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FROM THE PRESIDENT

Becoming the Association of the Future

VERONIKA DEMICHELIS
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When I attended my very first ATA Annual Conference in 2016, I realized I’d finally found where I belong. I’ve felt that sense of belonging ever since, and this has inspired me to get involved, volunteer for ATA, and take on various leadership roles—from a member of the Leadership Council of ATA’s Slavic Languages Division to chair of ATA’s Professional Development Committee to serving as ATA director, president–elect, conference organizer, and chair of the Governance and Communications Committee. Now I’m excited and honored to begin my term as ATA president. I look forward to serving ATA members and strengthening our Association.

This summer, ATA’s Board had its annual Strategy Day—a day reserved for conversations about our professional landscape, big-picture factors affecting the translation and interpreting (T&I) professions, the needs of our members, and ATA’s strategic direction. The Board doesn’t make any formal decisions on Strategy Day, but the outcomes of these discussions and brainstorming exercises are shared with various ATA committees, divisions, special interest groups, and ATA Headquarters. The result is often new initiatives, projects, and member resources. I would like to use this opportunity to share a recap of the latest Strategy Day to highlight some of our priorities for the next few years.

**Empowering Members to Face the Challenges Presented by AI:** Although the subject of technology is always on the agenda, it was clearly one of the most important topics for the Board this year. Generative artificial intelligence and large language models have disrupted many sectors and professions and are transforming the future of T&I. We believe ATA should play an active role in defining the parameters for the responsible use of AI in the language services industry. This includes sharing resources and providing guidance to the public, authorities, buyers of language services, and T&I professionals. ATA should be empowering our members with the skills and expertise necessary to allow them to use these new tools in their work and to speak confidently with their clients about the pros and cons of this new technology. We should be the voice of the experts, informing buyers of language services about the real risks of not including humans in the loop and advocating for using professional translators and interpreters. (See ATA’s statement on AI on page 6.)

**Providing High-Quality Training:** As the T&I professions evolve and adapt, so should our Association. We want ATA to be the Association of the future, a professional home for translators and interpreters, and a center of excellence. We want ATA to be the Association of the future, a professional home for translators and interpreters, and a center of excellence regarding all things related to T&I. ATA should be a welcoming community for translators and interpreters at various stages of their careers—from experienced professionals to graduates of T&I programs or those just getting started. ATA should provide high-quality training and offer training that will help our freelance members stand out as true professionals and build and grow sustainable businesses. We should promote the value of ATA certification and empower our members with information and resources that will help them prepare for ATA’s certification exam. We should promote possible career paths for translators and interpreters, offer training on topics that you don’t learn in T&I programs, and, as mentioned previously, create a welcoming environment for graduates and those new to translation and interpreting.

**Promoting Collaboration:** Finally, we should maintain and promote collaboration with our “sister” associations, those membership organizations that share common interests and the goal of advancing the T&I professions. Such dialogue and joint initiatives will be more important than ever in the future.

**How Can Members Help?**

As we head into the new year, I invite you to reflect on what these strategic goals mean for you as an ATA member. If you’re actively involved in an ATA committee, division, or special interest group, how can you help support ATA’s strategic direction? What synergies and opportunities for collaboration do you see with other ATA committees and groups? How can you help?

Our Association is strong because of our dedicated corps of active volunteers. We have a wealth of opportunities for you to make a difference, shape the future of the T&I professions, and develop your interpersonal, professional, and leadership skills. Whether you’re a newcomer to ATA or have been with us for many years, there’s a role for you in ATA! Thank you for being an ATA member. Let’s make our Association stronger together!
ATA64: The Vibe Is Back!

Over 1,300 ATA members can’t be wrong—Miami was a great location for ATA64. Returning to the same hotel and conference center as eight years ago in 2015 was like coming home again!

On-site conference attendance has grown steadily since the hybrid ATA62 conference in Minneapolis and the first post-pandemic all-in-person conference last year in Los Angeles. But the better-than-expected attendance in Miami gave our conference the traditional buzz and vibe of old friends getting back together and new members and conference attendees sharing their excitement at being together with like-minded professionals in a learning and sharing setting. Be sure to take a look at the ATA64 recap video and conference photo gallery to remember the excitement or see what an ATA Annual Conference is like!

Thank you to everyone who made the trip down to warm and beautiful South Florida, and special thanks to our Gold Sponsor Wordfast and Silver Sponsor Trados, as well as our other sponsors. I also want to thank all the chapter and division officers, committee chairs, and those members who volunteered in various ways (e.g., organizing the Awards Ceremony, counting ballots, scheduling off-site division events, etc.). Finally, a big thanks to the ATA Headquarters staff, and especially Director of Professional Development and Events Adrian Aleckna, for ensuring ATA64 was seamless.

Because of my new role, I’ve stepped down as president of the American Foundation for Translation and Interpretation (AFTI), ATA’s nonprofit foundation, but before I go, I’d like to thank everyone who has donated to AFTI over the years. AFTI has been able to fund several scholarships for students attending the conference for the first time and has started a new tradition—Game Night—at the conference. Miami’s Game Night attendees enjoyed Jeopardy and various board and card games for a good cause!

There are always little things that don’t work as well as planned in a conference this large, so I welcome your feedback at president-elect@atanet.org. We’ll definitely take another look at name badges as well as the conference app, with the goal of making things work smoothly while keeping costs under control.

Looking Ahead to ATA65

As the newly elected president-elect, I’m happily starting my work as the conference organizer for ATA’s 65th Annual Conference in Portland, Oregon, October 30–November 2, 2024. Portland’s conference will have a new twist, with the conference sessions being held in the convention center across the street from the conference hotel. There is a light rail stop at the hotel, so it will be easy for attendees to reach downtown Portland for division dinners and nightlife!

Portland is a great place to visit—just take a look at the ATA65 preview video! I’ll be working with the ATA Headquarters team to make sure our Annual Conference is financially sustainable while providing a great experience for all attendees. We’ll be visiting the conference hotel soon and I’ll be sharing updates about what to expect at ATA65 in my future columns. Stay tuned!

In the meantime, please consider submitting a proposal early next year for a presentation at the conference. ATA depends on you to share your professional expertise with your colleagues to make the profession better for all of us! The call for session proposals for ATA’s 65th Annual Conference will be out in January, so it’s time to start planning yours! If you’ve never written a proposal to present at an ATA Annual Conference, make sure to watch our free webinar “How to Submit a Successful ATA Annual Conference Proposal” to learn more about developing and submitting a proposal for this event.

Please feel free to email me at president-elect@atanet.org with your suggestions for ATA65 and let me know if you’d like to help with any of the planning, organization, or events.
Among its many roles, the American Translators Association (ATA) actively follows technological developments affecting language services and provides training to help translators and interpreters leverage them. The current generation of artificial intelligence (AI), based on large language models, is one such development currently disrupting many professions, including language services.

Translators and interpreters, however, are a step ahead when it comes to language AI, as they have been responding to the impact of this technology, in the form of neural machine translation (NMT), since 2016, before the advent of ChatGPT and other generative AI tools. As a result, they have developed creative ways to integrate NMT into their toolkits while simultaneously coming to terms with its shortcomings. For instance, translators and interpreters now use NMT-based tools to automate repetitive texts, produce a rough draft for editing, respond to client requests for immediate feedback on content, and speed up the translation process.

Yet, while automated translation has proven helpful—and even welcome—as a tool for certain low-stakes, time-sensitive tasks, it is less so for others. This is especially true for creative endeavors, where human ingenuity is key, in light of the reliance of AI tools on previously produced ideas and information.

Language experts are likewise essential to multilingual communications whenever the stakes are high, helping non-specialists determine how and when to deploy technology. For example, the stakes are clearly high for a patient with limited language proficiency facing a critical medical decision where a trained medical interpreter, rather than technology, helps ensure better outcomes. On the other hand, the stakes are much lower for the average diner using a translation app to get the gist of menu items before ordering a meal.

As the latest language technology tools gain traction, stakeholders need to be aware of when AI is being used and its limitations. That starts
As the world’s largest professional home of language experts, ATA is a key stakeholder in this process and continues to make its voice heard with respect to technologies affecting language services.

with transparency about AI-generated translations, with appropriate disclaimers about the potential for suboptimal results, such as miscommunication, **AI hallucinations**, gender bias, inconsistencies across language pairs, and potential disclosure of confidential information. ATA believes that additional safeguards addressing these concerns are warranted and encourages their development and enforcement. A good first step for all interested parties is to ensure that whenever AI tools are being used, expert translators and interpreters—who have the language skills, training, and experience to determine how and when to employ them—are involved in this process.

As the world’s largest professional home of language experts, ATA is a key stakeholder in this process and continues to make its voice heard with respect to technologies affecting language services. The Association will continue to advocate for sensible safeguards for human translators and interpreters. It will continue to train and advise its members on the potential and pitfalls of this shifting landscape through professional development opportunities designed to educate and enhance skills. Most importantly, ATA will continue to pursue its mission of promoting the value of translators and interpreters as the essential component in all multilingual processes.

Moving forward, the Association will explore other aspects of AI-based tools and how the profession is adapting to them, with the goal of providing insights, ideas, and solutions. ATA encourages everyone interested in this subject to check the Association’s website regularly for updates.

