More specifically, this empirical work aims to create and apply a survey and analyze the replies so as to describe and broaden our understanding of: (1) Who these translators and subtitles are, (2) What their motivations are, (3) What their perceived process and workflow is, and (4) What their point of view on professional translation is.

The findings will shed a light on today's Portuguese fansubbing communities' profile and organization, but will also classify a new type of revision: the community revision

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Thursday June 3th, 13.00-14.30

Panel session: Research methods in non-professional interpreting and translation

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Non-professional interpreting and translation (NPIT) practices have recently attracted interpreting and translation scholars' attention (see, among the earliest studies, Pöchhacker and Kadric 1999; Bührig and Meyer 2004). One should not forget, however, that within interpreting and translation studies (ITS), NPIT studies date back no more than thirty years, and before the field was more clearly defined with the first NPIT conference in 2012 (Antonini et al 2017), instances of NPIT were implicitly or explicitly contrasted with professional practices. The methods used to investigate NPIT were therefore largely those used for professional interpreting and translation research.

As the NPIT research field grows and expands, however, multiple perspectives converge from different disciplines onto an object of study that is finally beginning to emerge in full relief. NPIT practices are becoming more and more acknowledged in their own right, and this in turn raises new research issues. By way of example, if NPIT – unlike professional practices – can be a way to ensure the interpreter's, translator's or broker's agency and prestige within his/her community (Valdés 2003), how does one account for this empowering? From the ethical point of view, does the very fact that a provider of NPIT is not paid for his/her services count as sensitive information? What are the ethical and practical constraints of collecting data with users of NPIT who have limited literacy?

Stemming from the convenors' research in the sub-field of NPIT provided by minors, or Child language brokering (CLB), this panel is aimed at exploring practical and theoretical implications for research in NPIT that are not necessarily shared by professional interpreting and translation studies, but may have some value in this field, too.

Contributions will focus on any of the following issues, or other issues that may help outline new research methods that can help the discipline of NPIT studies move forward:

- The use of mixed research methods to describe different aspects of NPIT (sociological, conversational, critical-discursive...)
- Ethical and practical issues connected with real data collection, especially with 'sensitive' groups (children, asylum-seekers...)
- Tensions between research-action and objectivity

- Investigating a product (communicative event interpreted/translated by non-professionals) vs a process (NPIT as community-building)

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Individual abstracts in alphabetical order:

Combining self-reported and authentic data to study Child Language Brokering: A case study
Federica Cecolli

Children and adolescents from immigrant families tend to mediate and translate for their parents, other family members, or peers who are not as proficient in the language of the host country, a practice known as Child Language Brokering (CLB) (Tse 1995; Antonini 2015). The existing literature on CLB has primarily relied on the use of self-reported data (qualitative or quantitative) to examine the practice (Weisskirch 2017), and only to a limited extent on real-life child language-brokered data. They have also rarely used mixed methodology combining the two of them (Orellana 2009). For this reason, this presentation seeks to expand on and connect to previous investigations in CLB by applying a mixed methodology that relies on the use of a self-reported interview and an authentic child language-brokered interaction to explore how CLB is both perceived and performed. In particular, the semi-structured interview was conducted with a migrant Chinese adolescent to investigate her self-perceptions and feelings about CLB, and to explore her perceived agency when performing this activity. An authentic interaction brokered by the same adolescent was also audio-recorded in order to study how she co-constructs meaning and participates in the conversation. Furthermore, it sought to explore whether her self-perceptions were aligned with her interactional contribution. The findings obtained have produced evidence on the benefits of implementing a mixed methodology to investigate a multifaceted and complex phenomenon such as CLB. By building on each other, the self-reported and naturally-occurring data have represented a successful strategy to complement past research findings and to produce new insight into how child language brokers perceive this practice and how they perform it.

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Using vignette methodology to explore uncertainty in the contact zone: A focus on child language brokers
Sarah Crafter

Child language brokering (CLB) has sometimes been described as a family practice where children advocate for their parents to fulfil specific goals. On occasion, this might result in potential confrontations with another adult, usually in a position of power or authority. Drawing on the theoretical concept of the contact zone within a dialogical approach, this presentation examines how vignette methodology can shed light on sensitive linguistic encounters. Vignettes are typically short stories about a fictional character or fictional scenario appropriate to a particular study. The story places the behaviour of the character in a concrete context and allows the researcher to explore participants' positions and perspectives on the issues arising from the situation (Crafter et al. 2015). The triadic conversations between the young language broker, parent and adult-other, means the young person may discusses conflictual conversations as simultaneously part of the self, whilst also rejecting them as 'not part of me'. The analysis draws on qualitative vignette interviews with 30 young language brokers (aged between 14-18 years old) from schools in London, UK. The participants were presented with four story vignette scenarios, all dealing with a conflictual or sensitive discussion between the language broker, their parent and an adult-other. The aim of this presentation is to focus on uncertainty in the contact zone by foregrounding the changing dynamics of the relationships between the young language broker, the parent and the adult-other through the positions of 'I as conflict avoider', 'I as neutral or passive broker' and 'I as active broker'. Our research found that some of the young people developed strategies to enable them to manage (dis)continuities as they transition between different contexts and identity positions. We will illustrate this by looking at the ways in which our respondents' position both the characters in the vignettes and their own real-life experiences as being simultaneously enabling and disabling.

Using mixed-methods to critically evaluate Child Language Brokering ideology and action
Jemina Napier

The practice known as Child Language Brokering (CLB) with migrant families also occurs in deaf communities, whereby hearing or deaf children broker in various contexts for their deaf parents who use a signed language (Napier, 2017). Until very recently, the only explorations of People from Deaf Families (PDFs - also known as Children of Deaf Adults – Codas) have focused primarily on the identity of hearing PDFs and their experiences of growing up in a deaf world (e.g., Adams, 2008; Preston, 1994, 1995). With one exception which discusses children interpreting (Preston, 1996), there have been no systematic explorations of CLB in signing deaf communities. This presentation gives an overview of a mixed-methods international study of CLB in signing deaf communities, which combined the use of a survey; thematic analyses of semi-structured one-to-one interviews with adult and child brokers, group interviews with child brokers and parents using visual, art-based and vignette methods; as well as a discourse analyses of comparative simulated interpreted interactions by professional interpreters, adult

brokers and child brokers (Napier, in prep). Using this mixed-methods approach has provided the opportunity to critically evaluate ideologies about brokering, and also to examine brokering/ interpreting in action, through different methodological and theoretical lenses. The findings from this study confirm that the experience of CLB in signing deaf communities mirrors that in spoken language migrant communities.

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Participatory data collection about NPIT from research participants with limited literacy: The case of artwork elicitation

Ira Torresi
Rachele Antonini

NPIT largely occurs in situations that do not easily allow for professional IT services, for a variety of reasons – such as lack of funding or time to arrange a professionally mediated encounter, issues of trust and reliance on family/community members – that tend to point to a certain disempowerment of all participants. This is further complicated when any power and voice (Blommaert 2008) collectively enjoyed by the three sides of the NPIT-mediated event are also distributed unevenly. In particular, certain groups of NPIT users and even providers may be less fluent – or even illiterate – in the language(s) mastered by the researchers. How does one collect data from such individuals and categories, and more importantly, without making them feel marginal but rather at the centre of the research (which is crucial in the framework of participatory research or research-action)? Having questionnaires translated into the written form of other named languages, or having interviews interpreted by a professional interpreter, might reinstate the unequal distribution of voice and power in favour of the researcher, further disempowering the participants in the research.
One alternative method for qualitative research that may help level the ground is participatory artwork elicitation (Bagnoli 2009, Orellana & Hernández 1998). After a theoretical exploration of the method, the presentation will discuss the case study of drawings collected among primary schoolchildren about their experience of NPIT provided by children, also known as Child Language Brokering (CLB) (Torresi 2017). Issues connected with the analysis of such visual

data will also be discussed, mainly with reference to visual semiotics (Kress and Van Leeuwen 2006).