Help Shape the Future of the T&I Professions by Volunteering

To support ATA’s mission of advocating on behalf of the T&I professions and the important work of the all-volunteer ATA committees, including the **Strategy Committee**, consider getting involved and giving back! Volunteers are the driving force behind ATA. Your service is invaluable to the success of ATA committees. Please complete the **online application** to volunteer for the committee that best fits your interest and abilities.
ATA’s MASTERMIND PROGRAM FOR MEMBERS: WHAT IS IT AND WHO CAN BENEFIT

By Dorothee Racette

ATA’s Mastermind Program offers self-guided accountability conversations designed to help you learn and develop professionally.

ATA’s program offers self-guided accountability conversations designed to help you learn and develop professionally. Participants work together in small peer groups (aka Mastermind groups) that meet regularly, giving members a chance to share knowledge on specific topics and work collaboratively to achieve their learning goals.

ATA’s Mentoring Committee, a subcommittee of the Business Practices Education Committee, introduced the initiative in 2020 as a way to help serve long-term members. The following should answer most of your questions about how the program is structured and what’s involved. If this all sounds interesting, start making plans to join us for our 2024 program!

What Are Mastermind Groups?
The term “Mastermind” may suggest a connection to the concept of a master class, in which a highly experienced person shares their knowledge as an instructor. Mastermind groups, however, are the exact opposite.

Instead of people learning from one expert, the groups are self-guided and choose their own activities. Mastermind groups follow a peer-based mentoring approach offering a combination of brainstorming, education, peer accountability, and
they find it harder to locate learning content relevant to their concerns.

The idea of Mastermind groups originated from the process of matching mentors and mentees. Although the Mentoring Committee matches 30 mentor/mentee pairs of members every year through ATA’s Mentoring Program, we saw an unmet need for in-depth discussions of more advanced topics. The Mentoring Committee wants to bring together people who are at the same level of professional experience so they can meet virtually for structured discussions. The Mastermind Program is only open to ATA members and designed for more experienced translators/interpreters who want to grow their translation or interpreting businesses, develop another area of expertise, plan for retirement, or discuss other specific topics. We typically offer three to four discussion topics a year but are open to suggestions for special issues ATA members want to discuss. The groups will run from March to October, with a summer break. ATA will not be directly involved in the scheduling or running of the groups. We will expect the groups to follow shared guidelines so that everyone has equal learning opportunities.

Why Did ATA Introduce Mastermind Groups?

There is plenty of information and training available for those starting out in our profession, but materials for advanced specialization and experience can be scarce. For example, we may be using the standard functions of our software tools but have never taken the time to explore highly specific features. ATA often receives feedback from members with many years of experience as translators or interpreters who say that professional peers—people at approximately the same level of professional experience—get together regularly to learn more about a specific topic jointly. The meetings follow a defined script, which helps ensure equal speaking opportunities for all participants. The size of each group is relatively small, usually around six people. When you think of a 60-minute meeting, a group of six or seven gives everybody enough time to speak for five to 10 minutes. Keeping groups small is important because participation from each member is essential. All members are expected to come fully prepared and engage with each other in meaningful conversation.

How Will the Groups Run?

Mastermind groups will be created based on your interests. For example, you may want to talk about:

- Moving up to a new pricing tier.
- Developing a new specialization.
- Adding a new service to your portfolio.
- Moving from agencies to direct clients.
- Starting or developing a translation company.
- Retirement planning.
- Contracts and non-disclosure agreements.

The list of discussion topics is open and will be updated each year based on the feedback we receive. If you’re interested in a specific topic or are willing to facilitate a Mastermind group for six months, the time to let the Mentoring Committee know is in January. The Mentoring Committee will put people with the same interests in contact and provide instructions for the next steps. As mentioned earlier, to facilitate discussion, the groups will not be larger than six or seven people. The Mentoring Committee will provide training for people who are interested in serving as group facilitators.

Groups will decide independently where and how to meet. Venues can include Zoom, Google Meet, or similar applications. Someone in the group will keep an attendance log. Members challenge each other to set strong goals and, more importantly, work to accomplish them by holding each other accountable. As a result, the groups benefit from the synergy of energy, motivation, commitment, and everyone’s willingness to learn and grow together.

This means that professional peers—people at approximately the same level of professional experience—get together regularly to learn more about a specific topic jointly. The meetings follow a defined script, which helps ensure equal speaking opportunities for all participants. The size of each group is relatively small, usually around six people. When you think of a 60-minute meeting, a group of six or seven gives everybody enough time to speak for five to 10 minutes. Keeping groups small is important because participation from each member is essential. All members are expected to come fully prepared and engage with each other in meaningful conversation.

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At least two years of professional experience are required to participate. The concept is not an ideal fit for beginners who are learning about the industry and their careers. ATA offers other initiatives that newcomers will find more beneficial, including the Mentoring Program, webinars, and the Savvy Newcomer blog.
record for the purpose of continuing education points (CEPs). Group facilitators and participants are eligible for CEPs and can earn up to 10 points (one CEP per two hours of volunteering).

The monthly meetings will include aspects typically not found in a class or presentation: giving each other feedback, sharing what you learned, or pursuing specific questions. No one in the group, including the facilitator, has to be an expert on the subject matter. Activities such as selling your services, discussing unrelated concerns, or taking over the conversation will be firmly discouraged. The quality of discourse makes all the difference. When members of a Mastermind group abandon their cooperative dialogue and start complaining, they have turned their group into a committee.

Experience has shown that the excitement and learning intensity of Mastermind groups can wane after about six months. People usually begin to drift away because the topic has been addressed to their satisfaction, or the group is not as fruitful as it was initially. Of course, some groups may want to stay together longer, but our expectation is for the groups to work together for six months.

What Does It Take to Be a Mastermind Group Participant?

To make a Mastermind group successful, participants should be both interested and committed to making it work. Before the first meeting, members will agree on group rules, expectations, and guidelines. That includes setting a single, definite focus for the group and clarifying the outcome everyone is looking to create. Confidentiality is another critical aspect, so participants need to be sure to talk about what everyone can and can’t share.

Participants must commit to attending every meeting. As mentioned earlier, they are expected to show up fully prepared, take responsibility for their own goals, and hold each other accountable for working toward these goals.

The work of a Mastermind group doesn’t end after a meeting. Everyone must dedicate time for taking action, learning, and research between meetings. The group can also decide on shared activities outside of meetings, such as reading an article or chapter of a book together. Groups may invite outside speakers on specific topics or arrange for presentations. The most crucial point is that activities are planned jointly and that everyone takes an active role in the conversations. Leaning back and letting others do the work is not acceptable.

Mastermind Group Facilitators

Applicants to the program will have the option to volunteer as a Mastermind group facilitator. What does this entail? Facilitators start and run the groups. They help initiate discussions among members and ensure a successful group dynamic by encouraging teamwork and accountability.

Being a group facilitator has many benefits. It’s an ideal way to try something new. A group facilitator doesn’t need any previous leadership experience, and there is no expectation of teaching or being an expert. This means that the facilitator can have the same level of professional experience as the other group members. Qualifications include an interest in learning about the topic and a willingness to network with peers in other language pairs/fields/locations. Please be aware that all group facilitators will be asked to commit for a six-month period.

Facilitating a Mastermind group can expand your network beyond your language pair or division. Because all participants are ATA members, you’ll learn more about other ATA membership benefits and division activities.

Interested in Participating?

Applications will be accepted again in January and February 2024. We look forward to hearing from you!

Dorothee Racette, CT, an ATA-certified German<>English translator, has worked as a full-time freelance translator for over 25 years. She served as ATA president from 2011 to 2013. In 2014, she established her own coaching business, Take Back My Day, to help individuals and organizations solve problems related to workflow and time management. As a certified productivity coach, she now divides her time between translating and coaching. dorothee.racette@gmail.com

There is plenty of information and training available for those starting out in our profession, but materials for advanced specialization and experience can be scarce.
Whether you prefer speaking in person or virtually, sharing your expertise and offering value to your audience is the goal.

As translators and interpreters, we’re used to serving our clients in a behind-the-scenes manner. So, presenting or public speaking might not feel all that natural or like a necessary part of business to many of us at first.

That said, public speaking is a great way to find clients and meet people who can refer us to others who might need our services. I have found public speaking to be a wonderful way to market my business. That’s why I want to share some ideas here in hopes that you can benefit from them in your business, too.

What Kinds of Speaking Engagements Can Help You Find Better Freelance Clients?

There are a variety of public venues you can tap into to reach potential clients. Whether you prefer speaking in person or virtually, sharing your expertise and offering value to your audience is the goal.

As you open your mind to the possibility of using public speaking to reach your target clients, keep a running list of potential events where a speaking engagement might be worth your while.

In-Person Events: Think about where your clients would be most likely to hang out in person (or better, ask them!) and make a list of events you could travel to or attend in your local area. Consider adding client-side conferences, trade shows, local business groups, etc., to your list of potential venues.

Virtual Events: If in-person events are not a possibility, or if you simply want to have an additional option, search for virtual events your clients might attend. With so many events having gone digital in the past three years, you can still easily find low-cost or free events where you could drum up new business. Search for virtual conferences, seminars, webinars, workshops, etc., and see if you can land a speaking spot from the comfort of your home office.

Interviews: If you don’t feel comfortable in front of a large group, you might consider something more one-on-one that can still help you reach a large audience. Interviews are a great way to share your professionalism and expertise without the additional pressure of a live crowd. Consider pitching yourself for podcasts, live-streamed events, or even print media where your clients are likely to subscribe.

How Public Speaking Can Bring You Better T&I Clients

By Madalena Sánchez Zampauro
Public speaking can be a very lucrative form of marketing, but the payoff can take a while.

Before you home in on the types of events or venues you prefer, consider those your clients are likely to prefer and attend. If you enjoy conferences with thousands of attendees but your clients are not likely to be there, it might be best to rethink your strategy to include smaller events where you’re more likely to find more of them.

How Can You Prepare to Speak to an Audience of Potential Clients?

It’s important to be prepared before you dive into the world of public speaking as a marketing strategy for your freelance business.

Understand Your Audience:
First and foremost, you need to understand who you’ll be speaking to, what their challenges and goals are, and where you fit into the equation. Just like you would want to know who the target audience is for a translation, you need to be familiar with your audience if your spoken words are going to land well with them.

Get Comfortable with the Venue:
Whether you plan to speak to a virtual or in-person audience, you need to take a few steps before you show up. In addition to planning what you’ll share with the audience, prepare how you’ll present your content. Become familiar with any technology you’ll need and consider ways to pivot if something fails. Have a backup of your slides or talking points and ask about the size of the room or virtual session ahead of time. The more you can picture yourself in front of an audience, the more comfortable you’ll be before you ever show up.

Err On the Side of Planning:
Most audiences can tell when a speaker is trying to wing it. And if you’re nervous about talking to a group of people who could potentially become your long-term clients, a lack of preparation will only create more problems. Err on the side of planning when it comes to the details of your talk. Think about the amount of time you’ll be given to speak, whether there will be a Q&A session or chat, and whether anyone will introduce you or moderate your session. If you’re like me and prefer not to rehearse your talks before you give them, make sure you thoroughly review your main talking points and anticipate some of the questions you might receive.
be hanging out online. If you’re going to offer a social media account as a way to connect, make sure you use it actively and for professional purposes.

**What about After the Event?**

Once you finish your public speaking engagement, you can still get a little more mileage out of it. After all, you put a lot of effort into preparing for the event. If possible, share about the event and the topic of your presentation online with your professional social networks, use any relevant hashtags if using platforms like LinkedIn, X (formerly Twitter), or Instagram, and commend the organizer(s) for putting on a successful event. You might even write about your experience in the form of a blog post or an article on LinkedIn. Doing so helps promote the event and its value.

If anyone from your audience connects with you, continue the dialogue in direct messages in the comments on each other’s posts. You could even offer to have a virtual or in-person coffee chat with a promising lead to get to know them and their business better. Talk to them about what they do and see if there is any interest in collaborating or partnering in the future. If not, you could still kindly ask for a referral in case they know anyone who needs your services. Continue to stay in touch with that person. Now that they’ve heard you speak and have experienced your professionalism, they are more likely to keep you top of mind whenever they hear of a need for your services.

**Just Like Most Marketing Methods, Public Speaking Can Take Time to Pay Off**

Public speaking can be a very lucrative form of marketing, but the payoff can take a while. For example, I picked up two long-term anchor clients after speaking at an event a few years ago. But these business relationships took time to nurture. Between the time we met at the conference and the time we started working together, we stayed in touch for about 6 to 10 months. They are two of my favorite (and biggest) clients to this day.

If you’re interested in doing some public speaking to market your business, first think of where your potential clients are (in person or virtually) and choose events where you would feel comfortable talking about what you do and how you help your clients. Make a plan for how you’ll offer value and demonstrate your expertise and professionalism through the content you share. And brainstorm ways you’ll follow up with anyone in your audience who seems like a promising prospect.

Madalena Sánchez Zampaulo, CT is the immediate past president of ATA. A Spanish and ATA-certified Portuguese>English translator, she is also the owner of Accessible Translation Solutions and Pure Language Services. With more than 15 years of experience in the language professions, she shares her knowledge and years of research to help freelance translators and interpreters improve their online presence by refining their professional profiles to attract their ideal clients while collectively elevating and promoting our professions. She is also the author of *The Online Presence Roadmap: A Practical Guide to Confident Online Marketing for Translators and Interpreters*. madalena@accessibletranslations.com
What Is It and How Does It Impact the Role of the Judiciary Interpreter?

By Janis Palma

We all have more than one duty of care. For example, if we drive, we have to take care not to hurt anyone else as a direct result of our driving. We must stay within the speed limit, signal to change lanes, and be watchful so we don’t invade the bicycle lane. If we happen to crash into another car because we neglected our duty of care, we’ll be liable to the people in the other car. Likewise, if you have a dog in your house and the dog has been known to bite when a stranger approaches, you have an obligation to put the dog somewhere where it won’t be able to get to the electrician when he comes to do some work in your house. If you neglect your duty of care by failing to secure your dog and the dog bites the
electrician, you’ll be liable for whatever harm your dog inflicted. A duty of care is defined by each specific circumstance that imposes an obligation on one person to prevent some harm from befalling another person.

In general terms, duty of care is a moral or legal obligation owed to another person who has a corresponding right. From a legal standpoint, it is: “a requirement that a person act toward others and the public with the watchfulness, attention, caution, and prudence that a reasonable person in the circumstances would use. If a person’s actions do not meet this standard of care, then the acts are considered negligent, and any damages resulting may be claimed in a lawsuit for negligence.”

For those various duties of care we all have in different aspects of our lives, the applicable standard of care is going to be defined by the best practices for each situational context. In more general terms, as stated above, standard of care is defined as “the watchfulness, attention, caution, and prudence that a reasonable person in the circumstances would exercise.”

The concept of a judiciary interpreter’s duty of care toward limited-English-proficient (LEP) clients is a subject that doesn’t get addressed, which makes it a very difficult topic to research. There is no case law; no interpreter has ever been sued for negligence or malpractice. I bring up the subject in the hopes of provoking an open and honest discussion that contributes to the best standards of practice in the profession.

Most of the literature and legal opinions on duty of care have to do with doctors. It’s very difficult to extrapolate this information from doctors to interpreters because we don’t have advanced degree programs for all interpreting domains, we don’t have a uniform licensing system, and we don’t have a disciplinary board. To arrive at some definition of a judiciary interpreter’s duty of care, I have to work my way back from a conceptual standard of care. I’m limiting the scope of this analysis to interpreters in legal settings because—just like all other duties of care—the standard of care is going to be determined by the best practices in each interpreting domain, so the duty of care for a health care interpreter is going to be different from educational interpreters, and so forth.

**Meaningful Language Access**

In the legal domain, the interpreter’s duty of care goes hand in hand with the LEP individual’s right to have meaningful language access. This right is derived from the Civil Rights Act of 1964 and Executive Order 13166 for civil and administrative proceedings (in state courts they apply to criminal proceedings as well). In federal courts, the right stems from the U.S. Constitution’s Sixth Amendment due process clause, Fourteenth Amendment equal protection clause, and the Fifth Amendment fair trial clause. This right to meaningful language access should provide the foundation for judiciary interpreters’ duty of care. However, the concept of “meaningful language access” has not been clearly defined. This notion was initially incorporated into the guidance issued by the U.S. Department of Justice to implement Title VI of the Civil Rights Act of 1964 pursuant to Executive Order 13166’s mandate, which was directed at recipients of federal financial assistance to “ensure meaningful access to their programs and activities by persons with limited English proficiency.”

In that original context, “meaningful” appears to be referring to something purposeful, useful, or consequential. The word “access” also appears to be used in its plain sense of having some means of approaching something or being able to use or obtain something.

In 2012, the American Bar Association published its *Standards for Language Access in Courts*. There are two definitions contained in those standards pertinent to our conversation:

**Meaningful Access:** The provision of services in a manner that allows a meaningful opportunity to participate in the service or program free from intentional and unintentional discriminatory practices.

**Language Access:** The provision of the necessary services for LEP persons to
In the legal domain, the interpreter’s duty of care goes hand in hand with the limited-English-proficient individual’s right to have meaningful language access.

...the specialized legal and other terminology. ...The advent of the “incremental intervention” model... used in health care interpreting—which focuses attention on subject comprehension—has also served to promote the importance of subject comprehension as a critical aspect of the legal equivalence model adopted by court interpretation.”

In 2012, Roseann Dueñas-Gonzalez—the founder and long-standing director of the University of Arizona’s National Center for Interpretation, Testing, Research, and Policy, as well as one of the authors of Fundamentals of Court Interpretation: Theory, Policy, and Practice—coined a new concept for judiciary interpreters’ best practices standards: meaningful legal equivalence. Unfortunately, the idea never made it too far beyond the pages of Fundamentals of Court Interpretation to have a real impact on the practical applications of the standard. It required a difficult, if not impossible, reconciliation between the traditional source language–centered teachings and the shift toward listener-centered renditions.