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Parallel session 1: Community interpreting and translation

Practice of non-professional translation and interpreting in Restoring Family Links world network and in the context of ongoing conflict in the East of Ukraine. Some issues and approaches

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Recapitulation of 26 years of experience of the Ukrainian Red Cross Society in the global Restoring Family Links network, helping Ukrainian and foreign citizens who lost contact with their beloved ones as a result of wars, conflicts, emergencies, migration processes. Our activity covers the period from the Second World War to the present day, and geographically the whole world. Among the issues that we are facing with while carrying out our everyday tasks there is specifics of translating and deciphering of archive documents in foreign languages, particularly taking into account transliteration and intentional or casual distortion of names, toponyms, which complicates identification process. In many cases we encounter psychological problems when our beneficiaries, refugees from abroad or displaced Ukrainians who suffer in consequence of the military-political confrontation in Ukraine, which began in 2013 and continues now, refuse to communicate even with their close relatives who are looking for them, because they are afraid of negative consequences both for themselves and for the family. Our main principles are neutrality, confidentiality, do no harm, etc. A very important aspect of the work of translator/interpreter in the context of conflict is prevention of hate speech, concern for human rights and dignity. Some examples and guidelines from the context of Ukraine are analyzed. I hope that thanks to this conference we, non-professional translators, can draw attention of our fellow citizens and authorities to these issues.

Do non-renditions indicate lack of quality of non-professional interpreting? A look at the Community Interpreting Database

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In today's multilingual world an important part of the necessary communication over language barriers is done by non-professional interpreters and translators, or language brokers (Antonini, Cirillo, Rossato and Torresi 2017). Non-professional in this context should be understood as not remunerated, often not trained and to some extent also ad-hoc. Often, non-professional interpreting is considered to be somehow deficient, due to lack of training and unclear role perceptions. At first glance, non-renditions seem to be clear indicators of such non-professionalism. Non-renditions can be broadly defined as utterances of an interpreter that do not refer to previously spoken discourse of primary parties.

However, as Baraldi & Gavioli (2012) point out, the need for implicit and explicit coordination may trigger the production of non-renditions without necessarily lowering the quality of interpreting. Rather, non-renditions may be necessary to facilitate a smooth flow of interaction and mediate possible misunderstandings. In my paper, I will address this issue by looking at the Community Interpreting Database (Angermeyer et al 2012). This database allows comparisons of interactions from different settings: court interpreting, ad hoc medical interpreting, and simulated interactions with experienced lay interpreters. While quantitative analyses of the percentages of non-renditions seem to confirm the assumption that less formal settings lead to an increase of non-renditions, qualitative re-analyses show that the picture is not as clear as it seems, as the label "non-rendition" may refer to quite distinct discursive phenomena.

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The Berlin Initiative – A human-rights-based vision of community interpreting

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The Berlin Initiative for Quality Interpreting in Migration and Asylum Settings (https://berliner-initiative.org) was initiated with the vision to improve the working conditions and the quality of interpreting in Asylum settings in the aftermath of the so-called "refugee crisis of 2015" in Germany with a mandate by AIIC. Its 26 members, studied conference and community interpreters of many spoken and signed languages, led a mentoring pilot project in

the German office for Refugees and Migration from September 2017 until May 2018 and is since becoming a networker and player in the void between professional interpreters and people-of-color who do the same job but call it a different name according to conflicting standards. The lessons learned from the pilot project informed the group's mission for a human rights-based professional ethics in community interpreting shared by all stakeholders. This talk will outline the pilot project and focus on their current agenda in order to co-operate with colleagues and organizations on European level.

Parallel session 2: NPIT in healthcare

The subjective nature of delivering and interpreting bad news by non-professionals in healthcare

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In Turkey, linguistic and cultural mediation in healthcare settings is provided by professional translators and interpreters, as well as bilinguals working under the titles of "experts" or "representatives" of international patients at the International Patients Unit of private hospitals and medical centers in Turkey. This service is provided by the institutions concerned within the scope of the Medical Tourism initiative, introduced at an official level in 2011. In line with the legislation for organizing this initiative, "International Patient Experts" or "International Patient Guides" are not required to be trained interpreters; they might also be non-professionals with little or no experience in the healthcare sector. In this context, the quality of the communication with the patients and their relatives rely on individual disposition and an in-house orientation session -if any-, related to public relations. In the face of these conditions, delivering and interpreting bad news to a patient becomes a very delicate and psychologically challenging issue in the daily work of the interpreter (Barcalay et al, 2007, 960; Silva et al, 2016).
This study aims at shedding light upon the subjective nature of the decision-making process of the untrained healthcare interpreters related to delivering bad news to patients and their relatives. Data driven from a corpus of 24 transcribed in-depth interviews with interpreters working under the professional title of "international patient experts" at private healthcare institutions in Turkey will be used for computer-aided qualitative analysis. The analysis of the accounts of the interviewees point at the fact that the interpreters concerned received little or no support in "forging" their own style of delivering bad news to patients and that they were affected psychologically throughout this process.

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Non-professional medical interpreting within the context of health tourism in the Valencian Community area in Spain

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Against the backdrop of globalization Spanish contemporary society has undergone significant demographic changes spawned by migration and tourism flows. This study shifts the locus of interest to medical tourism in the Valencian Community area, a relatively recent phenomenon spurred by cutting edge medical infrastructure and facilities, high standards of care, lack of waiting lists, lax regulations providing leeway for some types of treatments and Mediterranean climate. Yet, the emerging market demands in medical tourism sector don't tackle the scarcity of employment opportunities for Translation and Interpreting graduates because a language degree doesn't necessarily constitute a pre-requisite for job application. Thus, due to non-existent domestic or international regulatory safeguards for the employers to comply with, regarding recruitment of professional medical interpreters as a guarantee of quality, amateurs can easily access the marketplace. The occupation of medical interpreter hasn't been professionalised yet despite being fully disciplinarised at the academic institutions' level. In the light of this disparity and in order to shed some light upon this grey area I collated the outcomes of quantitative and qualitative analyses of 20 applicable job advertisements and 21 quantitative self-administered questionnaires filled in by mostly non-professional medical interpreters, collected at a number of private healthcare clinics receiving medical tourists. The outcomes enhance comprehension of employers' expectations regarding candidates career profiles and market demands in terms of qualifications, competence requirements, transferable skills and employability. The canvassed data bear solid witness to the preference for unqualified and non-professional amateurs, proliferation of hybridized roles inside and outside the consultations, professional interference as well as overreaching interoperability leading to physicians' identity usurpation. The outcomes of the study showcase serious misalignment between academic curricula, ISO 13611 standard (2014), current market expectations and the workplace reality.

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Research on non professional interpreting in South Africa: A bibliometric study

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The aim of this paper is to offer insight into the research carried out on non-professional interpreting in South Africa to date, and to report on the publication trends, types of and sub-disciplines of the research outputs produced.

After South Africa's transition to democracy in 1994, there was an expectation that problems related to translation services would receive more attention, especially given the fact that eleven languages received official status after 1994 (Lubbe 2002:78). Kotzé (forthcoming) offers an in-depth look into the research trends on interpreting in South Africa for the period 1968 to 2018. The method used to collect the data for this study is called a Systematic Literature Review (Fink, 2005) and the data analysis methods included a qualitative analysis in Atlas.ti and a quantitative analysis in Excel. This research design was chosen specifically to account for Van Doorslaer's (2016) comments on the limitations of bibliometric methods: Firstly, a purely quantitative approach may overlook the value that qualitative data could add in terms of uniqueness, and the results of data-based methods depend solely on the reliability of the data.

The results of these analyses allowed for a detailed and in-depth look into the research on interpreting studies that have been done in South Africa, including non-professional interpreting. Included in these results is a clear indication that the majority of research on interpreting in South Africa is done in healthcare and educational settings, and the details regarding non-professional vs professional interpreting which will be discussed in detail.

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Thursday June 3th, 14.45-16.15

Parallel session 1: Training and education

Training non-professional translators to use best practices

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Professional translation involves strict quality assurance criteria, but the nature of non-professional translation requires a customized approach. In 2011, I founded The King's Translators, a group of volunteers committed to providing French resources for our church denomination. Through action research from within The King's Translators, I developed a quality assurance system designed specifically for non-professional translation. By adapting professional models to the volunteer environment, I created processes for appropriate translator selection, comprehensive translation editing, and focused translator training. These three elements harmonize in an effective quality assurance system which can be implemented by other non-professional translation teams, since it is not language specific.