As stated in Fundamentals of Court Interpretation:

“Since the reinvigoration of Title VI, the goal of the court interpreter has been refined to embrace meaningful legal equivalence. It is important to note that this goal is not a replacement of legal equivalence but simply a refinement that takes...
The Right to Due Process

This “meaningful comprehension” is essential to safeguard the LEP defendant’s right to due process. The Constitutional Amendments that protect all defendants can only be guaranteed to LEP individuals when the courts appoint a competent interpreter. This right to an interpreter was solidified after the decision issued by the Second Circuit Court of Appeals in 1970 regarding the case of Rogelio Nieves Negrón, an immigrant from Arecibo, Puerto Rico.1 Facing a trial for murder with no ability to understand or an interpreter to assist, Judge Irving Kaufman called Negrón’s trial “constitutionally infirm,” adding: “Not only for the sake of effective cross-examination, but as a matter of simple humaneness, Negrón deserved more than to sit in total incomprehension as the trial proceeded.”19

Shortly after this case, a bill was presented in Congress for a Bilingual Courts Act, which was eventually approved as the Court Interpreters Act of 1978.20

At that time, however, there were no standards or procedures to appoint an interpreter or specific ideas about the manner in which interpreters were to perform their official duties. We know this from the testimony during the Congressional hearings on the Bilingual Courts Act that took place between 1973 and 1978. The Senate’s chief counsel asserted at the time how everyone was pretty much in agreement about not wanting United Nations–type simultaneous interpreting in the courts.22 William Foley, then deputy director of the Administrative Office of the U.S. Courts, added that the Judicial Conference’s Committee on Court Administration “found some difficulty in reaching a precise determination as to the meaning of an oral simultaneous translation as would be required in criminal cases.”23

What they did know, and what almost every witness mentioned, was that the non–English–speaking defendants needed to understand: “Considerations of fairness...require at a minimum that the non–English–speaking party to a judicial proceeding ought to have present means to fully understand the progress of his cause.”24 Assistant Attorney General John Pottinger added: “...Equality, in fact, requires that each party be able to participate and to comprehend the proceeding. The question seems to me to be how most efficient to ensure that parties are able to comprehend the proceedings.”25 [Emphasis mine.]

They were also very clear about what they didn’t want. They didn’t want interpreters changing the testimony of a non–English–speaking witness or inserting themselves in the process by addressing the defendant directly. And they didn’t want to have misinterpretations caused by the interpreter’s faulty command of the language, limited range of vocabulary, or lack of knowledge about regional variations of language use.

Defining Duty of Care

With this legislative history, case law on the right to an interpreter from both federal and state appellate courts, and the constitutional right to due process in mind, we can assemble a more particularized duty of care that takes us past the enigmatic “meaningful language access.”

Judiciary Interpreter’s Duty of Care: The legal obligation to provide LEP defendants and litigants with an oral rendition into the listener’s native language of what is being said in English during court proceedings so that they can:

a) Be informed of what happens in court with a reasonable degree of rational understanding.
b) Fully understand the testimony of English-speaking witnesses against them.
c) Communicate with their attorneys and participate effectively and knowledgeably in their own defense.

For defendants in criminal matters, the appointment of an interpreter also guarantees the basic and fundamental fairness required by the due process clause of the Fifth and Fourteenth Amendments. This accessory duty falls on the defense attorney—to request the appointment of an interpreter—and the judge—to appoint the interpreter for the LEP defendant. Of course, we know that the judiciary interpreter’s duty is not limited to the courtroom, but this analysis is meant to elicit further thought and input from the entire community of interpreters and, as such,
Judiciary interpreters have been perpetuating performance standards that fail to provide limited-English-proficient individuals in court with the meaningful comprehension they are constitutionally entitled to receive.

it’s a beginning rather than a finished product.

Now, a question I often hear is, why is it the interpreter’s duty to provide that understanding, and not the lawyer’s or the judge’s? I believe each actor on the courtroom stage has a specific role defined by procedural and evidentiary rules, and they all complement each other, including the interpreter. Here’s a breakdown:

- **Judges** are tasked with administering justice, making sure all hearings are conducted according to the principles of fairness, that attorneys follow the rules of evidence during trials, and generally maintaining procedural order in the courtroom. What happens if a judge breaches their duty of care? Attorneys file an appeal and the judge gets reversed.

- **Defense attorneys** are tasked with their defense strategy, what evidence to present, which evidence to object to, and how best to protect their client’s interest and provide effective assistance of counsel. What happens if a defense attorney breaches their duty of care? The client can file an appeal for ineffective assistance of counsel or complain to the bar association.

- **Prosecutors** are tasked with having a solid case-in-chief, with all the witnesses and evidence they believe will prove to a jury the charges against a defendant beyond a reasonable doubt. Prosecutors who breach this duty either lose their case (and the defendant goes free), or in some instances they can be sanctioned for prosecutorial misconduct.

- **Interpreters** are tasked with being able to hear and understand what everyone says in English so they can relay all that information to LEP defendants in their own language and facilitate meaningful comprehension. What happens if interpreters breach their duty of care? There is an LEP individual at the other end whose constitutional rights will be nullified. Worse yet, everyone will see an interpreter and think those rights are being duly protected.

   The only court officer with the duty to provide language access is the interpreter, and that privileged position as the only language expert in the courtroom should not be forfeited to judges or defense attorneys. I would compare that to hiring a math tutor for your child. You expect the tutor to know what to do and how to do it, not just read from the math book, because that’s exactly what your child doesn’t understand. And you certainly don’t want that math tutor coming to you to ask you how you want the tutoring to be done.

When Equal Is Not Equal

The other question I’m often asked is, what about the “equal footing” paradigm? The answer to that question comes directly from the justices of the Supreme Court. In a 1982 opinion, the U.S. Supreme Court held that the Equal Protection Clause directs that “all persons similarly circumstanced shall be treated alike.” But so too, “[t]he Constitution does not require things which are different in fact or opinion to be treated in law as though they were the same.” [Emphasis mine.] So, I suggest that any references to “equal footing” or “similarly situated” principles derived from the doctrine of equal protection under the law have been misconstrued and misapplied. We are not to treat those who are different as if they are the same. We know that LEP defendants are in fact different from their English-speaking counterparts. We know
that because law is a social construct that is intrinsically tied to a society’s beliefs, customs, history, and—of course—language. This paradigm of non-English speakers being “similarly situated” to English speakers has been brandished to further and justify an institutionalized indifference toward LEP defendant’s and litigants’ ability to understand. By extension, judiciary interpreters have been perpetuating performance standards that fail to provide LEP individuals in court with the meaningful comprehension they are constitutionally entitled to receive.

One Last Thought
What I have found during my research on this topic is that the “default standard of care is the obligation to take ‘reasonable care’...” Reasonable care for judiciary interpreters should include factoring into their renditions the LEP defendants and litigants’ ability to understand what is being interpreted. As Roseann Dueñas Gonzalez and her colleagues stated in Fundamentals of Court Interpretation: Theory, Policy, and Practice: “It is the most proficient interpreters and those with the most profound knowledge of legal processes, procedure, and terminology who are best suited to communicate legal concepts in words that are comprehensible to an LEP person who may have limited understanding of the U.S. justice process.” This, I submit, is the judiciary interpreter’s duty of care.

NOTES
1 Definition of Duty of Care found on Law.com.
2 Definition of Standard of Care found on Law.com.
3 Civil Rights Act of 1964 (Cornell Law School Legal Information Institute).
4 Executive Order 13166 (Civil Rights Division, U.S. Department of Justice).
5 Sixth Amendment (Cornell Law School Legal Information Institute).
6 14th Amendment (Cornell Law School Legal Information Institute).
7 5th Amendment (Cornell Law School Legal Information Institute).
11 Standards for Language Access in Courts (Standing Committee on Legal Aid and Indigent Defendants, American Bar Association, February 2012).
13 Ibid, 15.
15 Dueñas Gonzalez, Roseann, Victoria Vasquez, and Holly Mikkelson.
17 Ibid.
19 Negrón at 387.
20 The Bilingual Courts Act, Hearings Before the Subcommittee on Improvements in the Judicial Machinery of the Committee on the Judiciary (United States Senate, Ninety-Third Congress, Second Session, on S. 1724, October 10, 1973, and February 5, 1974).
22 William Westphal, General Counsel, U.S. Senate. Subcommittee Hearings, 111.
23 William E. Foley, Deputy Director, Administrative Office of the United States Courts, Subcommittee Hearings, 105. (See Note 20 above.)
24 Cesar Perales, Executive Director, Puerto Rican Legal Defense Fund. Subcommittee Hearings, 71. (See Note 20 above.)
25 J. Stanley Pottinger, Assistant Attorney General, Civil Rights Division. Subcommittee Hearings, 113. (See Note 20 above.)
26 Ibid, 115.
27 Plyler v. Doe, 457 U.S. 202, 216, 102 S. Ct. 2382, 2394, 72 L. Ed. 2d 786 (U.S. Supreme Court, 1982).

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Blending Academics and Experience

By Clorinda Donato, Manuel Romero, and Claire Ziamandani

One of the challenges facing academic programs in T&I studies is the ability to incorporate hands-on, real-life experience into the academic preparation that is often removed from real-world exposure. Fortunately, academic institutions have begun to realize the importance of including experiential work into their curricular design.

What should we be focusing on when training future translators, interpreters, knowledge managers, and post-editors in the ever-diversifying field of providing language services? At California State University, Long Beach (CSULB), we’ve tried to meet the happy challenge of answering that question while building an all-encompassing program in translation and interpreting (T&I) studies.

The following outlines the thinking behind the academic programs we’ve created while addressing the challenges of providing experiential learning opportunities for students to help them apply their knowledge to face real-world situations. To this end, we’ve made the experiential component a salient feature of our programs, which orients students toward practice from the very first classes they take. The following sections summarize our degree programs (i.e., minor in translation studies, BA in linguistics with a translation studies option, a graduate certificate in translation studies, and a translation studies internship program) and the new programs in interpreting studies currently under development.
Academics

What should students learn in an academic program for translators? To answer this question, we examined the curricula of translation programs in Europe and the U.S., noticing a marked difference between the two. In Europe, students enter the university with the intention of specializing in translation studies and with a significant degree of multilingual knowledge. Students’ proficiency levels are often used as entrance criteria for joining the program. Language skills are then perfected and expanded together with the development of skills, techniques, and technology proficiency, making students ready for the job market upon completion of their degrees.