The translator training component of this quality assurance system focuses on paradigm shifts encapsulated in a set of best practices for non-professional translators. A change in

thinking leads to a change in translation techniques, so I developed nine Best Practices for Non-Professional Translators to counteract faulty thinking or paradigms. In this way, the underlying (and often unconscious) problem that causes certain types of errors is addressed. What myth or assumption has resulted in this error? What truth or strategy can be taught and reinforced to correct such a misperception?

This condenses nonprofessional translator training into a few essential concepts, which are easy to remember while translating. It makes translators more conscious of traps to avoid, and of the importance of exploring solutions when they encounter translation difficulties. The nine Best Practices are grouped into three areas crucial to translation quality assurance: Fidelity, Readability, and Conformity. In this way, non-professional translators learn to produce translations that are faithful to the source text, have a natural flow for readers, and conform to language and organizational guidelines. Translation competence increases as they incorporate these best practices into their repertoire of translation strategies.

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Translation, interpreting and solidarity: An approach to the training background of volunteers in Spain

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Thanks to agreements signed with governmental institutions, public and private funding, and the support of committed citizens, organizations specialized in social, work and personal insertion are able to develop shelter programs, provide information and counselling about administrative and institutional procedures, help with job and accommodation search, and accompany those who need it to visit the different public services (legal or medical consultations, for instance). Due to the intrinsic nature of these tasks and to the importance of effective communication, most of the times some linguistic assistance in the shape of translation, interpreting and mediation must be offered.

With the general objective of getting deeper into this matter, the present proposal aims at studying the environment and characteristics of the volunteering force in translation and interpreting in Spain in order to ultimately extract some conclusions about the training background of the people who are currently carrying out these activities. The data will be obtained thanks to a methodology based on four main pillars: a) consultation of webpages from immigrants' associations and non-profit organizations who either offer or use translation and interpreting services to immigrants, b) selection of organizations, c) design and distribution of surveys, and d) interviews to stakeholders.

The expected results are twofold. On the one hand, we aim at contributing to the dissemination of information about the profile of volunteer translators and interpreters who currently work in Spain as communication bridges. On the other hand, we want to detect, isolate, and describe some of their natural abilities as well as their training necessities.

Language brokering experiences and language mediation practices in heritage language education

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A growing body of literature points toward the beneficial use of language mediation practices in language education in general and heritage language education in particular (e.g. North and Piccardo, 2016; González Davies, 2018; Gasca Jiménez 2019). In the context of Spanish language teaching, Colina and Lafford (2017) argue for the purposeful integration of translation as a fifth skill. Similarly, within the Spanish heritage language education field, García & Wei (2014) and Prada (2019) underline the pedagogical applications of incorporating speakers' full linguistic repertoire and everyday linguistic practices, including language brokering.

The present study contributes to this body of research by analyzing the attitudes of Spanish heritage language learners with previous experiences as language brokers toward the use of

language mediation strategies. Thirty-five intermediate-level Spanish heritage learners participated in the study. They completed two argumentative essay writing tasks: a) reading an article in Spanish and writing an essay directly in Spanish (monolingual task) and b) reading an article in English, writing a draft in English, and preparing a final version in Spanish (bilingual task). After completing both tasks, they completed a survey comprising 5 open-ended questions about their experiences during the completion of the two writing tasks. A week later, they completed a follow-up survey comprising 27 close-ended questions developed based on the answers provided by the participants on the first survey.

Overall survey results indicate that students felt more in control during the bilingual task. They expressed that it allowed them to better elaborate, express, and organize their ideas in Spanish, which suggests that the incorporation of language mediation practices promotes positive attitudes towards the development of writing skills in the heritage language. This study has implications for heritage language education and the training of non-professional interpreters and translators.

Parallel session 2: Interpreting for hearing and speech impaired persons

Constructing and negotiating meaning: The role of family and caretakers as non-professional interpreters for persons with a severe speech impairment

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More than 150 million people in the world suffer some kind of speech impairment[1] and may need some kind of assistance in order to effectively communicate. The lack of professional interpreters in this domain causes that caretakers and family see themselves doomed to learn new communicative strategies in order to communicate with speech impaired persons with whom they need to interact. And also assist as interpreters of their communicative meanings, mediate and serve as language brokers. The aim of this paper is to analyse the role of these non-professional interpreters for adults with a speech impairment caused by an acquired brain injury. Data comes from 14 qualitative interviews and participant observations of seven persons with acquired brain injury and their families during a year and a half. The paper shows the strategies these non-professional interpreters use to understand the person with impaired speech and the strategies that speech impaired people use to make themselves understandable. It also explores the challenges, limitations and advantages families find while interpreting their relatives, how they modulate the message when they do not feel comfortable with what they have to interpret and how meaning is negotiated and jointly constructed. This paper ultimately wants to understand how this non-professional interpreting practice, which has been mostly unexplored yet, fits within the current literature on non-professional interpreting and language brokering, which has been mostly concerned with migrant children interpreting culture and language brokering in different community settings (Faulstich Orellana, 2009; Antonini, 2010).

[1] https://www.nidcd.nih.gov/health/statistics/statistics-voice-speech-and-language

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Can the kids just be kids? Hearing kids' and deaf parents' views on sign language brokering

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Some children act as 'language brokers' between their parents and members as minority language users and majority language users within public institutions (Antonini, et al, 2017). 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, in press).

This presentation will give an overview of a study conducted in collaboration with the organisations 'CODA UK & Ireland' and 'Deaf Parenting UK'. The study involved the use of visual methods and vignette methodology with 17 young hearing children who have deaf families who use sign language at home, and separately with 11 deaf parents, whereby the children and parents discussed their experiences and perceptions of brokering. This presentation will give some insight into the findings from each group. The children conveyed a strong desire to cooperate and to be helpful, but that they perceived clear boundaries about what was appropriate. The deaf parents noted a tension between allowing their children to help, wanting to ask for help, and wanting their children to just be children. The findings will be discussed in relation to implications for children and family's communication and wellbeing, and how the findings might also apply more widely among migrant families.

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Deaf children of deaf adults: From child interpreting towards a new profession

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Children of Deaf Adults called Codas, find themselves unavoidably interpreting for their parents for being born with the ability to hear. They use this faculty in order to manage the family's linguistic and cultural barriers. Many authors, including myself, have been publishing about identity and linguistic aspects of hearing child interpreters of Deaf adults (Bishop and Hicks, 2009). However, there always have been Deaf children with Deaf parents who would function as interpreters for their own peers, for example. Their privilege was not that they could hear but – and this is what counts – to acquire a full-fledged first language via primary care-takers, in this case, a signed language, is a privilege that Deaf children born to hearing parents lack. The obligation to broker for the sake of their cultural survival is similar to the Coda experience. In this paper I would like to outline similarities and differences between hearing and Deaf children of Deaf adults and show you how quite recently, the new profession of Deaf Interpreters took shape.

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Thursday June 3th, 16.30-18.00

Parallel session 1: NPIT in legal and asylum settings

Interpreting for PACS (Persons Suspected or Accused of Crime) in prison: Theory and practice

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In the context of the Translaw-project, the researchers explored the complex service paths of persons suspected or accused (PACs) of crime who do not have sufficient command of the official language of the country in which they are residing. And in addition, at which points in time interpreting services are required.
For this presentation, we take Belgium as a case study. To describe the service path of PACS, we interviewed 9 detainees in several prisons, to discuss how the service paths were experienced by the prisoners themselves.
Next, we conducted 20 interviews with stakeholders in the prison itself, namely prison directors, prison staff, social workers etc.
In our presentation we will briefly explain our methodology. In particular, we will discuss ethical clearance, the design of the interview questions and coding of interviews. Then, we will compare views and perceptions of the two interviewed groups, obviously from different angles. As far as the PACs are concerned, we will focus on the first contact with an interpreter (if any)

in their service path as well as the complexity of the service path (with other services next to interpreting) amongst other things, to end with a general impression of the PACs on the service delivered to mediate language barriers through the interpreter.

As far as stakeholders are concerned, questions focus on how language barriers are handled in the detention centra itself, for "daily business" as well as for more complex issues like psychological support, medical consultation, disciplinary procedures in prison etc.

Results show us that rights of detainees are violated during their service path and that much depends on coincidence and on the professionalism of the interpreter or even of the legal actors: the right people in the right place at the right time. Ad hoc and non-professional interpreting seems to be 'regular'. If anything, this shows that the rule of law is dependent on human goodwill and competence, and as a result, needs constant safeguarding.

A thread through the answers of prison staff and direction is that nonprofessional interpreting is daily business namely through third languages (that are none of the mother tongues of the speakers); thanks to prison staff or fellows detainees who act as interpreters; communicating with "hands and feet" (i.e. through gestures), with Google Translate, with "the internet", with pictograms and translated documents internally (by prison staff), whereas the professional interpreter is always the last (and mostly non used) resort due to budget restraints.

We finally will link this to what Belgian Law provides on service paths for PACs, especially regarding interpreting, and offer solutions like joint interprofessional training of students at the Law Faculty with students in Legal Interpreting to raise awareness about this possible flaw in the service path of PACs.

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Non-professional interpreters in pro se asylum clinics: Opportunities and challenges

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According to UNHCR, in 2019 there were 4.2 million asylum seekers worldwide. In the United States alone, over 300,000 applications for asylum were processed that year (Baugh 2020). Asylum processes encompass multiple stages requiring language support for the asylum seeker. Within Interpreting Studies, most research has focused on asylum interviews and hearings (Barsky 1996; Inghilleri 2005; Maryns 2004; Pöllabauer 2004: Tipton 2008). However, little is known about interpreting prior to asylum interviews. Initial written asylum requests, which serve as the basis for questioning during hearings, require the compilation of detailed materials in the language of the host country. However, in the United States, many asylum seekers go through this application process on their own, sometimes with the help of non-profit organizations. Most of the free legal immigration clinics that support asylum seekers are staffed with volunteers, including volunteer (mostly non-professional) interpreters.

This presentation aims to contribute to our (still scarce) knowledge of non-professional interpreting practices in pro se asylum clinics. It will report on a pilot study conducted in a pro se asylum clinic in a major urban area in the northeastern United States. Data will be collected in the spring of 2021 through focus groups and individual interviews with all stakeholders (asylum seekers, volunteers, clinic leaders and volunteer interpreters). Results will shed light on: (1) the profile of NPIs involved in pro se asylum clinics, (2) challenges characteristic of non-professional interpreting in this setting, (3) successful strategies and knowledge applied by NPIs to overcome these challenges, and (4) how the actions of volunteers and asylum seekers can contribute to successful interpretations by NPIs.

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English as a lingua franca (ELF) in non-professional T&I settings

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More and more young people in migration situations use the English they are confronted with on the internet or through modern pop culture as a means of first contact in a host country. As a result, English as a lingua franca (ELF) is not only the number one conference (interpreting) language, but also makes its appearance in community interpreting settings and non-professional interpreting situations. The quality of source texts is known to be a major

determinant of interpreting performance (Kalina 2006: 253; Gile 2009: 200). Difficulties in extracting meaning from non-standard input can not only considerably affect flow and performance, but seriously affect the interpreting task. In a Swiss National Science Foundation (SNSF)-financed interdisciplinary research effort of interpreting, translation and neuropsychology researchers, we look at the impacts of non-standard input on translators, interpreters and non-T&I multilinguals. We examine how interpreters and translators deploy their expertise and cope with ELF input compared with multilinguals with no training in translation or interpreting and what strategies might be useful for translators and interpreters with different levels of expertise in dealing with ELF input. The project is in its initial data collection stage.

In this presentation, I will introduce the mixed-methods research paradigm directed at achieving the above-mentioned research objectives. I particular, I will present a preliminary analysis of the post-task interviews with multilinguals not trained in interpreting and translation and compare their comments on the original ELF version of a text with those on its edited (to conform to a native-speaker) version. This will allow me to derive preliminary assumptions as to what may be of relevance for non-professional interpreters and translators when having to cope with ELF input.

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Parallel session 2: NPIT in healthcare

Does expertise matter? Tracing translator's voice through epistemic stance in medical translation

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Translator's voice as translator's "discursive presence" (Hermans, 1996, p. 23) is always mixed with author's voice in a translated text. It is most evident through paratextual/macro intervention, but least visible and often passing unnoticed in textual/micro dimension (Munday, 2008). Translator's voice can be traced through various means, e.g. narratives (Chatman, 1978), point of view (Bosseaux, 2007), translator's style (Baker, 2000), etc., but very little attention has been paid to epistemic stance (the writer's judgment about the certainty of a proposition), which demonstrates the writer's commitment and confidence to the status of information (Biber, 1999). Epistemic stance is highly consequential to the information reliability, particularly in scientific texts. Driven by the current debate whether Chinse medical texts should only be translated by translators with professional medical expertise (Rosenberg, 2013), this empirical study adopts systemic functional linguistics (SFL) to examine the epistemic stance of non-professional translators with and without medical expertise (i.e. clinicians and non-clinicians) through their translations of medical statements in *HUANG DI NEI JING* (HDNJ), the foundation of Traditional Chinese medicine (TCM) theory and practice.

The findings show that the epistemic voice of clinicians, compared with that of non-clinicians, is much louder, more subjective and less committed, and that the disparity is closely related to the different levels of expertise of the translators. The higher level of medical expertise the translators have, the higher epistemic authority they have at their disposal, and the more likely they show his own judgements and in their translations. In addition, clinician-translators tend to be more cautious about medical consequences, which is reflected in a lower degree of commitment in their translations.

Bridging the language barrier in consultations with elderly Turkish-Dutch and Moroccan-Dutch cancer patients through machine translation: patients' and providers' needs and attitudes

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The share of Turkish-Dutch and Moroccan-Dutch older cancer patients in the Dutch oncological care is rising (Hosper, Nierkens, Nicolaou, & Stronks, 2007, Arnold, Razum, & Coebergh, 2010; KWF Kankerbestrijding, 2006). Low language proficiency often is a major barrier to adequate communication and healthcare between these patients and their healthcare professionals. This barrier is often tackled by using non-professional interpreters. However, previous research has shown that non-professional interpreters do not always translate adequately (Zendedel, 2017) Therefore, this study aimed to research whether an online translation tool, the *Health Communicator*, can be used to bridge the language barrier between patients and their professionals.

In order to be implemented in practice, the *Health Communicator* has to fulfill both patients' and professionals' needs, and be accepted by both groups. We conducted interviews with Turkish-Dutch (n=10; mean age=69.10) and Moroccan-Dutch (n=9; mean age=69.33) older cancer patients, and held two focus groups with general practitioners (GPs; n=7; mean age 45.14) and oncological nurses (ONs; n=5; mean age=49.60). Patients' unfulfilled needs and professionals' perceived barriers were inquired by semi-structured, open-ended questions, and analyzed by means of grounded theory (Charmaz & Belgrave, 2007). The acceptance of the

Health Communicator was inquired by questions based on the concepts of the Technology Acceptance Model (Davis, 1986; Bolle et al., 2016), and analyzed deductively.

The results of our study showed that patients have wide-ranging instrumental and affective needs, such as information about patient rights. Among professionals, the main barrier to fulfilling instrumental needs was that they have doubts about whether, and – if yes – to what extent these patients want to be informed. The main barrier to fulfilling affective needs was that patients do often not disclose their affective needs. Both patients and professionals thought that implementing the *Health Communicator* could be effective in fulfilling patients' needs and overcoming barriers.

In sum, introducing the *Health Communicator* could be an acceptable mean to bridge the language barrier in daily oncological practice and enhance doctor-patient communication by better need fulfillment.

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Beyond the pandemic: Digital and multilingual practices in Third sector organizations

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The current COVID-19 pandemic has highlighted the importance of having effective and robust communication systems in place, and the prominent role that multilingual, multimodal and multicultural communications plays to ensure that the information reaches all people affected by the crisis, especially vulnerable groups. Daily and bidirectional interaction with beneficiaries is essential for workers in the Third Sector.

Because of the lack of human and financial resources that characterise these organisations, a swift to technological solutions is recommended to redress this deficiency (Federici and O'Brien, 2019). This study will look at the existing multilingual responses by small and medium-sized third sector organisations working with refugees in four EU countries: Greece, Italy, Spain and the UK. The study will present the results of two research activities:

- 53 surveys with NGOs, private entities and public service organisations providing services to refugees on their uses of technology and translation practices.

- 8 in-depth interviews with NGOs assisting refugees to further explore multilingual, multimodal and digital communicative practices and their challenges in the implementation of digital technologies, and how they responded to the COVID-19 outbreak. The emphasis lays on small and medium-sized organisations, which generally have lower access to technological solutions and resources (Lloyds Bank, 2019).