In contrast, U.S. universities have added a sprinkling of translation courses to a curriculum of language and literature, which is why courses in literary translation are the dominant course offering in American departments of language and literature. There are a number of drawbacks to this approach:

1. Students only “discover” translation at the end of their degree-seeking itinerary, rather than at the beginning.
2. The professors teaching these courses are not translation specialists and have a limited understanding of the field, which is why they only teach literary translation.
3. Technology and the use of CAT tools is rarely a feature of these programs.
4. Translation courses carry a one-off status, with no real pathways for students who wish to complete a full complement of translation studies courses leading to employment.
5. Departments have a difficult time pivoting to translation because they lack the specialized personnel that can develop the full set of courses in translation studies that constitute the pathway that is necessary today for employment.

At CSULB, we’ve been able to take bold steps thanks to the financial support we received and the support of the university administration. When establishing the program, we looked for faculty profiles that were very different from those possessed by most PhDs coming out of language and literature programs and recruited from well-established European translation studies programs. With two new, tenure-track hires in translation studies with educational and research profiles that were different from those of most of the colleagues in our department, we were able to design the programs discussed in this article with coursework in such areas as machine translation, localization, audiovisual translation, the application of neuroscience research to language study, the use of digital tools in literary translation, and translation work in our course “Psycholinguistics of Translation and Bilingualism.” This coursework now constitutes a parallel path with the already-established coursework in language, literature, and culture. We wish to stress the importance of keeping these important humanities components in the curriculum since translation, as an interdisciplinary, works best in concert with other disciplines, namely language, literature, and culture, which are always the baseline for translation of any kind and any specialization.

We recognize the immense challenges that now face language and literature departments in the face of short-sighted administrators who have come to consider language study as peripheral to the mission of the university, and detrimental to the return on investment demands of the public and parents when it comes to higher education. If they knew, instead, where the language services industry is headed in terms of earning potential, they might view our presence on campus differently. Will we be able to respond in time with newly positioned programs that combine the building of a translation studies skill set with the foundational coursework in languages and literatures? It’s incumbent upon us to think ahead and repurpose our programs for the need that exists across the labor market for a multilingual workforce with the requisite technical skills that the marketplace expects our graduates to possess.

Need for Diversification and Continual Skill Building

Since diversification is increasingly proving to be an important component of a translator or interpreter’s potential in the field, we present our students with the broad-based palette of courses discussed here from which to sample the many facets of the field to help them discover their strengths. Just as important, we seek to enhance students’ willingness to be open to the evolution of this field, in particular the need to master the technologies that will play an ever-greater role in the expanding areas of localization and computational linguistics.

Professionalization now means integrating one’s work as an interpreter or translator with specializations such as copyright work or transcreation. We’ve incorporated this perspective on diversification and continual skill building into our introductory courses in the minor program so future practitioners are aware of the benefits of adopting a lifelong learning mindset.

Integrating firsthand experience into the translation studies curriculum is a strength of our programs and a feature we intend to expand. One of the challenges facing programs in T&I studies is the ability to incorporate hands-on, real-life experience into the academic preparation that is often removed from real-world exposure. Fortunately, academic institutions have begun to realize the importance of including experiential...
We encourage students to develop their areas of specialization as they continue to hone their language skills.

work into their curricular design. This means involving experts who are in the unique position of being both professors of T&I studies and practitioners in the field.

Translation Studies Programs at CSULB

Mario Giannini, chief executive officer of Hamilton Lane, a leading global investment manager, established the Clorinda Donato Center for Global Romance Languages and Translation Studies at CSULB in 2017 through a major gift to the university. Since then, the list of new courses and programs in translation studies has grown steadily.

Minor in Translation Studies: The first program we created is a 15-unit program designed to be combined with any major. The minor consists of three core translation courses—an introduction to translation studies, a course on translation ethics, theory, and practice, and a translation practicum workshop. Two elective courses, one in language and the other in the student’s primary area of study, establish direct links between the academic minor, language(s), and disciplines specific to each student.

The core classes introduce students to the world of translation and cover such topics as employment opportunities, the theories and ethics of translation, and the computer-based tools used by translators in various fields. There’s a strong emphasis on hands-on work, especially in the final core course (a translation practicum workshop) where students apply everything they’ve learned in the minor up to that point to complete a wide range of translation assignments using computer-assisted translation (CAT) tools.

We ultimately chose to create a minor rather than a full BA program because we wanted to ensure that the greatest number of students possible would be able to combine the language skills they possessed and their growing proficiency in a particular subject (e.g., biology, political science, etc.) with a foundational and scalable skill set in translation. As we already know, successful translators are not only highly proficient in the languages they work in but are also experts in particular domains. We wanted to encourage that interdisciplinary approach by creating a program that would complement other tracks of study without adding too many additional units to a student’s academic plan, especially for students in high-unit majors (e.g., engineering, biological sciences, physical sciences).

The minor is also doable for students transferring to the university from community colleges. Transfer students can easily add a minor to their bachelor’s program, opening a career window for themselves that they can pursue further through our one-year graduate certificate following the completion of their bachelor’s degree.

BA in Linguistics with a Translation Studies Option: In this same spirit of interdisciplinarity, we collaborated with the Department of Linguistics to create a BA in linguistics with a translation studies option. Besides the courses that make up the linguistics BA core, students in this program also take the same three translation core classes required for the minor in translation studies program. Students are also allowed to select additional translation courses based on their interests and career goals. For example, our growing catalog of courses covers topics such as audiovisual translation, localization, literary translation, cognitive translatology, and bilingualism.

Graduate Certificate in Translation Studies: At the post-baccalaureate level, we’ve created a graduate certificate in translation studies. This certificate is 12 units and can be completed in one year. Like the minor in translation studies and the translation studies option, the graduate certificate combines theory-based instruction and hands-on training designed to help individuals break into the field or seek advancement in their current position.

In each of our three programs, we encourage students to develop their areas of specialization as they continue to hone their language skills. They are also taught the vital importance of technology and the use of CAT tools so they can master any platform used by a future employer or client. The development of these skills provides a strong foundation for their work as translation professionals and for capstone experiences like our highly successful translation studies internship program.

The Translation Studies Internship Program

The core objective of the internship program is to simulate the life of a professional freelance translator, whether working for a language services provider (LSP) or seeking out direct clients. As the faculty supervisor, Claire Ziamandanis takes on the role of a project manager. She also helps students define their areas of interest and expertise and to align these with the potential needs of a direct client.

Behind the scenes, Claire uses varied contacts to solicit pro-bono translation projects for local, regional, and national agencies, organizations, and non-governmental organizations. Most of these clients don’t have budgets for translated materials but use our interns’ completed work to advocate for funded translations in the future.
Claire emails potential projects to interns, proposing a deadline and asking them to estimate what they would charge if it were a paying job. Interns will often fail repeatedly to meet deadlines, underestimating their other commitments (e.g., coursework, part-time work, athletics) and seriously misjudging the amount of time required for quality proofreading. These are anticipated failures and ones that provide a unique learning opportunity before there are potential economic consequences that a missed deadline would produce with a real LSP. Asking interns to estimate what they would charge for their work opens the door for discussions on the value of a translator’s time, factors that should be taken into consideration when pricing, accepting, or declining work, and the greater conversation about how pricing varies throughout the translation industry.

When looking to find direct clients, Claire meets individually with students to discuss their areas of interest, backgrounds, and any hobbies or unique pastimes they may have. From there, the students and Claire move on to brainstorming what companies might benefit from translated materials in these areas. This is done so interns can begin to see where opportunities exist around them. Interns will then reach out to identified businesses or organizations, offering their translation services on a pro-bono basis. Students quickly learn that while cold calling seldom reaps benefits, it can sometimes open an unexpected doorway. This experience also positions interns to learn how to promote the value of translated materials to clients who may be unaware of such opportunities. In some cases, these direct clients have been so pleased with the interns’ work that they’ve hired the students on a paying basis after the internship is completed.

Another central tenet of the internship is the value of proofreading and working with a proofreader. Each intern is paired with another to provide proofreading services, intervening at two specific points in the translation project: after the intern has completed their own bilingual review, and after the intern has completed their own target language review. Proofreaders provide “suggested edits” to their partners, allowing them to become more comfortable with offering honest feedback. Interns are allowed to accept or reject their proofreader’s feedback and are encouraged to discuss which solution might be better than another. This element sets students up to be open to constructive criticism and learn how a different translator might untangle a particularly sticky expression, sentence, or paragraph. It also sets students up to consider working with a proofreader they’ve learned to trust as they take the terrifying first steps into paid work.

Finally, as the internship supervisor, Claire also intervenes in each intern’s projects: after the proofreader suggestions are accepted (or not) in the bilingual document, and again after the same step in the target document. Her edits are not suggestions, but students are welcome to ask for explanations or discuss alternate solutions to the edits she may have made. Interns return their completed work directly to the clients after Claire has approved the translation. Making interns responsible for returning the finished work to clients teaches them the value of important details such as clearly naming the translation files to be sent and presenting themselves appropriately as professional translators.

What’s Next?
This fall, the Clorinda Donato Center for Global Romance Languages and Translation Studies moved into new facilities with state-of-the-art laboratories and smart classrooms. In particular, the lab features interpreting booths, becoming one of the few academic sites in the U.S. to make specialized interpreting equipment available to interpreters in training. The building of an interpreting program to meet the crucial need for interpreters in California, especially court interpreters, is the next area targeted for growth at the Donato Center, coinciding with the availability of our new laboratory facilities. We look forward to fulfilling our mission to provide the T&I training necessary for the evolving language needs of our state. We welcome your inquiries into our program!

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5 Tedious Non-Translation Tasks ChatGPT Can Do Amazingly Well

The following was originally published on Next Level: The ATA Business Practices Blog. This initiative by ATA’s Business Practices Education Committee provides information for both freelancers and company owners to use in all aspects of their careers, from improving their privacy protections to planning for retirement.

Odds are you’ve heard the hype around the futuristic artificial intelligence-based tool currently taking the world by storm. But what is it and what can it really do for translators? The answers may surprise you.

What is ChatGPT?
ChatGPT is a large language model (LLM) designed and developed by OpenAI to generate human-like responses to prompts. LLMs are a type of artificial intelligence (AI) that have been trained on massive amounts of written text, including web pages, books, and articles, to predict the word or sequence of words most likely to follow a user-entered prompt. LLM-driven chatbots like ChatGPT are also trained on conversations from online forums and transcripts to engage in a back-and-forth dialogue with users and build on that conversation over time.

That Sounds Scary…
Will robots make language professionals obsolete? AI-induced anxiety abounds in our industry, like many others. But before you panic, remember that it’s still the early days. These systems are new to everyone—even AI developers don’t know everything they can do. And new use cases are being developed all the time.

Also, LLMs like ChatGPT aren’t ideally suited to machine translation (MT). Can they translate to and from multiple languages? Yes. But ChatGPT’s output is painfully slow compared to the immediacy of MT-only tools like DeepL. ChatGPT’s appeal is in what it can do for translators beyond translation.

Let’s take a closer look at five tedious tasks it can take off your plate, starting today. But first, some housekeeping.

How to Sign Up
The basic version of ChatGPT (GPT-3.5) is free to use and signup is easy:

• Go to https://chat.openai.com/chat.
• Click “Sign up.”
• Create an account.
• Use the “Message ChatGPT…” field at the bottom of the screen to send ChatGPT a “prompt,” which means asking it for information or to complete a task. Get creative!

For $20 a month you can also upgrade to ChatGPT Plus, which comes with GPT-4 under the hood. You get a more sophisticated tool trained on larger data sets, priority access during peak usage periods, and faster response times.

What ChatGPT Can’t Do
There are a few drawbacks and limitations to ChatGPT to
keep in mind before you take it for a test drive.

The basic version (GPT-3.5) doesn’t have a frame of reference for anything more recent than January 2022, so you can’t ask it who won the Super Bowl in 2023. But ask it for an excerpt from Chaucer’s *Canterbury Tales*, and it responds in flawless Middle English. However, with ChatGPT Plus (GPT-4), you can browse the web with the Bing search engine, so it isn’t limited in time.

It’s inconsistent. A prompt that works beautifully one day may not work the next.

It can also make things up, what’s called “hallucinating” in AI-speak. So be sure to fact-check any information it provides.

And most importantly, there are no privacy safeguards. Be sure to check any non-disclosure agreements you have signed with your clients and err on the side of caution when it comes to the source content you paste into the tool.

**Best Practices for Working with ChatGPT**

Here are some tips on getting the best responses to prompts:

Don’t treat it like a search engine. As the “Chat” in ChatGPT indicates, your interaction is in the form of a conversation, not individual one-off Google queries. You can train the tool by giving it more information or drilling down with follow-up questions. You can also access your past chats in the left-hand menu of the ChatGPT window and continue those conversations later. Note, however, that if you start a chat in GPT-3.5, you can’t later switch it to GPT-4, and vice versa.

If it’s not a search engine, what is it? Think of ChatGPT as a high-level editorial assistant. It excels at doing tedious tasks that must be done right, but not necessarily by you.

Prime the pump. ChatGPT responds more accurately and relevantly when you ply it with information. Even if your prompt involves a fake scenario, make it as detailed as possible to get the best results.

Be skeptical. Artificial intelligence models are known to “hallucinate,” or generate responses that are nonsensical, inconsistent, or just plain wrong, yet do it in a self-assured way. Fact-check any information it gives you.

Use the “Regenerate response” button ( ). By doing so, ChatGPT will give you a parallel response worded differently. (This may eventually make it the only MT tool you’ll ever need, but that’s not our focus today.)

**5 Tasks You’ll Be Happy to Hand Over to ChatGPT**

So many steps in the translation process have nothing to do with translation. Ever wish you had an assistant to do research, prep files, create outlines, or draft emails? Now you do.

**Terminology and Glossary Work**

One of the first steps many of us take when starting a new project is to compile a list of terms in the target language so they’re top of mind as we’re working. That used to mean plucking terminology from individual websites, which takes a lot of time. Not anymore. ChatGPT is a virtuoso at compiling, defining, and reordering information. (See Figure 1.) Of course, this is all Googleable information, but you’d have to go to multiple sites to get comprehensive and varied terminology, whereas ChatGPT creates a lovely list of 20 slang terms and their definitions in seconds. This is a prime example of what AI can do that a traditional search can’t.

**TIPS**

- Use this feature to realphabetize a glossary in the target language.
- Paste the glossary into the “Message ChatGPT…” field and ask it to reorder the entries, and voilà!
CAVEAT

- For technical terminology, slang, or jargon, run the output past a subject matter expert to make sure ChatGPT isn’t hallucinating. For the example in Figure 1, I conferred with a skier friend who vouched for its accuracy.

Comparing and Contrasting Multiple Ideas, Theories, Words, etc.

You can use ChatGPT to synthesize information instead of looking up individual concepts or words and comparing and contrasting them yourself. (See Figure 2.) ChatGPT delivers a nuanced response in seconds. Again, you could Google these individual terms, but then you’d have to work out the comparisons on your own. ChatGPT makes a great stand-in thinking cap on next-level tasks like this.

Drafting Emails

Composing an email to a client can be an excruciating (and not billable) task, especially when you have to convey bad news about quality, deadlines, or cost. Fortunately, ChatGPT deftly handles awkward conversations. (See Figure 3.) And just like that, you have a viable draft email and you’ve saved yourself a ton of time and nail-biting. Clearly you can’t hit Send without some editing, but at least you have a solid starting point and don’t have to start from scratch. Plus, ChatGPT makes certain points that may not have occurred to you naturally.

TIPS

- Ask follow-up questions to tailor the email to your specific client:
  - I’ve known this client for X years, so can you make the tone less formal? (Provide as many details as you have about your client.)
  - Translate the email into [insert client’s native language here].

Fixing Punctuation, Spelling, and Word Choice in a Single Step

Fixing Punctuation and Spelling:

- Put these sentences in Canadian English and take out any Oxford commas:
  - Even the postage stamps have a feature: the Cherub cherub, sweet enamel, and glistening gingerbread cookies embossed the envelopes we savoured unsealing.
    - Insides, a brightly colored card on fine paper decked in gilt and gold.
  - Even the postage stamps have a feature: the Cherub cherub, sweet enamel, and glistening gingerbread cookies embossed the envelopes we savoured unsealing.
    - Insides, a brightly coloured card on fine paper decked in gilt and gold.

(Bite: While Canadian English generally uses the Oxford comma, I’ve followed the instructions to remove any Oxford commas in the revised sentences.)

Fixing Emails:

- Draft an email to a client informing them that the quality of their website translation is poor and needs revision by a native-speaking professional translator.
  - Subject: Quality Issues with Website Translation
    - Dear [Client’s Name],
      I hope this email finds you well. I am writing to bring to your attention some quality issues that we have noticed with the translation of your website. We have reviewed the translation provided to us, and we believe that the quality is poor and does not meet the standard of professional translation.
      As you may know, it is critical to ensure that the translation of your website is accurate, culturally appropriate, and engaging for your target audience. Unfortunately, the current translation is not meeting these requirements, and we are concerned that it may negatively impact your business and your reputation in the market.
      Therefore, we strongly recommend that you have the translation revised by a native-speaking professional translator with expertise in your industry. A professional translator can ensure that the translation is accurate, culturally appropriate, and engaging, and that it effectively conveys your brand message to your target audience.
      We would be happy to assist you in finding a professional translator who can help with the revision. Please let us know if you would like us to provide any recommendations or assistance in this regard.
      Thank you for your attention to this matter. We look forward to working with you to ensure that your website translation is of the highest quality.

Send a message...
market that can strip Oxford commas out of text in a single pass. (See Figure 4 on page 26.)

But before you panic, remember that it’s still the early days. These systems are new to everyone—even AI developers don’t know everything they can do.

CAVEATS
- The first time I entered the prompt, ChatGPT took out the Oxford comma but didn’t change the spelling. The second time, I capitalized the word AND to draw attention to the second part of my request, and that seems to have helped.
- ChatGPT will often provide a blurb at the end of a response telling you what it did and why. In this case, it told me that Canadian English generally uses the Oxford comma, which is an overreach and a generalization. (ChatGPT can be a bit of a know-it-all.)

Fixing Word Choice: The second, even more exciting, aspect of this functionality is changing word choice in a single step. (See Figure 5.)

Whoa. You would not be able to do this cleanly using search and replace in Word, especially given the different suffixes and the fact that “observe” ends in an “e” and “watch” doesn’t. This is where the multilayer language capabilities of ChatGPT really shine.

ChatGPT’s appeal is in what it can do for translators beyond translation.