This study contributes to the emerging research studies on the role that translation and multilingual practices play in the humanitarian sector (Cadwell and O'Brien, 2016; Delgado Luchner, 2018; Federici and O'Brien, 2019; Tesseur, 2018), and on how ICT impacts the provision of information, considering that most communications today have a digital element to it.

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Panel session: Putting ISO 13611 into practice: Opportunities and challenges from different perspectives

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In December 2014, the International Organization for Standardization ISO published ISO 13611, "Interpreting – Guidelines for community interpreting". This Standard – the first of its kind for public service interpreting – contains a wide range of recommendations and principles for improving and ensuring quality. One major strength is that it addresses all parties involved: the community interpreters, the clients and end users as well as the interpreting service providers.

In the panel, the recommendations of the Standard will be presented and analysed from the perspective of the three involved parties: What are the specific challenges and obstacles as regard to the implementation of the Standard? We discuss practical examples and their challenges to face.

Individual abstracts

Quality standards on behalf of the interpreter: The INTERPRET Qualification Scheme in the Context of Higher Professional Education

Michael Müller

"Accurate interpreting requires the ability to assess and comprehend the original message and render it in the target language in a way that preserves the meaning and supports the same communicative function as the original message. Community interpreting ability also requires the knowledge, awareness, and understanding of the community interpreter's own role in the interpreted communicative event..." (ISO 13611, p. 7)

This is what ISO 13611 states regarding the competences of a professional community interpreter. And this is what the INTERPRET qualification system tries to achieve within two levels: Training modules, along with the necessary language competences and first practical experience in the field, lead to the INTERPRET Certificate. After this basic qualification, community interpreters can obtain the title of "Intercultural Interpreter and Intercultural Facilitator, Federal Diploma of Higher Education", 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. A code of professional ethics sets the rules of conduct for the holders of the INTERPRET Certificate and the Federal Diploma.

Largely due to the substantial support of the Federal Office of Public Health this national qualification system was successfully implemented. The numerous local and regional initiatives were bundled onto one national standard given in the form of a nonacademic educational path that is widely spread and accepted in Switzerland. Thus, a large part of the recommendations from the ISO could be implemented in a realistic and pragmatic manner.

Nevertheless, the Swiss qualification system also faces major challenges. Unlike training, there are no standards as regard to the provision of interpreting services. A sustainable anchoring of

the responsibilities and role of the services in the sense of ISO 13611 has therefore not yet been completely successful.

Interpreting is not an isolated task: Standards regarding quality and working conditions on behalf of interpreting service providers

Matthias Haldimann

In Germany as in many other countries in Europe and beyond there is no legal protection of the professional title of interpreter (and translator). Therefore access to the profession is not regulated by any law or act. It is widely known that this lack of regulation means both loss in interpretation quality and uncertainties regarding general conditions, fees and organisation of interpreters. ISO 13611 therefore fills an important gap by making recommendations with respect to minimum standards. Thus it helps those who need interpretation, those who interpret as well as those who organise the whole process. Especially these Interpreting Service Providers (ISP) have to be mentioned here as in the field of community interpreting – due to the required languages – untrained interpreters are to be found more often than in other interpreting settings, and those interpreters often lack the knowledge and experience in terms of order processing and other aspects such as (legal) responsibilities. How do the issues mentioned in the standard correspond to reality and how can they be implemented? What do interpreters expect from ISPs? Are there any particular expectations of a professional association with regard to ISPs and the other actors in the field?

The speaker will present ideas and measures for the implementation of the recommendations mentioned in ISO 13611, as laid down in 2014. This applies all the more against the background of the increased need for public service interpreters in Germany in the course of the political developments after 2015, i.e. a strong increase of asylum seekers and the resulting necessity for communication in various settings, and the ongoing digitalisation. The analysis and evaluation are based on the experience of interpreters and the observations of the largest German professional association for professional interpreters and translators in the last years.

A long way to go: Empowering professionals and systems in working with interpreters

Mike Mösko

ISO 13611 postulates some important aspects by recommendations for clients and recipients for the use of community interpreters. Unfortunately, for the majority, these recommendations are neither observed nor implemented in Germany. The causes, consequences and solutions are outlined using the example of health care.

Studies suggest that about 10% of patients in health care services cannot communicate adequately with their German-speaking practitioners. Due to a lack of linguistic diversity in various occupational groups in the health care system, many patients and practitioners cannot communicate sufficiently. As a consequence patients are not cared for at all or for much shorter periods of time, misdiagnoses occur, or medications are not taken properly.

With the argument that interpreter costs are not covered by health insurances, the vast majority of the hospitals shift the problem on the employees. It is accepted that either multilingual colleagues "volunteer" help out or that family members or friends interpret unqualified.

As part of a model project in Hamburg with the aim to strengthen outpatient health care, it was occurred that even if qualified interpreters are provided free of charge, many doctors do not fall back on this offer and rather accept the bringing of unqualified relatives. The experiences from the model project show that the majority of doctors do not consider themselves responsible for qualified communication.

For clinicians and health organizations to adopt such an attitude, many activities and initiatives are necessary. The integration of intercultural learning contents such as working with qualified interpreters in education and training, the development of user guidelines (such as the renunciation of children as interpreters) or of communication materials, the adoption of professional frameworks or the initiation of publicity campaigns are necessary steps to fill the ISO recommendations with life. The lecture will give some practical examples.

Parallel session 1: Non-professional online community translation

Interactive Reception of Online Translation: Reader-Translator Dynamics in A Discussion Forum

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This paper examines readers' reception and their interactions with the translator in a discussion forum, with reference to Xiao Mao's online translation of *Charlotte's Web*, one of the first Chinese online literary translations in 2000. It uses 21 discussion threads concerning this translation. Drawing on Fish's concept of interpretive community, this paper tries to explore the communal nature of online readers' reception. By employing content analysis and conversation analysis, it then identifies the recurrent themes emerging from readers' forum posts, such as multiple translations comparison and translation of children's literature. It finally theorizes the reception mode of Xiao Mao's translations as "interactive reception", which denotes that readers' reception is collectively mediated and constructed by interactions among readers and between them and the translator. It suggests that reception is a socially situated communicative activity, conditioned by interactional dynamics and shared views among readers. It also argues that the roles of reader and translator have become fluid and mutually constitutive, and such shifting roles could enhance their empathy towards one another and achieve intersubjective understanding. Overall, this paper contributes new insights about translation-reader dynamics to reception studies.

Non-professionals translators in online communities of practice: Translators' identities and knowledge exchange

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Online collaborative translation undertaken by digital media users has been contributing to the production and circulation of knowledge, irrespective of whether they have formal training in translation. These user-translators and their practices have been referred to as 'non-professionals' and 'non-professional translation/interpreting', respectively (e.g. Pérez-

González and Susam-Saraeva 2012). But are user-translators really 'non-professional' translators?

In this presentation, I argue that the line between 'professional' and 'non-professional' translations is difficult to draw in the digital space where user-generated content is becoming increasingly influential. My research on the process of collaborative translation in Yeeyan (an online community of practice in China) suggests that user-translators' identities and their translation competence are intricately tied up with the exchange of knowledge in various forms – including those that has been canonized through 'professional translation'. In this study, I conceptualize Yeeyan as an online community of practice (Dubé, Bourhis and Jacob 2006) whose members share a concern or passion, engage in collaborative practices, and negotiate meaning. The analysis of seemingly mundane yet critical exchanges between participants reveals how multiple translators position each other and what knowledge is shared and created through their collaboration. In an online translation community like Yeeyan, formed by users with different occupational and disciplinary backgrounds and varying levels of participatory experience, members are not particularly concerned with the professional status of their fellow translators. Instead, they prioritise the delivery of a professionally executed translation – based on the knowledge that users contribute to and exchange during the translation process.

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Paratextual networks of YouTube translation-focused channels: What do paratexts do and what can they tell us?

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The emergence of new user-generated translation (UGT) practices engendered by social media affordances (Desjardins, 2017) leads to renegotiation of translational agency as we know it.

This paper discusses a relatively new phenomenon of translation-focused YouTube channels featuring user-generated voiceover renditions of popular YouTube content. I take a systematic look at this practice through the lens of the paratexts surrounding the translations.

In the reported case study, I map the network of paratexts in the content stream of some of most popular Russian-language UGT channels. The study is based on 15-months observational data and interviews with the creators of the channels. It draws on a Bourdieusian understanding of the dynamics of online fields (Levina and Arriaga 2014) and translation practices.

Following Tavares' (2015) categorization, I examine the paratextual elements, such as video descriptions, blog posts, podcasts and other satellite texts. I illustrate how the translators embrace YouTube multimodality (Benson, 2017) and build paratextual networks to reframe the transcreated (remixed) versions of videos originally produced for the global English-speaking audience. I discuss why their status as translations is clearly manifested. I also show how paratexts construct the image

of a user-translator as an agent in the social space of YouTube, unveiling the hybrid nature of informal social media translation.

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Parallel session 2: Training and competencies

Testing non-professional interpreters for working in public sector – Report from a gap bridging workshop series

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This is a report from a series of workshops in 2018 where representatives from Swedish public sector interpreting agencies and scholars from Stockholm University analyzed pre-employment tests for non-professional interpreters (NPI). The results show that the stakeholders of the interpreting branch lack a consistent aptitude test of interpreter ability for NPI, and although such a test may not actually be possible to construct, there is a need for further contacts between the branch and the academy.

Public sector interpreting in Sweden is a diversified branch. There is a well-established system of state authorization of public sector interpreters. Still, non-professional interpreters carry out a considerable part of public sector interpreting (SOU 2018, 35). Interpreting agencies try to meet an increasing demand without a sufficient number of professional interpreters available. The solution is to hire NPI and provide in-house training.

Comparing pre-employment tests and the admission test to Stockholm University interpreter training sheds light on the question whether pre-employment tests are aptitude or ability tests (Timarová & Ungoed-Thomas 2009, 229). Another question is whether it is meaningful to test the interpreting ability of a person without field experience and with neither preceding nor subsequent training. Still, the workshops have served as a gap bridger between the search for practical solutions *ad hoc* and the tradition of research-based knowledge.

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Translation as a form of literacy

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Non-professional translation can be seen as an umbrella term for various instances where people translate without this being their (main) profession. Some do it for profit, some do it as volunteers or activists out of a sense of social responsibility (see Drugan & Tipton 2017), some because they wish to respond to an emergency or to an everyday pragmatic need, and some are simply compelled to do it within their professional context (teachers, journalists etc.). This rudimentary categorization according to motives and purposes may offer a basis to contemplate a varied approach to ethical and training issues. But more importantly, what emerges as a sort of common denominator across these categories is that translation is a widespread social practice, not merely a profession (see Pym 2018). Therefore, it seems fruitful to see translation as a form of literacy. Drawing from the concept of multiliteracies in education (see Cope & Kalantzis 2015), it will be argued that translation implies the cultivation of a generic *comparative competence*, a competence much needed in everyday life. In this sense, this comparative competence can be regarded as a distinct type of literacy next to other types (e.g. visual, emotional, information, or scientific literacy). The advantage of seeing translation as yet another type of literacy is that translation can be cultivated and taught to non-professionals as a valuable communicative skill not replacing, but complementing professionals.

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Urgent need to train medical practitioners professionally to become certified professional medical interpreters/ translators: A call for establishing a professional medical interpreter/ translator license

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Due to the literature fact that hiring professional medical interpreters in hospitals is very expensive and most countries in their public hospitals do not hire interpreters, because of the high cost, medical practitioners rely on the available staff; both medical/ non- medical on duty.

Bischoff et.al. (2003) main issue of discussion is about the difficulty to hire interpreters- high cost. Bischoff et.al. (2003, p. 541) pointed out an important coping strategy which could possibly solve the issue of the expensive cost of hiring professional interpreters to work in

medical clinical settings. To solve this problem, Bischoff et.al. (2003, P. 541) thought of "improving communication between allophones patients and physicians by training the physicians of a primary care clinic in the use of interpreters". This means that physicians in medical and healthcare contexts are encouraged to be trained in dealing with allophone patients and working with interpreters. This necessitates a call for a group of highly professional educators and researchers to take part in establishing this project of International Professional Translation & Interpretation License Degree in the diverse medical and health care contexts as a first initiative, as it could be applicable to different contexts too, like legal, business, etc. This conference would be a good opportunity to present the research problem case, the initiative projects done to resolve the problem and to call for a group of highly professional educators and researchers worldwide to take part in establishing this proposed project of International Professional Translation & Interpretation License Degree designed for diverse medical and health care contexts as a first initiative, which could subsequently be applicable to different contexts too (e.g. legal, busines).

Friday June 4th, 12.45-14.15

Parallel session 1: Professional versus non-professional interpreting and translation

Professional or non-professional? A case study on the quality of blog translation

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Blogs play an important role in every aspect of our life – from sharing a blogger's personal life experiences with friends to gaining support from the public in presidential campaigns. There has been a lot of research on blogs, but very little research on blog translation. Blog translation may refer to translation of articles or comments posted in blogs, or any translation done at weblogs. Are the translations in blogs professional or non-professional? What is the quality of blog translation? This paper tries to answer this question through a case study on the quality of Roland Soong's translation in his famous blog entitled EastSouthWestNorth (ESWN), which, with a great number of translations of important news stories, speeches and comments from Chinese into English, was considered as "a must-read blog on China" for professional journalists working for important mainstream media like *New York Times* and *Washington Post* whether these reporters know Chinese or not (Lee 2006). In this article, the quality of translation will be assessed according to the criteria of translation for the Diploma in Translation (DipTrans) developed by the IoL Educational Trust (IoLET) and Chartered Institute of Linguistics (CIOL). The three sample translations will be evaluated according to the criteria of translation set by IoLET and CIOL to see whether they are "professionally usable" (IoL Education Trust 2017:7). The study indicates that, generally speaking, although there is a small portion of the translations at Soong's EWSN which could contain serious problems, most of the translations could be graded as "Merit" and are "professionally usable". This means that although Soong's translations are not perfect, they still provide important reference to journalists and other readers, and have their indispensable value in the news ecosystem. From the analysis of Soong's translation of these three very different texts, we will achieve a better understanding of the quality of

Soong's translation at his blog, and hopefully this study may shed light on the issue related to the quality of the translation in the blogosphere in general.

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Interactional mediation techniques: comparing professional interpreters and language brokers

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Some children act as 'language brokers' between their parents and family members as minority language users and majority language users within public institutions, and do so in a wide range of settings (Antonini, 2017). 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 (Napier, 2017). These people are often referred to as Codas (Children of Deaf Adults) (Preston, 1994) or People from Deaf Families (PDFs) (Napier, in press).

Drawing on a sociolinguistic approach to the study of interpreting, this paper will give an overview of a replication study of simulated mediated interactions (cf. Valdés, et al, 2003), which compares the interactional mediation techniques used by professional sign language interpreters as compared to non-professional sign language brokers. The participants included a non-PDF professional interpreter, two PDF professional interpreters, two adult PDFs and two teenage PDFs. The findings reveal that each of these participants mediated the interaction between a schoolteacher and a deaf parent in different ways. What was particularly salient was the difference between use of consecutive, simultaneous or blended interpreting modes, the use of first or third person, the use of summarizing techniques, the production of non-renditions, and embodiment of interpreting alignment. This paper will provide a breakdown of the most pertinent findings, and make recommendations for interpreter education in terms of what can be learned from the way that sign language brokers naturally mediate communication.

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The role of gestures in consecutive interpreting: A comparative study of amateur and professional interpreters

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Using gestures as a supporting tool for communicating and translating a message from a source language into a target language has been the subject of a number of studies in recent years (e.g., De Gelder, 2006; Sun & Yin, 2008). Gestures are important when references come up for which there are no referents in the physical or intellectual context of communication (Rennert, 2008). The development of embodiment theories of cognition has further focused interest on how gestures are used to transfer messages interlingually in consecutive interpreting. This becomes especially important from the perspective of strong versions of embodiment theories of cognition, which claim that conceptual and intellectual processing is grounded entirely in sensory-motor processes that take place in the human neural system (Gallese & Lakoff, 2005). This study examined the use of gestures as a supporting tool in consecutive interpreting, and differentiates between amateur and professional interpreters. The study focused on interpretation from Persian into English, exploring the work of each group of ten participants who interpreted five short video clips from Persian into English. These video clips showed conversations about five different subjects. Participants interpreted as they see fit, without instructions on the use of gestures. Their interpretations were video-recorded, and those videos were analyzed by the researcher to examine and compare the use of gestures by the two groups. This analysis tried to answer two main questions: 1) Is there any significant difference between professional and amateur interpreters in terms of the nature of gestures (hand gestures, facial gestures, eye gestures, etc.) that are used in the process of interpreting? 2) How are gestures used to convey the meanings of abstract concepts in the process of interpreting? The obtained results indicated that professional translators used a larger number of gestures, and the nature of gestures used by professional interpreters were different from those used by amateur interpreters. Also, professional interpreters used a larger number of metaphorically-based gestures to convey the meaning of abstract concepts. These results were interpreted within the framework of strong versions of embodied cognition.