Formatting PDF Source Files: Although PDF source files have become less common, they still land in our inboxes from time to time, especially in the form of government and official documents (again, consider any privacy concerns before pasting text into ChatGPT). They tend to be straightforward and repetitive, so it’s usually in your best interests to get them into a format where you can use CAT and MT tools. You can use a robust optical character recognition (OCR) solution like ABBYY FineReader (which is, incidentally, AI-driven) to convert the PDF to an editable Word document. But when the source language has accents or complex characters, certain sections get blown out. Figure 6 shows you what ChatGPT can do to help you prep these problematic files for translation.

Some of the more obvious issues that ChatGPT fixed in Figure 6 are underlined in red in the prompt and in the response. It had no problem identifying the language, fixing the blown-out accent marks, and making sense of the gibberish.

CAVEAT
- The first time I entered the prompt, ChatGPT also
As you can see from Figure 7, ChatGPT saved you from the dizzyingly dull task of replacing each space with a comma and each comma with a point.

**TIP**
- This works for date formats as well. (Sample prompt: “These dates are in European style and I need them for the U.S.”).

**CAVEAT**
- The GPT-3.5 user interface is very basic and there are no special copy/paste functions yet. When you paste the numbers or dates into Word, you will likely have to do some wrangling to get them back into their original table layout.

So there you have it—five tedious tasks you can stop doing right away by using ChatGPT!

**Your Turn to Test Drive**
Language professionals should be at the forefront when it comes to exploring and experimenting with large language models. We are uniquely capable of analyzing their quality, accuracy, and sensitivity. So I encourage you to sign up for an OpenAI account to see what all the fuss is about. After all, the language industry has always embraced technology. From CAT to TM to MT, acronyms don’t scare us, and AI shouldn’t either. But the only way to know for sure is to take it for a spin yourself.

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**WANT TO LEARN MORE? HERE ARE SOME RESOURCES:**
- Sign up here for ChatGPT
- Bard (Google’s conversational AI service)
- Coursera has many courses on AI
- Rachel Pierce will be presenting two webinars: “The Ultimate ChatGPT Crash Course for Language Pros,” through Proz on January 17, and “Embracing EI in the Age of AI,” an upcoming ATA webinar on March 5, 2024.

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Adventures in the World of TMX

Let’s discuss some of the issues encountered when converting legacy TMX files from some competitive products to a flavor of TMX for input into memoQ TMS. We’ll explore some of the differences between how several TMS technology manufacturers have interpreted the TMX standard. The conversion direction covered here is from the legacy formats to memoQ-friendly TMX, but the same principles apply regardless of the conversion direction.

This article is not about memoQ, per se. Nor, with one small exception, is it intended to criticize or indicate a preference for one interpretation of the standard over another. The legacy formats that were converted in the examples used here were generated from XML-based LogiTerm bitexts and TMX output produced by XTM, Memsource (Phrase), and Trados.

The goal in any translation memory conversion is to achieve a state in the new TMS that yields 100% leverage when compared with the old tool. It’s more of an approximation, not an absolute 100%, but we should strive for the best result possible, at least with a representative sampling of legacy files.

There are three primary components to conversion:

- The formal structure of the TMX export vis-à-vis the structure needed for import.
- Tag representation and handling.
- Segmentation differences.

We’ll concentrate here primarily on the structure of TMX files. The notion of tag conversion is complex and mostly beyond the scope of this article, but we’ll touch on it. Because segmentation can be defined on a project-by-project basis in some TMSes, variations can be both between and within translation memories that come from the same tool. Generally, we don’t address segmentation, but we need to be aware of the consequences in terms of potential matching loss. This can, of course, remain true even when using translation memories in the same TMS on a different project or document that is segmented differently.

memoQ TMX

The TMX standard is somewhat loosely defined. TMS providers have interpreted the standard differently from one another. As a place to start, we can look at what memoQ TMX requires from the standpoint of structure. This is the structure we need to match as closely as possible to achieve optimal leverage when converting a TMX file created by a different TMS.

A TMX file is XML-based, so there is an XML declaration at the top of the file. This is common to all TMX files. After the declaration, memoQ TMX files contain two main parts: the header and the body sections. (See Figure 1.) The header node contains metadata about the TMX file itself. Of the several attributes in the header node, one of the most important is the “srclang,” which specifies the language in which the source content was written. The other attributes in the header node are not important for conversion. The header node contains child nodes that, according to the TMX standard, can only be <prop> (property) nodes. Generally in XML, properties are used for programmatic control of such things as color, visibility, position, numeric display format, etc. In TMX, these nodes in the header are used to retain metadata pertaining to the provenance of the content. The <prop> nodes are defined by type attributes. The name and meaning of the type attributes—hence the usage of the nodes—are decided by the TMS provider.

In memoQ TMX, the child nodes represent the four built-in metadata fields that memoQ TMX uses throughout for automated matching of translation memories, termbases, and projects: client, project, domain, and subject. There is also a description field. These five fields are automatically populated when the equivalent fields are populated in the project for which a translation memory is originally created. There is also a target language node and the translation memory name node.

The body section follows the header section. (See Figure 2 on page 30.) The body contains the translation units. Each translation unit contains a metadata section plus one section each for the source and target segments. Each translation unit

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**FIGURE 1 Example of the header node in a memoQ TMX file**

```xml
<?xml version="1.0" encoding="utf-16"?>
<!DOCTYPE tmx SYSTEM "tmxl4.dtd">
<header creationtool="MemoQ" creationtoolversion="9.8.8" segtype="sentence"
    adminlang="en-us" administration="Administrator" srclang="en"
    o-tmf="MemoQTM" datetype="unknown">
    <prop type="defclient"></prop>
    <prop type="defproject"></prop>
    <prop type="defdomain"></prop>
    <prop type="defsubject"></prop>
    <prop type="description"></prop>
    <prop type="targetlang"></prop>
    <prop type="name">European Union TM</prop>
</header>
```
begins with a “<tu>” node. This node contains four attributes: creation date, creation ID, change date, and change ID. These fields are populated automatically by memoQ TMS when a translation unit is written to the translation memory.

The remaining metadata nodes pertain to the document from which the translation unit originates. At first glance, one might think this is a repeat of the metadata in the header node. But, because memoQ TMS translation memories can be used in multiple translation projects, translation units need to be uniquely identifiable. This can be useful for subsequent searching, sorting, and translation memory maintenance.

The source and target segments are contained in the <tuv> nodes. Each <tuv> node contains a language designator attribute. The designators are those used internally by memoQ TMS and may differ from those used by another TMS. This becomes important to consider when converting legacy translation memory files.

The segment nodes can contain context data. Context data identifies the source segments that came immediately before and after the current segment in the source document. This information is used for in-context exact (ICE) matching. If the immediately preceding and succeeding segments are exact matches, then the segment in between has an extremely high likelihood of being an exact match. Compensation for translating an ICE match is discounted by translation buyers, or sometimes ICE matches are locked so that translators cannot edit them. It’s important to note that the type attributes in the property nodes are “x-context-pre” and “x-context-post” and that these nodes are child nodes of the source segment node. Both the designation and the location can differ in other TMS solution TMX exports. (See Figure 3.)

**LogiTerm Bitexts**

*Bitext Modules*: LogiTerm creates one bitext, which is their designation for a translation memory, for every document. There is one bitext for each language pair into which the document is translated. The bitexts are contained in a folder structure along with many other document files belonging to a project. Both the designation and the location can differ in other TMS solution TMX exports. (See Figure 3.)
in what can be envisioned to be a project memory that extends across multiple documents and folders. To organize the bitexts for conversion, it’s desirable to first extract the bitexts out of this folder structure and then group them together by language pair and module. The conversion process must then extract the content from the bitext groupings and combine it together in one memoQ TMS TMX file for import. (See Figure 4 on page 30.)

The bitext files are not structured according to the TMX standard, but they are now XML-based, which facilitates conversion to TMX. Previously, the bitext export from LogiTerm was to HTML, which made conversion more difficult.

**Bitext File Structure:** A bitext file has a large header that contains all the metadata in several different sections. The translation units, which contain only source and target text and no metadata, are contained in nodes that are children of the `<segments>` node. (See Figure 5.)

Because memoQ.TMX requires the translation unit metadata to be located together with the translation units themselves, it’s necessary to distribute the bitext metadata from the header to each translation unit in the converted TMX output file. (See Figure 6.)

When the newly generated TMX file is imported into memoQ TMS and displayed in the translation memory editor, some of the data is mapped to the standard fields that memoQ supports and some is mapped to custom fields so that users can determine the provenance of the translation units. There is no context information in the generated TMX file because LogiTerm does not support ICE matching. (See Figure 7.)

A LogiTerm module can contain thousands of bitext files. Therefore, most customers opt to have one TMX file generated for each module and each language pair represented inside each module.
XTM TMX Export

A TMX file generated by XTM is structured similarly to one that is used to import into memoQ TMS, but there are a few salient differences. The header section is virtually the same. The differences occur in the body segment.

As opposed to memoQ TMS, where the ICE matching information is located within the source segment `<tuv>` node, in XTM it’s in the `<tu>` node. Also, XTM duplicates the information: once as a numerical pointer and once in plain text. Furthermore, the attribute names are “x-previous-source-text” and “x-next-source-text” instead of “x-context-pre” and “x-context-post” in memoQ. (See Figure 8.) XTM also includes the ICE-matched previous and subsequent target texts, which memoQ TMS does not use.

The numerical representation of the context information can be ignored, as it’s meaningless to a human reader. The ICE-matched target texts can also be ignored, although some customers may desire to have them converted to custom memoQ TM fields, which is entirely possible. The same is true of the status fields.