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Parallel session 2: Non-professional translation practices

Fansubbing Chinese tv dramas into English: A reception study

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Chinese audiovisual (AV) products have won some attention in the West. Some video streaming websites provides fan-subtitled versions to make popular Chinese TV dramas and films intelligible for western viewers. The study aims to investigate what elements in Chinese TV dramas interest western audiences and whether fansubbing can fully convey the plot, subject matter and thematic implication. The research compares the difference between the start-language (SL) audience's reception of the original AV content and target-language (TL) audience's receptions of the fansubbing. Participants in this research are university students aged 18 to 30. Fifteen participants are native Mandarin speakers and fifteen participants are native English speakers who do not know Chinese (including Mandarin, Cantonese and other Chinese dialects). They are shown five excerpts extracted from *Nirvana in Fire*, with the fan-subtitled version or the original version. Meanwhile, fansubbing contains additional information regarding culture-specific elements in the original soundtrack. This research uses questionnaires and interviews as its main data-gathering instruments. The questionnaire consists of a reception capacity test and a Likert scale concerning the audience's enjoyment degree. The interview explores individual differences and gains insight into the audience's response as well as their emotional reactions. The results show although SL audiences receive higher reception scores than TL audiences, both SL audiences and TL audiences enjoy the AV contents in a similar degree. TL audiences, especially female audiences, have great interests in characters' costumes. However, TL audiences have difficulty understanding cultural-specific elements, but the additional information in the fansubbing does not help much. Fansubbers seem not fully aware of when extra explanations are required and when are unnecessary. This research may hopefully shed light on how Chinese TV dramas can be an effective tool to introduce Chinese culture, and how source language culture is comprehended and appreciated through fansubbings.

Media representation of Iran's nuclear deal via news translation

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Iran's nuclear deal has been a controversial topic in global news media. A basic assumption of newspaper readers is that anything they read is true. Translators play a crucial role in mediating between languages and cultures in times of political conflict. Previous studies have shown that in news media usually source materials are translated by journalists rather than by translators. Although they are professionals in their field and aware of the ethical issues, some examples

of non-professional translation are often observed. This study aims to shed light on the ethical role of news translators in the context of political conflict and it scrutinizes if the translators of news on the topic of the deal comply with the guidelines of integrity of their professions. It additionally aims to investigate how the ideological meanings of political discourses are transferred through translation. Our corpus contains news articles containing the direct reported speech of actors involved in the debate on the deal from the New York Times and the New York Post. Taking into account the guidelines of integrity for the use of direct quotations, these quotes are systematically compared with the Persian source material. Critical discourse analysis as an analytical method is employed. The analysis of the translated quotations by this method of CDA discover the translation strategies which possibly result in shifts in meanings. The findings indicate that in some instances the news translators do not comply with the guidelines of integrity. Moreover, the analysis shows that the ideological meanings of some political discourses are transformed via translation. These transformations result in the construction of different representations of politicians, (de)legitimation and (dis)empowerment of them, (de)legitimation of the deal, and ultimately intensification of the conflict.

Getting Down with the Nitty-Gritty of Voluntary Translation using Digital Ethnography

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This session is purposefully designed to offer open access to the activities of Charity Translators – a growing grassroots network of language volunteers. We aim to give a collaborative tour of the projects and people representing this network by using real-time polling during the session. Along with expected projects from sub-fields such as International Development, we will also explore less anticipated areas within the charity sector that are showing signs of needing language support, such as Domestic Abuse. Discussions will touch on the organisational and ethical challenges of being *non-professional* as well as the surprising benefits beyond the projects themselves, namely the potential for knowledge-sharing and employability. Finally, we hope to include some of the personal insights of the volunteers and charities involved in this activity to share their viewpoints on their actions and impact.

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Friday June 4th 15.45-17.15

Panel session: Expanding public engagement with translation: Strength and challenges

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According to Linda Flower, public engagement is founded upon the ability not only to "*speak up* as an expressive practice" but also "*to speak with* others or to *speak for* our commitments" (2008: 2, author's italics). Identifying interlocutors and designing the space to share academic and social knowledge are necessary steps for public engagement initiatives. But how can we, as Translation Studies scholars, stimulate the co-creation of socially robust knowledge of translation? This panel will aim to answer this question by looking at the 2019 Exeter Translation Festival, the 'Working with Translation' MOOC and the voluntary group 'Charity Translators'. We will explore different approaches to and definitions of public engagement, their convergence and divergence, starting from our own positionalities and experiences as researchers, educators, professionals in the field of translation.

Individual abstracts

Enhancing Shared Reflective Knowledge of Translation as Cross-cultural Communication: 2019 Exeter Translation Festival

Eliana Maestri

This paper offers an account of my co-organization of the 2019 Exeter 'Translation! Festival' (funded by the British Academy and the College of Humanities, the University of Exeter), reflecting on modalities of public engagement and academic citizenship. The talk analyses the reasons for the success of this initiative, while also highlighting the strengths and challenges of public engagement. How was the Festival organized? What kind of professional institutions and cultural associations were involved? Which notions of translation were fostered at the Festivals? What kind of activities and workshops were organized? Who attended the Festival and how did I/we foster 'shared reflective' knowledge of translation at Exeter? And, finally, how did our audience respond to the various interactive and intercultural activities? This paper will aim to respond to these questions and offer a framework for discussion of two initiatives presented at the 2019 Festival: the 'Working with Translation' MOOC and the voluntary group 'Charity Translators'.

From Training to Sensitization: Designing and Teaching the "Working with Translation" MOOC

Loredana Polezzi

Since 2016, the MOOC (Massive Open Online Course) 'Working with Translation' has been offered on the Futurelearn platform. The course is designed to raise awareness of translation and interpreting among users of translation services as well as students, non-professional interpreters and translators, or those thinking of engaging with the field in the near future. Since

2018, an updated version of the course has been co-taught by the UK- and US-based team together with tutors from the University of Namibia (UNAM), opening up new perspectives on translation in developing countries and decolonial contexts. In 2020, as a response to the Covid-19 pandemic, the MOOC was offered both as an extended open run and as a tailored resource for UK university students affected by lockdown restrictions. In September 2020, 'Working with Translation' was included by Class Central in the best 200 online courses of all time (and in the top 25 in the Humanities). By June 2020, it will have had eight runs, with more than 50,000 learners registering from over 180 countries. In this talk, one of the lead educators will talk about the principles which informed the course design and the experience of engaging with large as well as diverse international audiences.

Reverse Public Engagement: A Space for Synergies?

Cari Bottois

In the UK, the charity sector is enshrined with the notion of public engagement due to a legal requirement for 'public benefit'. In this context, however, public engagement is more closely associated with 'advocacy', 'beneficiaries', or 'fundraising', rather than resonating with 'research impact'. This paper reflects on engagement activities with universities and scholars from a 'public' perspective by drawing on experiences with the voluntary group Charity Translators. The benefits and challenges of expanding the role of non-professional translators and interpreters in this context are explored with reference to the MOOC (Massive Open Online Course) 'Working with Translation' and the 2019 Exeter 'Translation! Festival'.

Parallel session 1: Roles, ethics and values in NPIT

Professionalism and Agency – The Case of Co-ordinators for International Relations on the Japan Exchange and Teaching Programme

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A variety of contexts inspire non-professionals to engage in translation and interpreting ,with the autonomy and agency afforded to both professionals and non-professionals providing an interesting avenue to consider the differences between the two.

This paper focuses on the context of Co-ordinators for International Relations (CIRs), non-Japanese citizens hired in their native countries and employed in local municipal offices in Japan. They are tasked with the internationalisation of the communities in which they reside and are more specifically engaged in activities such as translation and interpreting but also diplomacy, teaching English and running cookery classes. Given that CIRs are not required to

undergo training, register with an association, or pass a translation/interpreting exam before being hired, their professional status may be questioned.