The plain text elements must be moved to the appropriate location within the source segment node and the attributes must be renamed so that memoQ recognizes them during import. (See Figure 9.)

Memsource (Now Phase) Legacy TMX

Memsource TMX Structure:

The following example refers...
to legacy TMX files exported from Memsource prior to the merger with Phrase and the rebranding. We cannot exclude the possibility that the TMX format may have changed in the recent past since the merger.

The <cu> node in Memsource only has a segment ID, whereas in memoQ it contains the project metadata. As with memoQ, the source <tuv> node contains the context metadata in plain text, albeit with a different attribute name. The target <tuv> node contains a lot of segment metadata. (See Figure 10 on page 32.) One may wonder why Memsource chose to put the metadata with the target segment. There is a good reason for this.

memoQ translation memory is bilingual, with one source language and one target language. When a translation unit is confirmed to the translation memory by a translator, one person confirms the source-target segment pair. Therefore, the metadata is the same for the source and target segments. Memsource translation memory can be multilingual, with one source language and many target languages. Therefore, metadata that pertains to one target translation may be different than metadata pertaining to another target translation. (See Figure 11.)

Memsource Conversion Issues

Conversion from Memsource TMX to memoQ TMX presented three problems to solve:

- Converting multilingual TMX files to bilingual TMX files.
- Restructuring the Memsource TMX to conform to memoQ structure requirements.
- Dealing with problematic context tags.

Conversion from multilingual to bilingual:

To convert multilingual TMX files to bilingual TMX, it’s first necessary to parse through the multilingual Memsource TMX to discover which language is the source and which languages are the targets. There is no limit to the number of potential target languages, and each Memsource TMX file can be different, so it’s necessary to perform this analysis for each Memsource file. If there are a lot of legacy files, this situation calls for automation.

memoQ Business Services created a utility that generates a new copy of any multilingual Memsource TMX for every target language it contains and identifies a source and target language for each copy. The copies are then grouped by source and target languages. We employ memoQ’s batch import function to import each group. Fortunately, the batch import feature only parses the defined source and target segments from a multilingual TMX file, even though the file contains many other target language segments. This is not a trivial exercise. In one case memoQ Business Services processed, 455 multilingual Memsource TMX files rendered 874 bilingual translation memory files.

Restructuring the TMX:

Because Memsource TMX provides the ICE context within the source segment just like memoQ TMX, no restructuring is necessary. The ICE node type attributes do require renaming. In this case, Memsource’s “context_prev” becomes memoQ’s “x-context-pre” and “context_next” becomes “x-context-post.”

Dealing with problematic context tags:

Memsource uses a slightly different HTML encoding for the “greater than” (”>”) and “less than” (“<”) symbols in the context segments than memoQ TMS does. For example, the Memsource encoding “&gt;” for the “greater than” symbol must be changed to “>” for memoQ. Likewise, “&lt;” for the “less than” symbol must be changed to “<” for memoQ. Failing to change these generates an import error.

Trados 2021 TMX

When looking at a Trados 2021 TMX file, you’ll first notice that the attributes in the header node itself are familiar. But when you look down into the child nodes within the header section,
you’ll see many different properties that you haven’t encountered in memoQ, XTM, or Memsource TMX files. Of special note are the single and multiple pick list properties. These seem to be unique to Trados and are probably not easily convertible to other TMX variants. At best, the contents of such pick lists might be able to be converted to custom metadata fields. (See Figure 12.)

The structural differences are familiar. Context information nodes are embedded as child nodes in the <tu> node, but this in and of itself is not a difficult problem to overcome. They can be moved to the source <tuv> node easily enough.

The problematic issue is that the context information itself is obfuscated. It’s not possible to reliably reverse engineer the TMX file to determine what the preceding and succeeding segments are. The <prop> node with the “x-Context” attribute contains only numerical codes. The node with the “x-ContextContent” attribute appears to contain both the source and target variants of the preceding segment. The succeeding segment is not present, with possible exception of the unhelpful second numerical code in the “x-Context” property node.

In comparison to memoQ, XTM, and Memsource TMX, this deficit can only be seen as user-unfriendly because conversion will result in the loss of ICE matching, which, in turn, can result in higher future translation costs. (See Figure 13.)

### Final Thoughts

The TMX standard can be used to transfer translation memories from one TMS to another, but it’s not a universal solution. It’s not precise enough and too much wiggle room is allowed. TMS vendors have taken advantage of the wiggle room to do their own thing when applying the standard. Source and target translation content can be converted from one TMS’ TMX export to a format that is appropriate for import into another TMS, but some loss of metadata can occur.

If a TMS salesperson says, “Oh yes, you can easily convert your legacy translation memories to our system using TMX,” treat that statement with appropriate skepticism! A lot is possible, but a 100% clean conversion is difficult—and sometimes impossible—to achieve. And don’t even begin to think about a 100% conversion of term bases using the TBX standard. But that’s a rant for another day!

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Why Isn’t ATA Certification Offered in My Language?

ATA currently offers certification in 34 language pairs, but there’s always room for more as long as certain criteria are met. As a member-driven organization, ATA provides support for establishing certification in new language pairs, but the work required to reach this milestone must be done by members who work in those very languages. What follows is an overview of the process for establishing a new pair. (For the full process, see “Procedure for Establishing a New Language Combination” on ATA’s website.)

Demand: Obviously, ATA cannot offer certification in all the thousands of languages used around the world today. Which languages make the cut depends largely on the extent of grassroots interest in certification. This is reflected first and foremost in the willingness of one or more persons to seize the initiative and complete the steps necessary for approval as a new certifiable pair. But in addition to this core group of committed volunteers, it’s also necessary to document broader interest. This is done in the form of a petition signed by 50 individuals interested in sitting for the exam once it’s offered, of which at least 25 must be ATA members. A few other rules apply as well. The reason for these hurdles is to ensure that interest in the exam among translators working in that pair is sufficient to justify administrative efforts, and that certification doesn’t become available only to disappear soon thereafter.

Team-Building: Once a team has coalesced, they must spend time studying ATA’s grading standards and procedures in depth, so as to ensure that their work will be consistent with the rest of the program. Meanwhile, they can begin looking for suitable texts in their source language and submitting them for preliminary review. The team liaison will be of great assistance here, especially in filtering out completely unsuitable prospective texts and explaining why they don’t hit the mark. Passage selection is a key process on the path to approval. Given the major role passage selection plays even for established language pairs,

together to take the next steps, under the guidance of a liaison from ATA’s Certification Committee. The workgroup should include a few who are willing to serve as initial graders once testing begins—and who will thus forfeit the opportunity to earn the credential themselves until replacements can be recruited from among the pool of successful candidates. At this stage it’s vital that the team members get a feel for each other’s relative strengths and weaknesses. (This includes getting to know each other’s personality, since graders will end up working very closely together in a variety of situations.) During this period team members can also attend grader training, both in-person and online, and they are granted access to the Certification Program collaboration platform.

Training and Passage Selection: Once a team has coalesced, they must spend time studying ATA’s grading standards and procedures in depth, so as to ensure that their work will be consistent with the rest of the program. Meanwhile, they can begin looking for suitable texts in their source language and submitting them for preliminary review. The team liaison will be of great assistance here, especially in filtering out completely unsuitable prospective texts and explaining why they don’t hit the mark. Passage selection is a key process on the path to approval. Given the major role passage selection plays even for established language pairs,
it's essential that a strong foundation be laid for this during the startup phase. Following any preliminary vetting by the liaison, workgroups must complete paperwork for each passage to be approved by the Passage Selection Task Force, which includes articulating a variety of challenges presented by the passage.

**Grading Standards:** Last but by no means least, members of startup workgroups must develop both language- and passage-specific guidelines before testing can begin. For language-specific guidelines, graders specify approaches to common translation issues in the respective pair. For passage-specific guidelines, they record decisions about specific errors encountered in individual passages. In a sense, this vital activity pulls together everything done so far. Developing guidelines represents the last leg in passage selection, promotes teamwork through the exchange of opinions about error severity in particular, and presents a further opportunity for training and the inculcation of program standards.

If this sounds like a lot of work, it is. Assuming this is a part-time endeavor for all concerned, the entire process can easily take two years or longer, though that depends largely on the level of commitment. In the recent past, several initiatives have failed due to the inability to document sufficient demand, and others have foundered owing to a lack of leadership or teamwork. Still, it can be done!

Do you have what it takes to help establish certification testing in a new pair? Check out the full procedure for establishing a new language combination on ATA’s website,¹ or contact me (david@bullcitylang.com) or Caron Bailey, ATA’s Certification Program manager (caron@atanet.org) for further details. (David Stephenson, CT is chair of ATA’s Certification Committee. An ATA-certified German>English, Dutch>English, and Croatian>English translator, he has been an independent translator for over 30 years, specializing in civil litigation and creative nonfiction. He was the 2022 recipient of ATA’s Impact Award. david@bullcitylang.com)

¹ Procedure for Establishing a New Language Combination.
Better than ever

What does it mean that Trados now comes to you from RWS? Simply that we're in an even stronger and more stable position to bring you the innovation you expect.

Our mission remains the same

We'll continue to develop the market's leading translation technology. From desktop to cloud, Trados will give you the flexibility to work the way you want. But more than that, we'll help you make the most of the technology.

With you every step of the way

Our people – our greatest asset – are dedicated to helping you meet the challenging demands of a digital-first world. We've been supporting the translation industry for more than 35 years, and our commitment to doing so is as strong as ever.

Have questions?
Then why not get in touch:

rws.com/letstalk
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