The paper takes a combined online and traditional ethnographic approach, focusing on CIRs' conceptualisation of their own professionalism and agency, and the impact that these combined factors are perceived to exert over their practice of both translation and interpreting. Firstly, the researcher engaged in an online ethnographic analysis of a forum on which CIRs post about challenges to their agency from colleagues and superiors, as well as their perception of their own professionalism and the Japanese translation industry. The passages randomly selected for inclusion in the study were subsequently subjected to thematic analysis. In addition to the online component of the study, through focus groups, further explication of the findings from the forum was achieved.

The unique status of CIRs as highly remunerated practitioners of translation and interpreting, combined with the formal contexts in which there are sometimes charged with operating provides the opportunity for important insights into the relationship between the self-perception of professional status and the manifestation of agency.

International standards, laws and recordkeeping: Impact and influence of non professional translation for a disciplinary community

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Recordkeeping is the professional discipline concerned with the management of the information that provides evidence of the activities which contribute to organisational memories and accountability. There are two principal theoretical models underpinning recordkeeping, which vary in their influence and uptake according to global geography: one is more prevalent in the Northern hemisphere, the other more accepted in the developed South. The publication of ISO international standards to govern policy and practice relating to the management of information as evidence (records) was a deliberate strategy pursued by proponents of the latter model theory which emanated from Australia in the 1990s. This has resulted in 19 standards published, with a further six currently under development. Standards are published in English; the responsibility for translation rests with national member bodies. If a national member body decides to publish in a local language, the burden of translation falls on local recordkeeping experts, i.e., practitioners and/or academics who are very unlikely to have a background in professional translation. Problems arise as a result of a lack of shared understandings of core concepts and terminology, which is related partly to the different approach to recordkeeping in different countries and partly to the Australian theorists' attempts to 're-purpose' some of those core concepts. Similarly, EU legislation that impacts recordkeeping practices, such as the General Data Protection Regulation (GDPR), is developed in English and subsequently translated into multiple languages by specialized teams of

translators and lawyer-linguists, who are unfamiliar with the specific meanings of archival or records-related terms in dif
ferent EU member states.

A research agenda to explore translation issues is being developed. Preliminary findings from a pilot study concerning international standards, and the results of a study of translations of the GDPR into Italian, Slovenian, Finnish and Icelandic languages will be presented and discussed. The aim of the presentation is to identify the main translation challenges faced by a specific disciplinary community and highlight the implications of linguistic ambiguities on the implementation of professional standards and international laws in non-anglophone environments. Given the essential nature of recordkeeping in facilitating transparency and enabling accountability the consequences of ignoring the critical role of translation are not trivial.

Non-Professional interpreting and translation in the Belgian asylum context: Observations from ethnographic research

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Previous research into the way multilingual communication is facilitated in public sectors has shown that public service providers consider professional interpreters as an important solution to overcome language and communication barriers. However, when professional interpreters are not called in, service providers may look for alternative solutions to facilitate communication with non-native speakers. One of these solutions is involving people in the communication process who have not received professional training as interpreters or translators (henceforward: NPITs).

In this presentation, we present our findings from research into the practice of NPITs in the Belgian asylum context. In particular, attention was paid to the way in which multilingual service providers and/or applicants for international protection are involved as NPIT. A linguistic ethnographic research method was applied in which qualitative data were collected via qualitative interviews (i.e. key informant interviews) and non-participant observation, with the aim of gaining a better insight into the communicative settings in which NPITs can be deployed in the context of the asylum reception. In addition, the process of 'stakeholder involvement' was also used in which the stakeholders mapped out during workshops their views about communicative strategies.

Preliminary results from the study point to different settings in which NPITs are deployed. For example, in the context of the social intake, an employee or other applicant for international protection is sometimes asked to act as an ' information navigator' to support communication flows. Also in the medical context (e.g. during vaccination and the TB scan), no professional

interpreters are used, but other tools (such as Google Translate) are used to support non-professional interpreting or translation practices.

Exploring machine translation use by international students at two Canadian universities

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Researchers in all disciplines and from all regions are under pressure to interact with the scholarly literature in English. English dominates scholarly communication though only a small percentage of researchers are native English speakers. Another trend is the internationalization of higher education. Wächter & Maiworm (2014) investigate English-taught programs offered across non-English-speaking Europe, noting the number rose from 725 in 2001 to 8089 programs in 2014. Moreover, universities in English-speaking countries are hosting growing numbers of international students. Data from Citizenship & Immigration Canada (2017) indicate that in 2017 there were 492,533 international students in Canada, up from 179,149 in 2007; China, India and Korea are the top three home countries of these students.

How do non-Anglophone international students cope with the pressure to study and publish in English? Options include learning English for Research and Publication Purposes (requiring time, money and effort), paying for translation services (over $100/page for specialized professional services), convenience editing (asking an English instructor to edit the text, or bringing an Anglophone 'co-author' on board just to get published). In addition, given the ease of access to free online machine translation (MT) systems, international students are exploring the use of MT (Bowker & Buitrago Ciro, 2019). We can therefore consider international students to be a group that actively engages in non-professional translation. Moreover, this group has not yet received much attention and so fits the conference theme *Bridging Diverse Worlds: expanding roles and contexts of non-professional interpreters and translators*.

This paper will present the results of a study carried out with international graduate students at two large Canadian universities. Students were surveyed about their MT use and then participated in "machine translation literacy" workshops intended to help them learn to be more critical users of MT. Workshop content included information about how MT systems work, guidance on privacy/confidentiality issues, advice on selecting an MT system for use, and tips on pre- and post-editing to improve MT quality. Students were also surveyed after the workshop to determine if the content was useful. Findings show that MT is heavily used by this group, but they do not necessarily know how to use it critically, so MT literacy training is needed and appreciated.

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Not a faceless crowd: The identity of Hungarian Ted talks translators

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Non-professional translation has been investigated in the past decades using various theoretical and methodological approaches in order to reveal the characteristics and applicability of this recent translation phenomenon (Orrego-Carmona and Lee 2017). The studies show an ever-increasing interest in the analysis of collaborative and crowdsourced translations from a linguistic, social, cultural, pedagogical and also cognitive point of view (Jiménez-Crespo 2017).

One of the key elements of a methodologically sound investigation is the detailed description of the participants investigated (Angelelli and Baer 2016). The challenging task in profiling volunteer translators is to identify the composition of this 'crowd' that might consist of a diverse group of individuals from professional translators to language learners (Pérez-González and Susam-Saraeva 2012). If our intention is to compare the general descriptive features of non-professional translation to the research findings of those of professional translators, it seems indispensable to be able to provide a thorough description of the members of the group.

The aim of this presentation is to show the results of a survey conducted among Hungarian translators involved in crowdsourced translation. The questionnaire that was preceded by an exploratory interview contained questions referring to the respondents' participation in translation training and their motivating factors to translate, their approach to the workflow used and its contribution to quality, and the linguistic challenges of translating crowdsourced texts. The findings can serve as a basis for further textual analyses of crowdsourced (audiovisual) texts and can also reveal new research avenues to explore.

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Some consideration about translating and interpreting in ecclesiastical settings

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The present contribution aims at expanding the boundaries of PSIT and mapping the still widely unexplored territory of translating and interpreting in ecclesiastical settings. The starting point is the consideration that the 21st century societies are shaped by cross-cultural contact and interaction as a result of migration flows and consequently make parishes culturally and linguistically diverse. In such a context, translation and interpreting services are of utmost importance to ensure the integration of parishioners and preachers in the religious community. Nevertheless, translating and interpreting in ecclesiastical settings involves far more than church or sermon interpreting. It also includes, for example, interpreter-mediated bible readings or press-conferences, translation of parish websites, parish bulletins, internal documents, etc. While Bible translation has been widely researched, translating and interpreting in ecclesiastical settings has only very recently attracted research interest. It is my intention to explore some of the realities, needs, and challenges posed by translation and interpreting in ecclesiastical settings. Data come from empirical studies on related topics as well as from interviews and observation. Hence, the contribution touches on issues relating to the specific communication needs and audience expectations in religious settings, context dependency of ecclesiastical translation and interpreting, and the role(s) of the language mediator in the religious environment.